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## COMMUNITY SERVICES COMMITTEE

### AGENDA

<b>Date of Meeting:</b>	<b>Thursday, November 4, 1999</b>	<b>Enquiry:</b>	<b>Rosalind Dyers</b>
<b>Time:</b>	<b>9:30 a.m.</b>		<b>Administrator</b>
<b>Location:</b>	<b>Committee Room 1</b>		<b>392-8018</b>
	<b>City Hall</b>		
	<b>100 Queen Street West</b>		

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#### DECLARATIONS OF INTEREST PURSUANT TO THE MUNICIPAL CONFLICT OF INTEREST ACT.

#### CONFIRMATION OF MINUTES.

#### DEPUTATIONS. List to be Distributed at Meeting

#### COMMUNICATIONS/REPORTS.

#### 1. BARRING PRACTICES IN HOSTELS. 10:00 a.m.

Commissioner of Community and Neighbourhood Services  
(October 19, 1999)

Responding to the request of the Committee on October 7, 1999, to report on the recommendation of the Advisory Committee on Homeless and Socially Isolated Persons “that the Shelter, Housing and Support Division of Community and Neighbourhood Services institute a policy directing emergency shelters in Toronto to lift all barring practices except in cases involving physical violence”; providing a review of the basic policies and realities around barring clients from service, standards respecting client rights and responsibilities, and staff conduct; and recommending that:

- (1) the current barring policies and practices of hostel services be maintained;
- (2) a future report be prepared on how street outreach services can be expanded and improved; and

- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**(NOTE: COMMUNITY SERVICES COMMITTEE ON OCTOBER 7, 1999, DIRECTED THAT THE FOREGOING MATTER BE CONSIDERED AS THE FIRST ITEM OF BUSINESS ON ITS AGENDA OF NOVEMBER 4, 1999.)**

**2. KPMG FIRE AND AMBULANCE SERVICES 11:00 a.m.  
STATION LOCATION AND FACILITIES STUDY.**

Commissioner of Works and Emergency Services,  
Fire Chief and General Manager, Toronto Ambulance

Additional report in response to recommendations of the six Community Councils to be distributed as soon as it is available.

**2a. City Clerk, East York Community Council  
(October 14, 1999)**

Advising that the East York Community Council on October 12, 1999, recommended that:

- (1) prior to implementing changes that will significantly reduce the number of fire apparatus within the boundaries of the former East York, the following issues must be addressed: (i) the reallocation of run volume from decommissioned apparatus; and (ii) response capability must be analysed; and reports having requested the Commissioner of Works and Emergency Services, in consultation with the Fire Chief, to submit a report thereon to the East York Community Council and the Community Services Committee;
- (2) a representative of the Toronto Professional Fire Fighters' Association be included in any further discussions of the working group established by the Fire Chief to review KPMG's recommendations; and
- (3) the communications system, breathing apparatus, and map system be standardized.

**2b.** City Clerk, Etobicoke Community Council  
(October 14, 1999)

Advising that the Etobicoke Community Council on October 13, 1999, recommended the adoption of the joint report (September 28, 1999) from the Commissioner of Works and Emergency Services, the Fire Chief and the General Manager, Toronto Ambulance, headed "Fire and Ambulance Services – KPMG Fire Station Location and Fire/Ambulance Facilities Study: Main Report".

**2c.** City Clerk, North York Community Council  
(October 19, 1999)

Advising that the North York Community Council on October 12, 1999, recommended:

- (1) the adoption of the recommendations embodied in the report dated September 28, 1999, from the Commissioner of Works and Emergency Services, the Fire Chief and the General Manger, Toronto Ambulance Services; and
- (2) that funding be included in the 2002 Capital Budget for Station "C" as recommended in the report, for a site and the construction of the proposed station, or sooner, if the site becomes available through the review of development applications in the area;

and further reports having requested reports on:

- (a) the feasibility of establishing the new Station "B" at the centre of the Downsview lands rather than on Keele Street;
- (b) the feasibility of establishing direct access to Dufferin Street for emergency from the Ambulance Headquarters;
- (c) the actual average response time from each station as opposed to the four-minute road response time as in the report;
- (d) the estimated average response time resulting from these changes required by adopting a four-minute overall average response time; and
- (e) the combination of the new district boundaries if a single collective agreement and unified dispatch is achieved.

