

Appendix 3

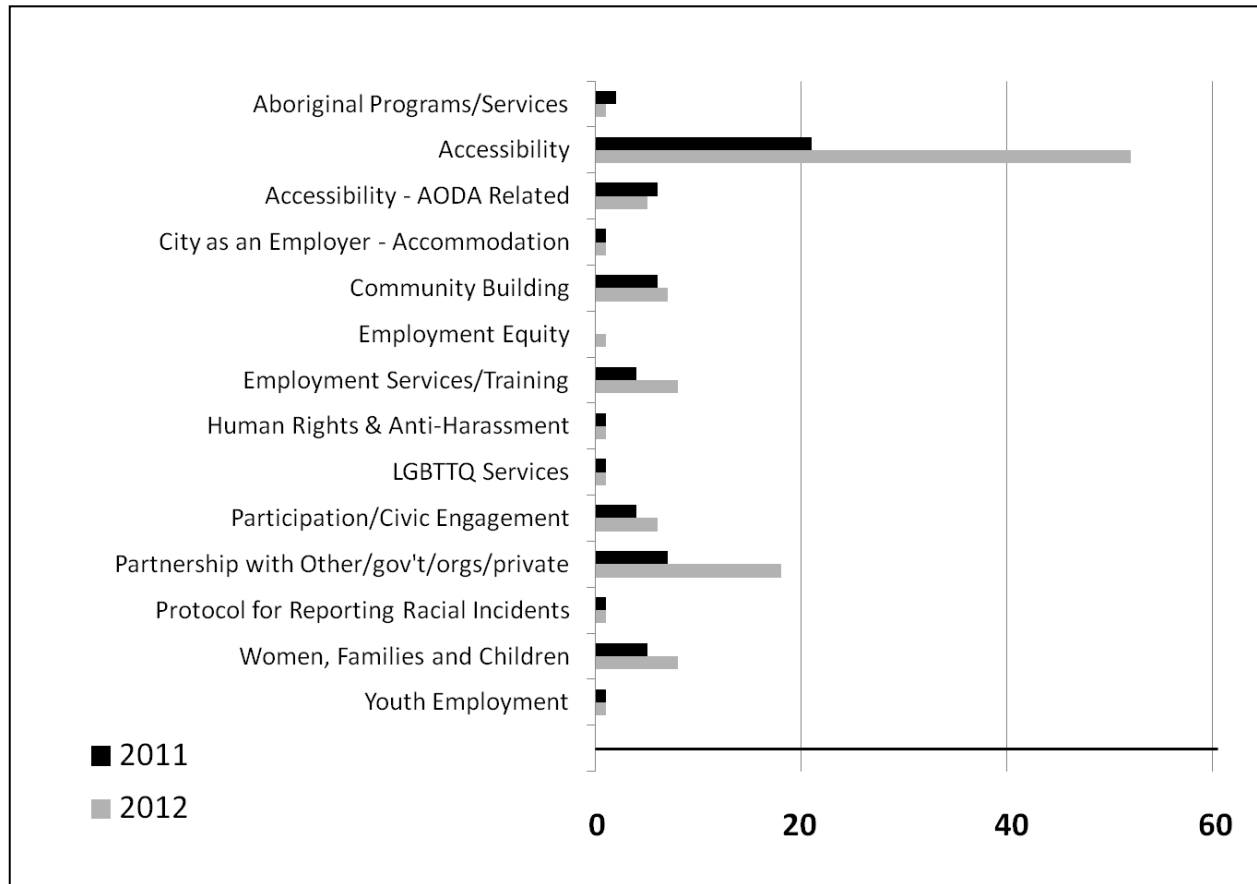
Quantitative Indicators – Division-Specific

In addition to corporate indicators, which are common equity, diversity and human rights initiatives across divisions, 19 divisions reported 111 quantitative equity, diversity and human rights initiatives and results that are specific to their mandate and responsibilities.

