

 MONCTON	POLICY	Owner Department: By-Law Enforcement
	Encampment Response Protocol	
Effective Date: July 21, 2025	Last Reviewed Date: July 21, 2025	City Council Approval Dates: July 21, 2025
Approving Authority: Moncton City Council	Replaces No.: N/A	
1. Purpose Statement		

The City recognizes the inherent dignity of all individuals, including those experiencing homelessness. This protocol is grounded in principles of respect, compassion, and collaboration. It acknowledges the complex factors contributing to homelessness and prioritizes connecting individuals with appropriate supports and pathways to stable housing.

This protocol emphasizes a collaborative approach involving the City (Community Services, RCMP, Community policing), community partner agencies and individuals experiencing homelessness.

GUIDING PRINCIPLES

- 1. Respect of dignity of all individuals:** All actions of response under this protocol will be conducted in a manner that respects the dignity of individuals experiencing homelessness, including their right to adequate housing.
- 2. Parks and Public Spaces:** Public spaces within the community are enjoyable for everyone.
- 3. Collaboration and Partnership:** The City will work collaboratively with community partner agencies and individuals experiencing homelessness to find sustainable solutions.
- 4. Outreach and Support:** Emphasis will be placed on proactive outreach, connection to resources, and support services to address the root causes of homelessness.
- 5. Harm Reduction:** Actions will be guided by principles of harm reduction, minimizing negative impacts on individuals experiencing homelessness.
- 6. Transparency and Communication:** Open communication with individuals experiencing homelessness, community partner agencies, and the public will be prioritized.

Encampment Response Protocol

7. **Discretion and Context:** Recognizing the unique circumstances of each encampment, the City and its partners may exercise professional discretion in applying this protocol. Decisions will be made on a case-by-case basis considering the specific context, individual needs and available resources.

2. Application

This policy applies to City administration and its partners in addressing encampments on public or private property within city limits.

3. Definitions

“Encampment” for the purposes of this protocol, means unauthorized temporary shelters or series thereof, including without limitation, tents, tarps, makeshift shelters, and other structures used for temporary habitation, established on public or private land.

“RCMP” means the Codiac Detachment of the Royal Canadian Mounted Police.

4. Policy

A. REPORTING

1. City operational responses will be coordinated through a standing oversight group which will meet weekly. This group will consist of City staff, members of the outreach program, Community Policing and Outreach, as well as external agencies. This group’s focus will be for managing operational response, coordinating inter-departmental and external agencies, and liaising with the province.

B. PROTOCOL

1. PRIVATE PROPERTY

- i. **Outreach and Communication:** The City has partnered with the YMCA and their ReConnect Alternative Dispatch (YRAD) outreach program, who will be the primary point of contact with individuals residing in encampments on private property. Outreach staff will establish and maintain communication, providing information on available shelters, support services, and resources.
- ii. **Property Owner Engagement:** The City may contact the property owner to inform them of reported concerns regarding the encampment.
- iii. **Property Owner Responsibility:** If the property owner consents to the encampment, they are responsible for ensuring the site is maintained in a clean and sanitary condition. If the site becomes in violation to a City By-law or a health or safety hazard or is the site of known or suspected criminal activity, the owner will be responsible for remediation.

Encampment Response Protocol

- iv. **Enforcement (if necessary):** If the property owner does not consent to the encampment and requests action, they will be advised to contact the RCMP regarding trespassing. The City will continue to offer outreach services to those affected.

2. PUBLIC LANDS (Parks, Trails, City Property)

- i. **Outreach and Communication:** The City's outreach partner YMCA will be the primary point of contact, establishing and maintaining ongoing communication with individuals residing in encampments.
- ii. **Collaborative Decision-Making:** Prior to any action, the City and its partners will engage in a collaborative discussion to determine the most appropriate and supportive course of action, considering all available options.
- iii. **Dialogue and Support:** Respectful dialogue will be initiated with individuals residing in an encampment to understand their needs and connect them with available shelter options, housing supports, and other relevant services.
- iv. **Reasonable Timeframe:** Individuals will be given a reasonable timeframe (generally 48-72 hours, but flexible based on individual circumstances) to gather belongings and access available support. Assistance with storage of belongings may be offered if available.
- v. **Relocation Support:** If relocation is necessary, the City and its partners will work collaboratively with individuals to identify suitable alternative locations, prioritizing access to shelters and housing.
- vi. **Tolerance and Prioritization:** The City will prioritize action on encampments posing immediate health and safety risks, or those located in highly visible public spaces or vulnerable spaces in close proximity to schools, churches, community centres etc. A compassionate and flexible approach may be taken in less visible locations.
- vii. **Criteria for Action:** Encampments in public spaces owned by the City will not be permitted. Action will be taken when necessary and will be based on clearly defined criteria related to demonstrable health and public safety risks, including:
 - a. Documented complaints, harassment, intimidation or threats to public safety.
 - b. Criminal activity (e.g, theft, property damage, drug trafficking, possession of firearms, etc.).
 - c. Imminent health hazards due to unsanitary or unsafe conditions.
 - d. Fire hazards or hazardous materials onsite.
 - e. Environmental concerns, damage to natural resources, pollution and waste accumulation.
 - f. Public nuisance.
 - g. Obstruction of pedestrian or vehicular traffic.
 - h. Availability of alternate housing

Encampment Response Protocol

- viii. **Alternative Solutions:** In all situations, the City and its partners will make every effort to identify and offer alternative solutions to displacement, including connection to housing, healthcare, and other essential services.
- ix. **Discretionary Considerations:** City staff and partners will consider the following factors:
 - a. The specific location and environmental and community impact of the encampment.
 - b. The number of individuals residing in the encampment, including families with children.
 - c. The duration of the presence of individuals in the encampment.
 - d. The presence of individuals with vulnerabilities (e.g., mental health conditions, disabilities).
 - e. The presence of structures or other indications of ongoing habitation and the stated or apparent intent to remain in the location.
 - f. The availability of alternative shelter and housing options.
 - g. The level of engagement and cooperation with outreach services demonstrated by individuals in the encampment.
 - h. The history of the encampment and any prior interactions with City staff and partners.

3. CONTINUOUS IMPROVEMENT

This protocol will be regularly reviewed and updated to ensure its effectiveness and alignment with best practices in addressing homelessness. Feedback from individuals experiencing homelessness, community partners, and the public will be actively solicited and incorporated into the review process. The application of discretion in specific cases will also be reviewed to ensure consistency and fairness.

5. Administration and Contact

City Clerk's Office

655 Main St., Moncton, NB E1C 1E8

Telephone: 506.853.3550

Email: info.clerk@moncton.ca