2e. City Clerk, Toronto Community Council  
(October 19, 1999)

Advising that the Toronto Community Council on October 12, 1999, recommended that the Community Services Committee defer consideration of the Fire and Ambulance Services Station Location and Facilities Study until its meeting to be held on December 1, 1999, in order that:

- (a) the Fire Chief and representatives of the Toronto Professional Fire Fighters' Association can meet and submit a plan to the Toronto Community Council, at its meeting to be held on November 9, 1999, upon which all parties can agree; and
- (b) the following requested reports can be submitted to the Toronto Community Council for consideration at its meeting to be held on November 9, 1999, and thereon to the Community Services Committee to be held on December 1, 1999;

that, should the Committee not defer consideration of the matter, the following recommendations be considered:

- (1) the building used for Station T16 not be sold until it has been reviewed by the City for City use;
- (2) the relocation of the aerials in Stations T31 and T16 be further reviewed, based on an analysis of traffic patterns and building use, when plans have been finalized for Station T16;
- (3) the new Station T16 be built at a location established only after community consultation in the area;
- (4) consideration of Stations TA18 and T29 be deferred until a public consultation process has taken place, held by the Ward Councillors and in consultation with all parties;
- (5) the Fire Chief report in 12 months and 24 months to the Toronto Community Council on actual response times and the experience as a result of the changes to fire stations and fire equipment in the Toronto Community Council area, the measurements to include first, second, third, fourth and fifth vehicles on scene;
- (6) the reports requested be submitted to the community meetings which are to take place on this matter; and
- (7) the use of the consultant on this task be discontinued immediately and the Fire Chief be requested to ensure that his senior staff be given sufficient time and resources, in consultation with the Toronto Professional Fire Fighters' Association, to carry out activities which would arise as a result of the discontinuation of the use of the consultant;

and further noting that the Toronto Community Council requested:

- (i) the Fire Chief to report on:
  - (a) not removing Aerial T8 away from Kensington Market Area (132 Bellevue), given the following reasons:
    - (1) aging buildings;
    - (2) wooden structures;
    - (3) traffic jams in the neighbourhood;
    - (4) the aerial from T2 (Bronto Sky Lift) is too large to properly access some of the areas currently serviced by Aerial T8; and
    - (5) narrow streets;
  - (b) why the Heavy Rescue Aerial recommended by KPMG at Fire Station Toronto 1 (260 Adelaide Street West) is not supported by Fire Services;
  - (c) leaving the van, aerial and mini pumper unstaffed at the Island's Fire Station 33;
  - (d) the combined impact of the removal of the aerial trucks on Howland Avenue and Kensington Market;
- (ii) the Commissioner of Economic Development, Culture and Tourism and the Commissioner of Works and Emergency Services to report on the best siting for the Marine Fire Service Unit; and
- (iii) the Fire Chief to comment in writing to the Toronto Community Council on the communication (October 12, 1999) from the President of the Toronto Professional Fire Fighters' Association.

**2f.** City Clerk, York Community Council  
(October 20, 1999)

Advising that the York Community Council on October 12, 1999, noted and received the joint reports (September 28, 1999) from the Commissioner of Works and Emergency Services, Fire Chief, and General Manager, Toronto Ambulance.

- 2g.** Commissioner of Works and Emergency Services,  
Fire Chief, and General Manager, Toronto Ambulance  
(September 28, 1999)

Responding to the recommendations contained in the KPMG Fire and Ambulance Services Station Location and Facilities Study; and recommending that Council adopt the recommendations of the KPMG Study as amended by this report, and that the appropriate City officials be authorized and directed to implement those recommendations in accordance with the implementation schedule included as Attachment "B".

- 2h.** Commissioner of Works and Emergency Services  
and Fire Chief  
(September 28, 1999)

Responding to the request of the former Emergency and Protective Services Committee to report on motions by Councillors Duguid and Fotinos with respect to alternative options for the closing of fire stations T26 – 153 Chatham Avenue: Ward 26, and T31 – 462 Runnymede Road: Ward 19; and recommending that the report be received for information.

- 2i.** Commissioner of Works and Emergency Services  
and Fire Chief  
(September 28, 1999)

Responding to the request of the former Emergency and Protective Services Committee to report on a motion by Councillor Fotinos (on behalf of Councillor Adams) to report with regard to risk and insurance; and recommending that the report be received for information.