(See also Appendix 4 – Qualitative Indicators for more divisional equity, diversity and human rights initiatives that are specific to their mandate and responsibilities)

The following three tables are a summary and comparison of 2011 to 2012 data.

Division-Specific Quantitative Indicators Categories and Number of Initiatives Reported



Total	2011	2012
# of Divisions Reporting	19	19
# of Indicators	13	14
# of Initiatives	60	111

Yearly Comparison of Division Specific Quantitative Initiatives

Indicator Category	2011	2012			
	# of Initiatives	# of Initiatives	Ongoing	Cancelled /No Data	New/Newly Counted
1. Accessibility	21	52	19	2	33
2. Partnerships	7	18	6	1	12
3. Employment Services/Training	4	8	4	-	4
4. Women, Families & Children	5	8	5	-	3
5. Community Building	6	7	3	3	4
6. Participation/Civic Engagement	4	6	4	-	2
7. Accessibility – AODA	6	5	5	1	-
8. City as an Employer – Accommodation	1	1	1	-	-
9. Employment Equity	-	1	-	-	1
10. Human Rights and Anti-Harassment	1	1	1	-	-
11. LGBTTQ Services	1	1	1	-	-
12. Protocol for Reporting	1	1	1	-	-
13. Aboriginal Services	2	1	1	1	-
14. Youth Employment	1	1	1	-	-
TOTAL # INITIATIVES	60	111	52	8	59

The following list includes all quantitative divisional initiatives from each of the 14 indicator categories.

Aboriginal Peoples - 1 initiative

These initiatives are programs and services designed specifically for Aboriginal peoples.

- ***Shelter, Support and Housing Administration:***

1. Delivers programs and services for homeless or at-risk Aboriginal Peoples funded under the Homelessness Partnership Initiative. Three-hundred and forty-four (344) Aboriginal Peoples participated in these programs and services (up from 91 people in 2011), and 127 (37%) of them were placed in housing (up from 24% in 2011) and 182 (53%) received housing supports.

Accessibility – 52 initiatives

These initiatives improve access to services for customers, such as multilingual and translation services, cultural sensitive programs, accessible location of service delivery, information sessions, and tax relief for low-income seniors and people with disabilities.

- ***Emergency Medical Services:***

2. Community Referrals by EMS Program referred 1,150 clients (up from 1,100 in 2011).
 3. Home visits to 428 the most vulnerable users (slightly down from 437 in 2011) of and Third party referrals for 216 of the visits (up from 213 in 2011).
- ***Solid Waste Management:***
 4. Barrier Free Collection was offered to a number of households. The Front/Side Door Collection Program for persons with mobility issues and physical disabilities served 1,164 households (up from 1,142 in 2011). The Dialysis Bin Program offered free garbage bins to 346 households with dialysis patients (up from 290 in 2011).
 - ***Long-Term Care Homes and Services (LTCHS):***
 5. Culturally sensitive programming reflecting the diversity of the residents is offered in 100% of all homes (same as in 2011).
 6. The Adult Day Program offered quality activities and services in a safe and supportive environment for 9,377 clients reflecting the EDHR priority groups (slightly down from 10,635 in 2011).
 7. Homemakers and Nurses services completed 86,737 client visits (down from 90,200 in 2011) to people who otherwise would not have had access to these services.
 8. The Supportive Housing Program provided services to help 521 seniors living independently in the community (up from 445 in 2011).
 9. LTCHS prepared 107,467 meals for Meals on Wheels (up from 107,200 in 2011).
 - ***Purchasing & Materials Management:***
 10. Supplier Briefing sessions were offered 12 times (down from 17 in 2011).
 - ***Shelter, Support and Housing Administration:***
 11. Multi-lingual translation in emergency responses was offered 100% of the time in warming/cooling centres (same as in 2011).
 12. Multi-lingual translation in emergency responses was offered 100% of the time during evacuations (same as in 2011).
 13. Multi-lingual translation was offered in 17 instances on the tenant hot-line (down from 33 in 2011). The multi-lingual service is available 100% of the time.
 14. Specialized assistance and support for vulnerable populations in residential buildings during emergencies was offered 100% of the time (same as in 2011). In the case of power outages over 2 hours, clients are support is offered to clients with electrical assisted devices.

