

Re: HL16.2

Community and Social Services:

**Supporting Vulnerable Torontonians
during COVID-19**

Giuliana Carbone, Deputy City Manager

Presentation to Toronto Board of Health

May 7, 2020

City of Toronto

- Shelters
- Drop Ins
- Street Outreach
- Rapid Rehousing
- Eviction Support
- Rent Support
- Modular Housing

HOUSING & HOMELESSNESS

Provincial Government

- OW & ODSP
- Provincial Supports
- Federal Supports
- Youth Employment
- Credit Counselling

INCOME SUPPORT

Federal Government

- Emergency Child Care Centres
- Parental Support
- Learning Activities
- Support for Seniors
- Prescription Delivery
- Medical Appointments

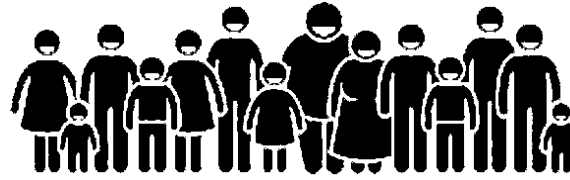
FAMILY SUPPORT

Community Sector

- Food Banks
- Hamper Delivery
- Grocery Delivery
- Grocery Gift Cards
- Prepared Meal Delivery

FOOD ACCESS

TO Supports



MENTAL HEALTH

- Free Phones
- Free Counselling
- Online Group Workshops
- Bereavement

SAFETY & WELLBEING

- Escalated Situations
- Critical Incidents
- Supervised Injection
- Domestic Violence
- Child Abuse
- Funeral Planning
- Know Your Rights

SOCIAL CONNECTION

- Volunteerism
- Donations
- Digital Access
- Online Activities

COMMUNITY SECTOR SUPPORT

- City-Sector Coordination
- Networking
- Emergency Funding
- Workplace Safety
- Funding Sustainability
- Research

Community & Social Services: Rapid Response



Long-Term Care Homes (City-operated):

- Proactive **infection prevention & control (IPAC)** practices in all 10 Homes early on (before Prov. Directives)
- Leading Outbreak Management practices
- **Positive** independent **audit** of our IPAC practices
- Continued focus on **staffing continuity & increased testing**
 - 100% of residents & 2,000+ staff have been tested (as of May 5th)



Shelter Enhancements:

- Creating **physical distancing** across the shelter system: **1,823 clients moved** in total (as of May 4th)
 - **13 temporary facilities** (7 community centres; 6 other facilities): all 497 spaces occupied
 - **12 hotels** (approx. 1,000 rooms) – **1,040+ people moved** in
 - **125 apartment** units leased for individuals sleeping outdoors in encampments: **77 moved in** (as of May 4th)
 - **400 recovery** spaces for **COVID-positive clients** (1st site opened April 16. 2nd site opening soon)
- 259 confirmed COVID cases across the shelter locations (as of May 4th)



Rapid Re-Housing:

- **218 clients** moved into **permanent housing**
 - Canada-Ontario Housing Benefit: \$17.4M over 2 years supporting 1,300 households with rent affordability
 - Working to identify availability of additional apartments / buildings
- **Modular Housing** (110 units by Sept; 140 additional in 2021)
- **Rent Bank** (no-interest loans for rent arrears) increased by \$2M (helping **800 households** stay housed)

Community & Social Services: Rapid Response



Emergency Child Care (ECC) for Essential, Critical Workers (7 days/week):

- No charge to parents; funded by Province
- **7 centres** opened in City-operated child care centres. **6 currently operating.** (maximum 30 children per location)
- Since March 31st, 220 families (**340 children**) have been served
- **Rigorous Infection Prevention & Control** measures designed with Toronto Public Health
- **Jesse Ketchum ECC:** closed April 29 due to COVID outbreak
- **Falstaff ECC:** 1 room closed May 5th due to COVID
- Province has mandated testing for all ECC staff – our testing begins next week



Food Access:

- **1,870 food hampers** delivered (since mid-April) to seniors/persons in isolation by Red Cross (2-week supply of food)
- **12 Food banks** opened in Toronto Public Library locations: **4,061** households & **11,108** individuals served
- **45,000+** student families received **\$50 grocery cards** through repurposing of student nutrition grants
- **1,446 food cards** provided to **newcomers/undocumented Torontonians** via community agencies
- **3,000+** meals delivered. Exploring partnerships (restaurants, culinary schools, donors) to scale up to **14,000/week**
- **Community Gardens** opening this week; **Allotment Gardens** opening week of May 11



Mental Health Support:

- Counselling support for front line workers
- Residents call 211 to get connected to one of **8 mental health service providers** (direct phone support):
 - Support provided at no charge to residents; complements & does not replace any existing services
 - **48%** increase in calls & texts for mental health support (April 9-30, 2020)
 - More calls from seniors re: loneliness, depression, elder abuse.

Community & Social Services: Rapid Response



Access to **Social Assistance** continues:

- **5,000 new OW cases** since start of COVID-19
- OW Cheque pick-up: 718 clients in March; 16 in April (702 transitioned to Direct Deposit/Payment Cards)
- **30,000 applications** received (to date) for COVID-related Emergency Benefit for OW



Paramedic Services:

- 911 calls for paramedics are currently down 5% (compared to this time last year). Earlier on, calls were down 10%
- Converted 3 decommissioned TTC buses to support response to multi-patient incidents
- Innovative model to provide on-site medical support at shelters (when required)



Internet connection for Vulnerable Populations:

- **Free Wifi** for:
 - 25 large apartments buildings in Low Income Neighbourhoods (for 1 year)
 - City-operated long term care homes (permanent)
 - 4 shelters (during COVID emergency)
- **Complementary phones, tablets** donated for shelters, social agencies, vulnerable Torontonians
- **Online** recreation, arts/culture, early years **programming** on City website, starting May 7



Supporting Local Community Response & Planning:

- **City-Community Response** Table (75+ agencies) meets virtually 3 times per week
- **Partnership with United Way** to coordinate service provision to vulnerable residents at a neighbourhood level

Future Actions

- Scaling up Prepared Food Delivery
- Accelerating Council's 10-Year (2020-2030) Housing Plan
 - Leveraging emergency responses to invest in more permanent solutions
- Preparing for possible second wave
- Continuing to monitor impacts to Vulnerable
 - Coordinating response with Community & Other Govn'ts
- Planning for Re-start & Recovery
 - includes, supporting not-for-profit community sector
- Leveraging Lessons Learned to continually improve