- 2j.** Commissioner of Works and Emergency Services  
and Fire Chief  
(September 28, 1999)

Responding to a request of the former Emergency and Protective Services Committee to report on a motion by Councillor Balkissoon with respect to rationalization of facilities, reallocation of apparatus, fleet maintenance, and the human resource implications; and recommending that the report be received for information.

**3. DESIGNATION OF THE WORD NAME “PARAMEDIC”  
WITHIN THE CITY OF TORONTO.**

Commissioner of Works and Emergency Services and  
General Manager, Toronto Ambulance  
(September 28, 1999)

Recommending that:

- (1) the term “paramedic” be restricted for use by only those persons who are qualified based on their training and certification in accordance with Part III of the Ambulance Act of Ontario O.Reg. 501/97, O.Reg. 492/97;
- (2) the term “paramedic” be further restricted to only those persons employed by a licensed ambulance service as defined by the Ambulance Act of Ontario O.Reg. 501/97, O.Reg. 492/97, and directly engaged in the provision of emergency medical services within the City of Toronto; and
- (3) appropriate City officials be given the authority to give effect thereto.

**4. UPDATE REGARDING THE EVOLUTION OF AMBULANCE SERVICES  
WITHIN THE GREATER TORONTO AREA.**

Commissioner of Works and Emergency Services and  
General Manager, Toronto Ambulance  
(September 30, 1999)

Advising of the development’s occurring within the ambulance service industry across the Greater Toronto Area, as a result of the enactment of Bill 152, which will take effect on January 1, 2000, when Upper Tier Municipalities will assume the responsibility for the delivery of land ambulance services; and recommending that the report be received for information.

**5. TORONTO AMBULANCE AND MEDICAL COVERAGE  
AT THE 1999 C.N.E.**

Commissioner of Works and Emergency Services  
(October 16, 1999)

Advising, for information, of the successful partnership between Toronto Ambulance and Exhibition Place in providing on-site emergency medical services during the 1999 Canadian National Exhibition.

**6. REVIEW OF THE WORKERS' INFORMATION AND ACTION CENTRE OF TORONTO.**

Commissioner of Community and Neighbourhood Services  
(October 21, 1999)

Recommending that:

- (1) on the basis of the findings of the review of the Workers' Information and Action Centre of Toronto (WIACT) requested by City Council, the following changes be made to the Workers' Information and Action Centre of Toronto:
  - (i) the Centre's policy, research, community liaison and education capacity be located in the Economic Development Division of Economic Development, Culture and Tourism (EDCT), and funding be provided to support these functions in 2000 and future years to the amount of \$185,000.00 net per annum;
  - (ii) the Centre's information, referral and counselling functions be transferred to an appropriate outside agency with a guarantee of adequate funding from the City for three years, in the amount of up to \$60,000.00 net for up to three years;
  - (iii) the City assist the selected agency to secure alternate sources of funds during the period 2000 to 2002; and
  - (iv) the role of the WIACT Advisory Committee be reviewed with the Economic Development, Culture and Tourism Department in light of the changes recommended above;
- (2) staff from the Community and Neighbourhood Services and Economic Development, Culture and Tourism Departments work to expedite the transfer of functions and staff upon adoption of this report by City Council;
- (3) for the year 2000 budget, Economic Development, Culture and Tourism provide for an additional \$185,000.00 net in its budget submission to fund the former WIACT's policy, research, community liaison and education functions, to be reviewed as part of the year 2000 budget process;
- (4) for the year 2000 budget, the Community Services Grants Program provide for an additional \$60,000.00 as the first of a three-year contribution to cover the transfer to an appropriate outside agency of the former WIACT's information and referral functions, to be reviewed as part of the year 2000 budget process;
- (5) this report be forwarded to the Policy and Finance Committee; and



- (6) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

7. **TORONTO REPORT CARD ON CHILDREN 1999 AND THE CHILDREN AND YOUTH ACTION COMMITTEE'S ACTION PLAN FOR THE REPORT CARD.** **2:00 p.m.**

Councillor Olivia Chow and Councillor Pam McConnell  
(October 20, 1999)

Submitting the "Toronto Report Card on Children 1999" and the Children and Youth Action Committee's (CYAC) "Action Plan for The Children's Report Card 1999"; and recommending that:

- (1) Council adopt the "Toronto Report Card on Children 1999";
- (2) Council adopt the CYAC Action Plan;
- (3) the Commissioners of Community and Neighbourhood Services and Economic Development, Culture and Tourism report back, through their respective standing committees on the program details and financial implications of these recommendations during the 2000 budget process; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**(NOTE: COPIES OF THE "TORONTO REPORT CARD ON CHILDREN 1999" AND THE "ACTION PLAN FOR THE CHILDREN'S REPORT CARD 1999" WERE FORWARDED TO ALL MEMBERS OF COUNCIL BY COUNCILLORS CHOW AND MCCONNELL. A COPY IS ON FILE IN THE OFFICE OF THE CITY CLERK.)**

8. **A COMPREHENSIVE SUMMARY OF CHILD CARE ISSUES, AND A PROPOSED PLAN AND TIMETABLE FOR ACTION.**

Commissioner of Community and Neighbourhood Services  
(October 19, 1999)

Providing a comprehensive overview of the financial and service pressures facing the child care system in Toronto, as well as a synopsis of a proposed plan and timetable for addressing the related objectives outlined in the Toronto Children's Charter, the benchmarks proposed in the Annual Report of the Children and Youth Advocate, and the improvement objectives contained in the Toronto Report Card on Children 1999; and recommending that:

- (1) the 2000 budget request from the Children's Services Division include a discussion and explanation of the financial pressures faced by the child care system, as well as potential sources of funding relief and that the Division's five-year business plan reflect the proposed timetable for addressing the pressures outlined in this report;
- (2) approval be given for the Children's Services Division to initiate a neighbourhood based service planning process, consistent with the principles and objectives outlined in the background paper, entitled "Pressures and Plans in Child Care," attached to this report, and that this service planning process conform to the new provincial standards and guidelines governing child care service planning;
- (3) as a preliminary step towards the creation of a truly integrated system of early childhood education and development within the City, the child care service planning process take into account the current and planned service assets for children provided by other City Departments and program areas, the Boards of Education and other community service providers when negotiating with neighbourhoods how best to meet local childcare needs and address local gaps and overlaps in service; and
- (4) the appropriate City officials take the necessary action to give effect thereto.

**9. EXEMPLARY INTERNATIONAL MODELS OF EARLY CHILDHOOD EDUCATION AND DEVELOPMENT AND THEIR IMPACT ON THE TORONTO'S CHILDREN'S STRATEGY.**

Commissioner of Community and Neighbourhood Services  
(October 14, 1999)

Providing a brief synopsis of a background Paper, entitled "Towards A Framework For Integrating Early Childhood Development And Family Support Programs In Toronto", prepared by Dr. Irene J. Kyle, dated October 1999; outlining the implications of the theoretical and practical research it contains on the City of Toronto Children's Strategy; and recommending that:

- (1) the background paper, entitled "Towards a Framework for Integrating Early Childhood Development and Family Support Programs," attached as Appendix I of this report, be received for information and distributed broadly within the City's Children Services community;
- (2) the City's Children's Strategy described in this report be adopted and used to guide the more detailed action planning and service planning required for the year 2000 in response to the "Toronto Report Card on Children 1999";

- (3) a Steering Committee of Commissioners and General Managers having operating responsibility for services to children within the City be established to ensure the co-ordination of service planning activities and other City-wide initiatives undertaken on behalf of children and to provide advice regarding future benchmark setting activities associated with the annual Children's Report Card process; and
- (4) the appropriate City officials take the necessary action to give effect thereto.

**(NOTE: COPIES OF THE REPORT "TOWARDS A FRAMEWORK FOR INTEGRATING EARLY CHILDHOOD DEVELOPMENT AND FAMILY SUPPORT PROGRAMS" FORWARDED TO MEMBERS OF COUNCIL ONLY. A COPY IS ON FILE IN THE OFFICE OF THE CITY CLERK.)**

**10. LOCAL FRAMEWORK FOR INVOLVEMENT IN FEDERAL AND PROVINCIAL INVESTMENT DISCUSSIONS CONCERNING AN EARLY CHILDHOOD DEVELOPMENT PROGRAM.**

Commissioner of Community and Neighbourhood Services  
(October 21, 1999)

Responding to a request from the Committee on September 9, 1999, to provide background information on a framework for local involvement with respect to federal and provincial discussions on investment in an early childhood development program; and recommending that the report be received for information.