15. In homeless shelters, 1,418,832 beds were occupied over the year (up from 667,402 in 2011). Of the shelters, 3 are offered to seniors, 4 are offered to refugees/new immigrants, 12 are offered to women, 2 are for Aboriginal communities, 1 is for people living with HIV/AIDS, 10 are for men, 4 are for families, and 5 are for single people.
16. Housing help services were offered within shelters to 8,200 clients (up from 6,221 in 2011) to help with housing applications, housing search/access, stabilization supports and eviction prevent, resulting in 5,700 individuals discharged from the shelter because they found housing.
17. Forty-one (41) (down from 45 in 2011) housing help programs outside of shelters were offered to help low income and homeless people access and keep their housing. Eleven (11) housing help programs support Daily Living in alternative housing (same as in 2011). Combined, the two programs served 20,000 households (over 30,000 people). Despite the reduction in the number of housing help programs, the total number of people served increased from 19,282 in 2011.
18. Rent Bank Services provided 1,063 households (up from 310 in 2011) with rent bank loans to help low-income people with Provincial and Toronto Rent Bank loans to pay rent arrears and keep their housing. Emergency Rent Deposit Loans were offered to 100 households (up from 50 in 2011) to find more affordable housing.
19. Drop-in services were accessed by 5,827 low-income and homeless people (down from 6,764 in 2011), through 30 programs that target Aboriginal people, LGBTTTT, seniors, women and youth.
20. The Housing Access and Retention Program assisted 7,497 clients through 40 projects, of which 799 clients were placed in housing and 1,313 received housing supports. Of these, 866 maintained the housing for more than 3 months. The street outreach program served an additional 23,511 clients, a new activity for 2012. (In 2011, 41 projects assisted only 958 clients, of which 508 clients accessed housing, and only 188 maintained housing for more than 3 months.)
21. Housing Assistance was provided to a total of 3,896 households from the centralized waiting list (up from 3,851 in 2011).
22. The Housing Allowance Program assisted 3,535 households (down from 5,050 in 2011 due to Provincial funding reductions), of which 10 were Aboriginal households, 85 were for victims of abuse, 891 were for seniors, 551 were for homeless or hard-to-house households, and 1,998 were for other low-income applicants.
23. The rent-geared-to-income program funded 66,440 units (down from 67,185 units because of pressure to reduce the number of units funded).
24. The Federal Residential Rehabilitation Assistant Program funded repairs for 95 households with low-income homeowners for major repairs (down from 210 in 2011) and

50 households with low-income homeowners for repairs to make their homes more accessible for persons with disabilities (down from 116 in 2011). The decreases are due to reductions in annual Federal funding.

25. The Federal Home Adaptations for Seniors' Independence was offered to 266 low-income seniors (up from 176 in 2011) to allow them to live in their homes with greater independence.

- ***Toronto Water:***

26. Water rebates were processed for around 4,200 applications from low-income seniors and people with disabilities (up from 3,816 in 2010). As well, 35 low-income subsidies were provided under the Mandatory Downspout Disconnection program.

- ***Revenue Services:***

27. Property Tax Increase Deferral Program and Property Tax Increase Cancellation Program offered to 7,903 low-income seniors (up from 7,361 in 2011) and 492 low-income persons with a disability (up from 474 in 2011).

- ***Court Services:***

28. Interpretation requests in over 228 languages and dialects were met 63,431 times (up from 46,000 requests met in over 135 languages and dialects in 2011).

