



**CD18.4**

**Appendix 2**

# **TORONTO STRONG NEIGHBOURHOODS STRATEGY 2020**

## **TSNS 2020**







# contents



- |           |   |           |  |
|-----------|---|-----------|--|
| <b>3</b>  | Introduction: Local impact for city-wide change | <b>17</b> | Neighbourhood planning tables                    |
| <b>5</b>  | A strategy shaped by residents and research     | <b>19</b> | Neighbourhood action plans                       |
| <b>7</b>  | Activating change                               | <b>21</b> | What a place-based strategy can do               |
| <b>9</b>  | What makes a neighbourhood strong?              | <b>23</b> | Telling our stories and learning from what works |
| <b>11</b> | Investing in neighbourhoods                     | <b>25</b> | TSNS 2020 contact information                    |
| <b>13</b> | New ways of working                             | <b>27</b> | Actions catalogue                                |
| <b>15</b> | Principles for working together                 | <b>39</b> | Acknowledgements                                 |



# INTRODUCTION: LOCAL IMPACT FOR CITY-WIDE CHANGE

Toronto is known as a city of unique neighbourhoods.

From Etobicoke to Scarborough, from North York to Downtown, the diversity of our neighbourhoods is well-known and well-loved.

Many of the differences between neighbourhoods add to the vitality of our city and are celebrated. However, if differences between neighbourhoods are unnecessary, unjust and unfair, they lead to inequality. This inequality divides Toronto, preventing social cohesion and shared prosperity.

The Toronto Strong Neighbourhoods Strategy 2020 (TSNS 2020) is the City of Toronto's action plan for ensuring that each of our 140 neighbourhoods can succeed and thrive.



This document explains TSNS 2020 principles and priorities, how the Strategy was designed, and why resident engagement and community development is at the core of TSNS 2020.

This document also explains the Local Neighbourhood Plan process and includes an Actions Catalogue to help communities plan for change.

The Actions Catalogue was developed by residents, City Councillors, community

agencies, funders and multiple service divisions across the City of Toronto during community conferences and consultations in spring 2015.

The Actions Catalogue is a resource for residents, City Councillors, community partners and City staff. It will be updated regularly over the lifespan of TSNS 2020.

## TSNS 2020 is an equity strategy:

When we achieve neighbourhood equity, we remove the differences between our neighbourhoods that are unjust, unnecessary, and unfair.



# A STRATEGY SHAPED BY RESIDENTS AND RESEARCH

TSNS 2020 builds on more than ten years of learning from place-based work in Toronto, including the first Toronto Strong Neighbourhoods program, which was launched in 2005 with United Way Toronto. Through Neighbourhood Action, new community facilities were built, community participation was increased, and services were delivered to local residents in thirteen Toronto neighbourhoods. Over 1,200 initiatives were implemented during the lifetime of the program, reaching more than 50,000 youth and 38,000 other residents. The original Strong Neighbourhoods program established a legacy of much needed community spaces and strong partnerships that will continue to benefit residents over time.



Through community consultations we have heard and seen what has been working well in place-based initiatives, what could be changed, and what still needs to be done to strengthen neighbourhood well-being in our city.

All of these ideas and experiences have shaped the new TSNS 2020. For example, TSNS 2020 includes:

- ❑ more clearly defined goals and actions
- ❑ a consistent, evidence-based and participatory methodology
- ❑ support for networking among neighbourhoods
- ❑ resident participation in TSNS program design and evaluation
- ❑ new connections with the health care sector and other sectors.

TSNS 2020 has been designed through open dialogue with residents, City Councillors, community groups, funders and City staff in order to reflect local priorities and tap into Torontonians' most creative ideas.

**2013** TSNS 2020 started with community consultations, to identify the neighbourhood issues that concern residents most. More than 380 residents participated in consultations across the city. Nearly 1,400 people participated in a neighbourhood issues survey.

**2014** In a project called Urban HEART@Toronto, the City of Toronto partnered with the Centre for Research on Inner City Health at St. Michael's Hospital, United Way Toronto and Woodgreen Community Services. Together, the partnership compared how Toronto's 140 neighbourhoods were faring across five different domains of neighbourhood well-being, and measured inequalities between neighbourhoods. Based on this research, a total of 31 neighbourhoods were identified as

falling "below the benchmark" for a strong neighbourhood in Toronto.