**11. IMPACT OF NEW PROVINCIAL SAFETY REQUIREMENTS FOR PLAYGROUNDS IN LICENSED CHILD CARE PROGRAMS.**

Commissioner of Community and Neighbourhood Services  
(October 19, 1999)

Outlining the service and funding implications of the Ministry of Community and Social Services' Playground Safety Requirements for playgrounds in licensed child care programs; advising that the estimated annual cost of a seven-year phased plan of retrofit or replacement of child care centre playgrounds is \$5 million (gross); and recommending that:

- (1) the City initiate negotiations with the Ministry of Community and Social Services concerning criteria for a phased implementation of compliance with the new playground licensing standards;

- (2) the City seek a cost-sharing agreement with the Ministry of Community and Social Services with respect to the additional costs incurred by child care programs to achieve compliance with the new playground licensing standard;
- (3) consultation with City officials responsible for legal services, risk management and inspection service be completed and the Commissioner of Community and Neighbourhood Services report on a proposed role for the City in any future inspection and audit of playgrounds in childcare programs for compliance with the new playground licensing standard; and
- (4) the appropriate City officials take the necessary action to give effect thereto.

**12. PAYMENT OF 1999 FORMER CITY OF TORONTO DAYCARE GRANTS.**

Commissioner of Community and Neighbourhood Services  
(October 15, 1999)

Recommending that:

- (1) the 67 non-profit child care programs from the former City of Toronto which continue to qualify under the original criteria of the former City of Toronto Daycare Grant program immediately receive their grants in the amounts specified in Appendix I of this report, the total payments from the grant fund not to exceed \$428,000.00; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**13. POLICE REFERENCE CHECKS FOR STAFF, VOLUNTEERS AND HOME CHILD CARE PROVIDERS ASSOCIATED WITH TORONTO'S DIRECTLY OPERATED CHILD CARE SERVICES.**

Commissioner of Community and Neighbourhood Services  
(October 15, 1999)

Recommending that:

- (1) authority be granted for the Children's Services Division to enter into an agreement with Toronto Police Services for the purpose of conducting police reference checks on prospective new child care staff, volunteers and home child care providers prior to their being engaged to care for children in the City's directly operated child care program; and

- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**14. OPTIONS AVAILABLE TO FAMILIES REQUIRING SUBSIDIZED CHILD CARE ADVERSELY AFFECTED BY PROVINCIAL CHANGES IN ASSET CEILING PROVISIONS OF THE NEEDS TEST.**

Commissioner of Community and Neighbourhood Services  
(October 15, 1999)

Discussing options available to families seeking or receiving subsidized child care who may be adversely affected by recent provincial changes to the treatment of Registered Retirement Savings Plans as assets under the Needs Test used to assess subsidy eligibility; and recommending that the report be received for information.

**15. PARENTING PROGRAMS FUNDED BY THE CITY OF TORONTO.**

Commissioner of Community and Neighbourhood Services  
(October 19, 1999)

Providing, for information, an overview of parenting programs within the City of Toronto; and outlining strategies to preserve them.

**16. IMPLEMENTATION OF THE FINAL REPORT OF THE REVIEW OF THE USE OF MOTELS.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Providing an update on the City's progress with respect to the implementation of the recommendations of the Final Report of the Review of the Use of Motels; and recommending that:

- (1) Toronto Hostel Services be authorized to include funding of \$8 million gross, \$4 million net, for the construction of a new family shelter in its capital budget submission for review as part of the year 2000 budget process;
- (2) this report be forwarded to the provincial Ministers of Community and Social Services and Municipal Affairs and Housing, the federal Ministers of Citizenship and Immigration, Public Works and Government Services, Human Resources Development, the Prime Minister Appointed Federal Coordinator on Homelessness, the Chair of the Toronto District School Board, and the Chair of the Toronto Catholic District School Board for their response;

- (3) staff report back to the Community Services Committee when these responses are received; and
- (4) the appropriate City officials be notified to give effect thereto.