- ***Toronto Employment and Social Services:***

29. The City Services Benefit Card allowed 5,794 clients to receive their Ontario Works benefits without requiring access to a bank account and without identifying them as recipients of social assistance.

- ***Toronto Public Health:***

30. The Tuberculosis (TB) Prevention and Control Program reduced the incidence and impact of TB in Toronto:

- 98% of cases had adequate treatment (same as in 2011)
- 80% of household contacts of active TB cases had follow-up and treatment (same as in 2011)
- 64 education or information sessions or displays were offered to homeless or under-housed clients and staff in shelters/drop-in centres, in correctional facilities or in health agencies for the general public (down from 110 in 2011 because of limited resources)
- Screening for TB was done for 354 homeless and/or under-housed clients and 10 staff (down from 1,958 clients and 16 staff in 2011 because of more effective targeted screening methods)
- The Medical Surveillance Program assessed and followed up with 1,325 clients (down from 1,482 in 2011)
- 45 new TB clients were referred to social workers (down from 59 in 2011)

31. The Vaccine Preventable Disease Program ran 49 clinics (up from 29 in 2011) and provided 825 influenza vaccines to homeless, under-housed, and vulnerable communities

at accessible and familiar locations (down from 1,149 in 2011, but the number depends on interested individuals).

32. The Vaccine in Partnership Clinics ran 25 clinics (down from 29 in 2011) providing vaccines to 401 children, 40% of which indicated they did not otherwise have access to health services. (The number of children receiving vaccines decreased from 1552 children in 2011 due to the method used to contact children's families. The contact method will be changed for 2013.)
33. The Communicable Disease Control programs saw 58,000 sexual health clinic clients in mostly vulnerable communities (up from 57,451 in 2011) and the Methadone Works Program was accessed by 92 individuals (up from 74 in 2011).
34. The Diabetes Prevention Strategy ran 25 education workshops for 484 people identified as being high risk for diabetes (down from 70 pilot workshops for 700 people in 2011).
35. The Pedometer Lending Program loaned 2,389 pedometers (up from 872 in 2011) through 40 Toronto Public Libraries (up from 15 libraries in 2011) serving low-income communities to help individuals begin and maintain walking behaviours as a form of physical activity.
36. The Walk into Health Walking Program offered 15 community agencies and organizations training and support for their service providers serving low income communities and visible/ethnic minorities to begin and maintain a walking program with their clients (down from 26 in 2011).
37. The Cancer Prevention and Screening Program offered 9 agency training sessions to agencies serving under-screened populations (up from 4 trainings in 2011).
38. The Student Nutrition Program provided 144,427 high-risked youth (up from 141,386 youth in 2011) with community-based meal programs at 463 high-risk schools or communities through 682 programs.
39. The Bed Bug Control Initiative investigated and offered appropriate support to 1,377 complaints from vulnerable people who are impacted by bed bug infestations (down from 2,040 in 2011 because of one-time 2011 funding from the Province for the program).
40. The Hot Weather Response Program inspected 681 premises (up from 555 in 2011), advising elderly and very young people with respiratory problems of adverse heat conditions.
41. The Reclusive Persons Program investigated 280 complaints (up from 50 complaints in 2011) with respect to hoarding and unsanitary conditions for seniors and people with physical and/or mental disabilities.