**17. OPTIONS FOR ADDRESSING THE PROJECTED 2000 BUDGET INCREASE FOR HOSTEL SERVICES.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Advising Council of the projected \$27 million budget increase for Hostel Services in the year 2000; outlining options that Council could pursue in order to manage and/or reduce this projected increase; and recommending that:

- (1) the Mayor be requested to meet with the Premier, and the Chair of the Community Services Committee be requested to meet with the Honourable John Baird, Provincial Minister of Community and Social Services, and the Honourable Elizabeth Witmer, Provincial Minister of Health, to discuss the issues contained in this report;
- (2) the Provincial Government be requested to provide 80/20 cost-sharing on the actual per-diem costs of providing emergency shelter service in the City of Toronto;
- (3) the Provincial Government be requested to provide 100 percent funding on all emergency shelter services provided to assaulted women and their children;
- (4) the Provincial Government be requested to provide 100 percent funding on all emergency shelter services provided to individuals with serious mental illness;
- (5) the Mayor be requested to meet with the Prime Minister, and the Chair of the Community Services Committee be requested to meet with the Honourable Elinor Caplan, Federal Minister of Citizenship and Immigration, and the Honourable Jane Stewart, Federal Minister of Indian Affairs and Northern Development, to discuss the issues contained in this report;
- (6) the Federal Government be requested to provide 100 percent funding on all emergency shelter services provided to refugee claimants;
- (7) the Federal Government be requested to provide 100 percent funding on all emergency shelter services provided to Aboriginal persons;

- (8) the Provincial and Federal Governments be informed that should discussions regarding cost-sharing, as noted in the previous recommendations, not be resolved within the first six months of 2000, the City of Toronto will bill the respective governments for the services provided and will review whether the City can continue to expand the emergency shelter system beyond the service level set in the year 2000;
- (9) the report be forwarded to the Policy and Finance Committee, and the Budget Advisory Committee, for consideration as part of the year 2000 budget process; and
- (10) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**18. PAYMENT FOR USE OF THE FORT YORK ARMOURY  
FROM JUNE TO DECEMBER 1999, TRINITY NIAGARA.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Recommending that:

- (1) Council authorize the payment of up to \$250,000.00 to the Department of National Defence for the use of the Fort York Armoury as an emergency shelter for homeless individuals for the period of June 24 to December 15, 1999; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**19. IMPLEMENTATION OF A TENANT DEFENCE FUND.**

Commissioner of Community and Neighbourhood Services  
(October 21, 1999)

Responding to the request of the Planning and Transportation Committee on October 4, 1999, to report on further issues with respect to the establishment of a Tenant Defence Fund to help tenants with above guideline rent increases; advising that the establishment of a Tenant Defence Fund would require an unanticipated increase in the approved 1999 Operating Budget; and recommending that:

- (1) should Council decide to approve a role for the City in helping to organize tenants and to ensure tenants have adequate representation before the Ontario Rental Housing Tribunal (ORHT), that a Tenant Defence Fund be established in the manner outlined in this report.

- (2) should the Committee recommend that a Tenant Defence Fund be established, this report be forwarded to the Policy and Finance Committee and to the Budget Advisory Committee as per the "Financial Control Protocols within the Revised Council-Committee Structure," which was adopted by Council; and
- (3) the appropriate City officials be authorized to take the necessary action to give effect to these recommendations.

**19a.** City Clerk  
(October 6, 1999)

Advising that the Planning and Transportation Committee, on October 4, 1999:

- (i) endorsed the following action taken by the Toronto Community Council at its meeting on September 13, 1999, with respect to the Tenant Defence Fund:

"The Toronto Community Council:

- (1) endorsed the recommendations for a Tenant Defence Fund presented to the Planning and Transportation Committee, at its meeting held on September 13, 1999; and
- (2) supported the recommendations of the Sub-Committee to Restore Rent Control, including its request for a meeting with the Honourable Steven Gilchrist, Minister of Municipal Affairs and Housing.";

and forwarded notice of its endorsement in this respect to the November 4, 1999, meeting of the Community Services Committee; and

- (ii) forwarded the action taken by the Toronto Community Council, as outlined above, to the other Community Councils with a request that they consider this matter and provide comment back to the Community Services Committee;

and further that the Planning and Transportation Committee, in part, requested the Commissioner of Community and Neighbourhood Services to report to the November 4, 1999, Community Services Committee meeting and to the next meeting of the Sub-Committee to Save Rent Control:

- (a) on the feasibility of funding the Tenant Defence Fund using one-fifth of 1 percent of all taxes paid by rental buildings in the City of Toronto; and
- (b) an indication of the tenant groups which are currently in need of experienced assistance by the City.