42. The Uninsured Clinics saw an average of 16 to 22 clients who are newcomers and vulnerable people with no health insurance.
43. The Homeless At-Risk Prenatal Program provided 109 families (down from 149 in 2011) with prenatal assistance in the form of food certificates and transportation support.
44. The Peer Nutrition Program reached 2,241 clients (up from 1,500 clients in 2011) to offer nutrition education for low-income families with children ages 6 months to 6 years old.
45. Four (4) Parenting Groups provided education/awareness in over 14 multiple languages included American Sign Language, to 81 groups (up from 40 in 2011).
46. Developmental and Nutristep Screening Clinics were established at 21 sites in priority neighbourhoods.
47. The Canada Prenatal Nutrition Program was offered in 10 of the 13 priority neighbourhoods (down from 12 of the 13 in 2011).
48. The Healthiest Babies Possible Program assisted 553 clients (down from 733 in 2011) in 12 of the 13 priority neighbourhoods in over 26 languages and American Sign Language (same as in 2011).
49. Dental and Oral Health Programs offered many services to vulnerable communities:
 - 10,368 new patient examinations (up from 8,456 in 2011)
 - 17,234 emergency and specific examinations (up from 13,667 in 2011)
 - 40,856 preventative services (down from 107,110 in 2011)
 - 29,305 restorative procedures (up from 20,919 in 2011)
 - 5214 denture services (slightly down from 5,413 in 2011)
 - 8,902 surgical procedures (up from 7,772 in 2011)
 - 3,176 seniors were screened in Long Term Care facilities (down from 9,000 in 2011 because the Geriatric Dental Team went through restructuring in 2012)
 - 213,739 school aged children were screened (slightly down from 216,814 in 2011)
 - 100% of all urgent dental cases were followed up (same as in 2011).
 - 435 educational workshops were offered to vulnerable community groups (up from 193 in 2011)
 - 1,098 new dentures were made (up from 1,196 in 2011)
 - All (22) dental clinics are accessible on public transit (up from 16 in 2011)
50. Childhood Obesity Management provided 3 public health nurse home visits with Mandarin interpretation.
51. Urban Issues established partnerships with 632 community organizations to increase access to services for priority groups, offering 96 projects that address health inequities by increasing access to services and service provision.

- ***Strategic Communications:***

52. The Ethnic Media Strategy is continuing from 2011. Advertisements for the launch were translated into 11 languages, and 61 electronic updates were emailed (up from 16 in 2011).

53. To broaden access to information for different populations, particularly youth, 90 social media accounts were established, 2 social media training sessions were offered to staff and 3 podcast programs were launched, producing 51 episodes.

Accessibility – AODA related – 5 initiatives

These are activities that remove or reduce barriers for people with disabilities and meet the compliance with the AODA requirements, such as the use of alternate formats in customer service and information and communication. The implementation of the plans to comply with the AODA standards began in 2013, therefore they are not included in this progress report for 2012.

(See “Built environment and physical accessibility” in Appendix 2 where divisions also reported AODA related accessibility initiatives.)

- ***Transportation Services:***

54. Three-thousand (3000) accessible street furniture pieces including transit shelters, benches and public washrooms to improve accessibility to people with disabilities (same as in 2011).

55. Pedestrian signals were installed in 34 new locations (up from 32 in 2011).

56. TTC bus platforms were installed at 50 bus stops.

57. Four and a half kilometres (4.5 Km) of new sidewalk were installed (down from 10 Km in 2011).

- ***Revenue Services:***

58. Nine (9) calls received through TTY (down from 27 in 2011).

City as an Employer – Accommodation – 1 initiative

These initiatives demonstrate examples of accommodation for City employees.

- ***Pension, Payroll and Employee Benefits:***

59. An ASL interpreter was re-hired for the division’s annual planning day, meetings and 'Access and Privacy' training so that all staff could participate equitably. TTY telephone was made available to an individual staff for daily use.

Community Building – 7 initiatives

These are initiatives that support a strong community-based sector and facilitate access to services that promote social outcomes for vulnerable, marginalized and high-risk communities

and members of racial minorities, sexual minorities, women, people with disabilities, Aboriginal Peoples, seniors, youth and newcomers.

- ***Social Development, Finance and Administration:***

60. The Access, Equity, and Human Rights Investment program recommended 29 projects (down from 38 in 2011).
61. The Community Services and Partnership Fund funded 108 organizations (down from 228 in 2011) that represent equity-seeking communities to support a strong community-based sector and facilitate access to services that improve social outcomes for vulnerable communities.
62. The Identify N'Impact Investment Fund trained 8 youth to review funding applications and offered over 300 youth involved leadership opportunities (up from 240 programs that were reviewed by 12 youth trained to review funding applications in 2011).
63. The Community Recreation and Investment Program funded 25 projects that contribute to the City's goal to increase participation in recreation activities that support social and physical development, of which 23 were for equity seeking groups.
64. The Community Safety Investment Program funded 19 projects of which 12 were for equity-seeking groups, to support outcome-focused activities that build community capacity for violence prevention and increase safety for the most vulnerable groups in Toronto.

- ***Toronto Public Health:***

65. The Peer Leadership Grant for Prevention of Type 2 Diabetes offered funding from 25 partner agencies, training 133 peer leaders from diverse communities, and reaching 2,200 community members from high-risk communities through the education sessions offered by peer leaders.
66. The Investment in Youth Engagement funded 39 youth groups to support youth engagement work in health with a focus on tobacco use prevention and other related topics.

Employment Equity – 1 initiative

- ***Fire Services:***

67. The Workforce diversity initiative resulting in the hiring of 1 woman and 2 racialized minorities.

Employment Services/Training – 8 initiatives

These initiatives assist unemployed and under-employed residents with employment support services and training.

- ***Economic Development and Culture:***
 - 68. Hosted 47 seminars to disseminate information about the labour force to new Canadians.
 - 69. Supported 123 entrepreneurship initiatives that target priority groups and relevant business networks. One of these initiatives was the Business Inc. Program targeted to women, youth and newcomers, that was run at Toronto Public Libraries in and close to priority neighbourhoods. One hundred (100) people enrolled in the program, 40% of which were from the target neighbourhoods.
- ***Toronto Employment and Social Services:***
 - 70. Recorded 214,070 visits to their Employment Centres from un/under employed residents (up from 140,500 in 2011).
 - 71. TESS hosted or participated in 149 job fairs or other career information sessions (up from 58 held in 2011).
- ***Shelter Support and Housing Administration:***
 - 72. Provided 2,225 (up from 576 homeless people) low-income people with vocational training, skills training and volunteer opportunities through shelters and outreach street programs. Through the programs, 275 clients (12%) were employed, 690 (31%) clients found volunteer placements, meaning 43% of participants found employment or volunteering opportunities. As well, 616 (27%) of clients participated in further education or training.
 - 73. The Toronto Enterprise Fund with United Way Toronto provided employment skills and opportunities to 267 (up from 211 in 2011) low-income people.
- ***Fire Services:***
 - 74. The Career Awareness Programs' recruitment campaign to all City of Toronto communities to increased the number of job ready potential candidates available to submit applications for entry-level Firefighter positions. Of the 26 applicants who completed the program, 2 were hired in 2012.
- ***Toronto Public Health:***
 - 75. The Food Handler Certification Program provided training to 184 participants who are clients of TESS seeking employment in the food industry, including 46 at risk youth.

Human Rights and Anti-Harassment - 1 initiative

- ***Equity, Diversity and Human Rights Division:***
 - 76. The Human Rights Office provided 973 consultations (up from 866 in 2011) and 175 investigations (up from 172 in 2011) based on the City's Human Rights and Anti-Harassment Policy.

LGBTQT (Lesbian, Gay, Bisexual, Transgender, Two-Spirit and Queer) - 1 initiative
These initiatives are specialized specifically for LGBTQT individuals and communities.

- ***Long-Term Care and Housing Services:***

77. All homes (100%) use the LGBT (Lesbian, Gay, Bisexual and Transgender) Tool Kit as a foundation and framework (up from 64% in 2011). Community-based services have fully implemented the division's LGBT quality initiative. The division is planning to roll out the LGBT initiative in the remaining four homes, making all programs and services LGBTQT welcoming and inclusive.