**19b.** City Clerk, Etobicoke Community Council  
(October 14, 1999)

Advising that the Etobicoke Community Council on October 13, 1999, directed that the Community Services Committee be advised of its support of the concept to establish a Tenant Defence Fund, subject to the report from the Commissioner of Community and Neighbourhood Services requested by the Planning and Transportation Committee on October 4, 1999.

**20. REVIEW OF INFORMATION AND ADVISORY SERVICES  
TO TENANTS AND LANDLORDS.**

Commissioner of Community and Neighbourhood Services  
(October 21, 1999)

Providing a review of information and advisory services for tenants and landlords in the City of Toronto; and recommending that:

- (1) Council request the Province, as the authority responsible for the *Tenant Protection Act* (TPA), to greatly improve the resources available to tenants and small landlords in dealing with this legislation, and in particular to act as quickly as possible on:
  - (a) Recommendations Nos. 1-10 in Appendix D, by providing better and more timely information to tenants and landlords by the Ontario Rental Housing Tribunal (ORHT);
  - (b) Recommendation No. 11 in Appendix D, by actively promoting the Ministry of Municipal Affairs and Housing Investigation Unit;
  - (c) Recommendation No. 12 in Appendix D, by providing funding to municipalities and community agencies to develop and distribute information to tenants and landlords regarding their rights and responsibilities;
  - (d) Recommendation No. 13 in Appendix D, by lengthening the time for a tenant to dispute in writing an Application to Terminate a Tenancy (e.g., to 15 working days from the current five calendar days); and
  - (e) Recommendation No. 14 in Appendix D, by changing the rules under the TPA to ensure that all tenants are given notice, by either the landlord or the Tribunal, of the landlord's application for an above guideline rent increase at the time the application is filed with the Tribunal;

- (2) Council request the Province to produce summary data on the activity of the Ontario Rental Housing Tribunal on a frequent basis and to make basic statistical data on applications and orders, including the results of those orders, under the *Tenant Protection Act* available to municipalities and others at nominal cost;
- (3) (a) Council endorse Recommendations Nos. 15-20 in Appendix D related to improvements in the legal aid system and write to Legal Aid Ontario, urging them to:
  - fund a new specialty tenants' legal clinic;
  - eliminate geographic gaps in the community legal clinic system in Toronto;
  - expand and make the Duty Counsel service permanent;
  - provide more legal aid assistance to tenants disputing above-guideline rent increases;
- (b) the Chair of the Community Services Committee write to the Chair of Legal Aid Ontario prior to November 17, 1999, noting Recommendation No. 3(a) and requesting that Legal Aid Ontario act as quickly as possible on proposed improvements to the legal aid system;
- (4) (a) Council endorse a role for the City in the provision of information and advisory services to tenants and landlords which consists of:
  - developing appropriate and clear information on various landlord and tenant issues (e.g., rights and responsibilities under the *Tenant Protection Act*);
  - supporting community groups that are dealing with tenant and landlord issues of significance to the municipality (e.g., related to loss of affordable rental housing, prevention of evictions, etc.);
  - making information available about City policies, by-laws and services (e.g., property standards, property tax issues, second suites, rooming house licensing);
  - working pro-actively to improve co-ordination and communication between agencies involved in providing information and advice to tenants and landlords; and
  - monitoring and reporting on the rental market and the impact of legislation (e.g., *Tenant Protection Act*);

- (b) the Commissioner of Community and Neighbourhood Services, in consultation with other appropriate staff, review Recommendations Nos. 21-42 in Appendix D and report back on a workplan and issues related to implementation; and
- (5) the appropriate City officials be authorized to take the necessary action to give effect to these recommendations.