Participation/Civic Participation – 6 Initiatives

These initiatives engage and involve residents in the City's decision-making processes and in the social, economic, cultural and political life of the City.

- ***Economic Development and Culture:***

78. Delivered 502 cultural events and programs to engage youth (up from 274 in 2011).

- ***Long-Term Care Homes and Services:***

79. All (100%) homes have advisory committees that reflect the EDHR priority groups (same as in 2011).

- ***Strategic and Corporate Policy:***

80. In implementing the City's Public Appointments Policy, Strategic and Corporate Policy set targets and disseminated information on the application opportunities and process to under-represented groups, i.e., Aboriginal Peoples, women, people with disabilities, LGBTQT and racial minorities (same as in 2011).

- ***Equity, Diversity and Human Rights:***

81. The Aboriginal Affairs Committee with support from EDHR conducted 1 consultation in developing the Urban Aboriginal Strategy (down from 6 in 2011). The decrease is because the work for the Urban Aboriginal Strategy is ending.

- ***Solid Waste Management:***

82. Four (4) advisory/working groups held 10 meetings and 4 workshop sessions for 100 property managers and 8 industry stakeholders to provide equitable opportunities for residents and the business community to participate in the decision-making process on emerging solid waste issues (down from the 8 advisory/working groups that held 46 meetings in 2009).

- ***Toronto Public Health:***

83. The Be Your Best Self program reached 150 students in 10 pilot schools through the Welcoming Community partnership initiative with the Toronto District School board to support newcomer students in making a healthy transition to their new schools and connect youth to skill development opportunities.

Partnership (with Other Orders of Government/Organizations/Private Sector)-18 initiatives
These are initiatives where divisions work collaboratively with other governments, organizations or the private sector to pool resources and expertise to meet common social and economic objectives for Toronto residents.

- ***Toronto Employment and Social Services (TESS):***

84. The partnership with George Brown College's Career and Work Counselling Program provided student practicum placements in TESS Employment Centres to 10 students, of which 4 are internationally trained professionals (down from 32 placements of which 9 were internationally trained professionals in 2011).

- ***Social Development, Finance and Administration:***

85. The Access, Equity, and Human Rights Investment program recommended 29 projects (down from 38 in 2011).

86. The Community Services and Partnership Fund funded 108 organizations (down from 226 in 2011) that represent equity seeking communities to support a strong community-based sector and facilitate access to services that improve social outcomes for vulnerable communities.

87. The Identify N'Impact Investment Fund trained 8 youth to review funding applications and offered over 300 youth involved leadership opportunities (up from 240 programs that were reviewed by 12 youth trained to review funding applications in 2011).

88. The Community Recreation and Investment Program funded 25 projects that contribute to the City's goal to increase participation in recreation activities that support social and physical development, of which 23 were for equity-seeking groups.

89. The Community Safety Investment Program funded 19 projects of which 12 were for equity-seeking groups, to support outcome-focused activities that build community capacity for violence prevention and increase safety for the most vulnerable groups.

- ***Shelter Support and Housing Administration:***

90. The Canada-Ontario Affordable Housing Program supported 310 residents to receive affordable housing, of which 100% were low-income residents (up from 251 in 2011). Of the 100 % of the affordable rental homes that were targeted for low-income people, 38% was targeted to people with seniors, 7% was targeted to people with disabilities (up from 5% in 2011). In 2011 5% was targeted for victims of domestic violence.

91. The Enterprise Fund is delivered in partnership with United Way Toronto enrolled 267 low-income people (up from 211 in 2011) to support local social purpose enterprises.

- ***Emergency Medical Services:***

92. Patient Information Sheets were produced and distributed for over 7,500 patients to various partner agencies and medical practitioners to assist staff when the patient is unable to communicate or there is a language barrier.