## **21. REVIEW OF THE TENANT HOTLINE SERVICE.**

Commissioner of Community and Neighbourhood Services  
(October 21, 1999)

Providing a review of the findings of an operational and organization review of the tenant hotline service operated by the Federation of Metro Tenants' Associations; and recommending that the following actions be taken in light of the findings of the organizational and service review of the Federation of Metro Tenants' Associations:

- (1) Council confirm that a tenant hotline is a valuable information and advisory service for tenants in the City of Toronto that should receive City funding;
- (2) City funding for the tenant hotline service be provided through a competitive process, and the Commissioner of Community and Neighbourhood Services proceed with a request for proposals for an expanded tenant hotline service, based on specific services standards that include: operation seven days per week, multiple language translation, after-hours call return, ongoing training for counsellors, and client satisfaction measures;
- (3) in order to ensure that the Federation of Metro Tenants' Associations (FMTA) and the community have adequate time to prepare for a request for proposals, to give the FMTA time to address governance issues raised in the review, and to ensure the continuation of a hotline service until the competitive process is complete:
  - (a) the new, expanded hotline service not commence until July 1, 2000; and
  - (b) the existing purchase of service agreement with the Federation of Metro Tenants Associations for operation of the tenant hotline be extended to June 30, 2000, at the current level of funding; and
- (4) the appropriate City officials be authorized to take the necessary action to give effect to these recommendations.

**22. INCENTIVES FOR PRIVATE-SECTOR AFFORDABLE HOUSING DEVELOPMENT.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Responding to a request by Councillor Jakobek to report on a proposal with respect to development of a rental housing program; outlining steps regarding ways to encourage private-sector affordable housing development; and recommending that:

- (1) the Commissioner of Urban Planning and Development Services and the Commissioner of Community and Neighbourhood Services report back to the January 2000 meetings of the Planning and Transportation Committee and the Community Services Committee, outlining an interdepartmental process to develop policies to encourage private-sector affordable housing development;
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**23. TRANSFER TO THE CITY OF TORONTO OF THE SUPPORTS FOR DAILY LIVING PROGRAM.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Respecting the Supports for Daily Living Program which is being transferred from the Provincial to the Municipal level effective January 1, 2000; and recommending that:

- (1) the Commissioner of Community and Neighbourhood Services be authorized to enter into an agreement for 2000 with the Province of Ontario for the transfer of management and funding of the Supports for Daily Living Program at a gross cost of \$3.4 million to be 100 percent funded by the Province;
- (2) the Commissioner of Community and Neighbourhood Services be authorized to contract with the agencies identified in this report for the delivery of the Supports for Daily Living Program;
- (3) the funding allocations to agencies as identified in this report be maintained for as required by the Ministry of Community and Social Services;
- (4) this report be forwarded to the Policy and Finance Committee for consideration; and
- (5) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

**24. TORONTO HOUSING COMPANY INC. –  
REQUEST TO EXTEND TERM OF TENANT BOARD MEMBERS.**

Chief Executive Officer, Toronto Housing Company Inc.  
(October 1, 1999)

Advising that the Board of Directors of Toronto Housing Company Inc., at its meeting of September 13, 1999, had before it a report (September 3, 1999) from the Chief Executive Officer respecting the Resident Participation System; and wherein it recommended, as amended, that City Council, as the governing body of the shareholder, extend the term of the current tenant Board Members, Mary Crowe, Elaric Kissoon and Victor Waring until the first anniversary of their appointment and/or until their successors are appointed.

**25. MAYOR'S YOUTH EMPLOYMENT SUMMIT: FINAL REPORT.**

Commissioner of Community and Neighbourhood Services  
(October 20, 1999)

Providing, for information, a status report on follow-up activities that have resulted from the Mayor's Youth Employment Summit, and summarizing the outcomes from "Mayor Mel's Youth Employment Initiative."

**26. INCOME PROTECTION STRATEGIES.**

Councillor Jack Layton  
Co-Chair, Advisory Committee on Homeless and Socially Isolated Persons  
(October 20, 1999)

Advising that the Advisory Committee on Homeless and Socially Isolated Persons on October 20, 1999, adopted the following motions and requested that the Community Services Committee also endorse these recommendations:

- (1) that the City of Toronto review the impacts of benefit cuts and eligibility restrictions to Employment Insurance, the Canada Pension Disability program, the Ontario Workers Safety and Insurance program and the Ontario Disability Support Program, and urge the federal and provincial governments to restore these essential social safety programs; and
- (2) that the City of Toronto explore sources of funding, such as Ontario Legal Aid, to establish a pilot project to fund a team of community legal workers to assist people in emergency shelters, drop-in centres and community clinics to get the federal and/or provincial benefits they may be entitled to.

**ANY OTHER MATTERS.**