93. The Seniors Care Strategy Steering Committee and Technical Working group has partnered with the Province and other key stakeholders in the health care community to help seniors receive appropriate care in the right environment and to help them live at home longer.
- ***Toronto Public Health:***
94. Youth Community Walking Audits in priority neighbourhoods were conducted with 4 community partners to create safer and more walkable communities.
95. The Cancer Prevention and Screening Program offered 9 agency trainings through 10 community partnerships to agencies serving under-screened populations (up from 4 trainings in 2011).
96. The Communicable Disease Control programs saw 58,000 sexual health clinic client in 4 clinics mostly vulnerable communities (up from 57,451 in 5 clinics 2011) and the Methadone Works Program was offered through 40 partner agencies (up from 35 in 2011).
97. The Colour it Up Program partnered with 4 agencies in high needs communities to inform, educate and stimulate behaviour change related to vegetable and fruit acquisition, preparation and storage for women and their families.
98. The Walk into Health Walking Program offered 15 community agencies and organizations training and support for their service providers serving low income communities and visible/ethnic minorities to begin and maintain a walking program with their clients (down from 26 in 2011).
99. Urban Issues established partnerships with 632 community organizations to increase access to services for priority groups, offering 96 projects that address health inequities by increasing access to services and service provision.
100. The Girls Unlimited Program engaged 15 youth service organizations to increase physical activity amongst teenage girls ages 13 to 17.
101. The Be Your Best Self program reached 150 students in 10 pilot schools through the Welcoming Community partnership initiative with the Toronto District School board to support newcomer students in making a healthy transition to their new schools and connect youth to skill development opportunities.

Protocol for Reporting Racial Incidents – 1 initiative

These protocols provide a mechanism for residents or employees to report on incidents of racism and bias so that appropriate responses can be made.

- ***Children's Services:***

102. Serious Occurrence reports from child care centres from a line that is monitored 24 hours a day, 365 days a year received 2 reports on Racial Incidents, a smaller number than in previous years (in 2011, there were 5 reports, 8 reports in 2010, and 22 reports in 2009.)

Women, Families and Children - 8 initiatives

These initiatives are programs and services designed for women, families and/or children.

- ***Toronto Public Health:***

103. Homeless At Risk Prenatal Program was delivered to 109 at-risk pre-natal families (down from 149 in 2011). Public Health nurse contacts were made for 35 shelters (up from 21 in 2011)
104. Four (4) parenting groups including Learning and Living with Baby, Nobody's Perfect Parenting Group, and Incredible Years Parenting Groups were offered 81 times in priority neighbourhoods (up from the 40 groups offered in 2011) of which 2 groups were offered in ASL and 41 groups in 14 languages.
105. Canada Prenatal Nutrition Program was offered in 10 of the 13 priority neighbourhoods (down from 12 neighbourhoods in 2011).
106. The Healthiest Babies Possible Program was offered to 533 eligible clients (down from 733 in 2011).
107. The Colour it Up Program provided 4 program series to 62 newcomers with small children (up from the 60 participants in the 26 program series in 2011).
108. Breast Feeding Support was offered at no cost in 5,837 clinic visits, through 10,576 telephone-calls, and 1,591 public health nurse home visits to provide breastfeeding support for all families, including those with low-income and limited access to transportation.
109. The Peer Nutrition Program reached 2,241 clients (up from 1,500 in 2011) to offer nutrition education for low-income families with children ages 6 months to 6 years old.
110. The Girls Unlimited Program engaged 15 youth service organizations to increase physical activity amongst teenage girls ages 13 to 17.

Youth Employment – 1 initiative

These initiatives focus on the hiring of youth and/or students at the City of Toronto. Youth employment related initiatives may also be listed under other indicator categories. See Appendix 4 for more youth employment initiatives.

- ***Toronto Water:***

111. Hired 5 youth/students to work in Water Treatment and Waste Water (down from, 48 in 2011 due to budget constraints).