City Council designated these 31 Neighbourhood Improvement Areas (NIAs) for the new TSNS 2020. City Council also established a fund to support Emerging Neighbourhoods that received investments through the first Strong Neighbourhoods strategy, but were not identified for TSNS 2020.

**2015** Neighbourhood initiatives were launched across Toronto, including the Partnership Opportunities Legacy 2 Fund and the Toronto Neighbourhood Funders Network.

Residents and stakeholders from the 31 NIAs gathered for two large conferences to co-create the TSNS 2020 Actions Catalogue. Ideas were collected through brainstorming exercises, discussion groups, video diaries and art projects. All of these sessions were facilitated by community animators from local neighbourhoods.





# ACTIVATING CHANGE

Our plan to activate a strong support system in neighbourhoods builds on community development ideas, including ideas from Action for Neighbourhood Change (ANC) initiatives. ANC projects were launched and evaluated in Canadian cities between 2005 and 2007. In Toronto ANC projects received key funding from United Way Toronto.

A core idea from ANC is that supports for strong neighbourhoods must include and connect local people, relevant policies and processes, and the right investments. Only then can strong neighbourhoods emerge and thrive.

TSNS 2020 aims to activate and connect these three elements of a strong neighbourhood support system.





## activating people

Residents should be at the core of the decisions that impact their lives and their community. This means ensuring that policies and programs not only provide vital services, but also invest in building individual and community capacity to lead. It also means encouraging resident leadership and ownership in the planning, implementation and evaluation of initiatives; tapping into the organizations, networks and places where residents already connect, and opening up new ways for people to access the process.

## activating resources

A strong neighbourhood includes services, programs, public space and amenities that are relevant and accessible to residents. TSNS 2020 aims to build up these resources in the 31 Neighbourhood Improvement Areas, through direct City of Toronto investment and by leveraging and aligning resources from funding partners. A core goal is to ensure that new investments are relevant, sustainable, and strategically targeted to the inequalities that a neighbourhood is facing. Activating the right resources means understanding a neighbourhood's past history and present strengths and vulnerabilities, and being flexible to changing conditions. Participatory decision-making with residents is the optimal way for this process to unfold.

## activating neighbourhood-friendly policies

Change in public policy is necessary for seeing and sustaining long-term transformation in neighbourhoods. The City has committed to implementing system-wide changes in the way that municipal services are planned and delivered, so that impacts on neighbourhoods are regularly assessed, and harmful effects on neighbourhoods are minimized. This is called adopting a 'Neighbourhood Lens'. In addition, the City has committed to advocating for a 'Neighbourhood Lens' among community agencies and other levels of government that have responsibility for a wide range of decisions that affect life in local neighbourhoods

# WHAT MAKES A NEIGHBOURHOOD STRONG?

There are many factors that together make a city neighbourhood strong. That is why, when Neighbourhood Improvement Areas were being identified for TSNS 2020, the City considered five different domains of neighbourhood well-being.

These domains are based on a World Health Organization research approach called the Urban Health Equity Assessment and Response Tool, or Urban HEART. The five domains are:

- ❑ Physical Surroundings
- ❑ Economic Opportunities
- ❑ Healthy Lives
- ❑ Social Development
- ❑ Participation in Civic Decision-Making.

Using research called Urban HEART@Toronto, the City was able to measure how every neighbourhood in Toronto was faring in these five domains. The research included a wide range of factors such as unemployment, high school graduation, walkability, access to community space and access to healthy food in the neighbourhood.

The City used this research to develop an overall Neighbourhood Equity Score for every neighbourhood in Toronto.

Out of 140 neighbourhoods, 31 neighbourhoods had scores that put them “below the benchmark” for a strong neighbourhood. To create more equity across Toronto, these 31 neighbourhoods need a stronger support system to be put in place. In 2014, City Council designated the 31 neighbourhoods to become the Neighbourhood Improvement Areas for TSNS 2020.

For information about Neighbourhood Equity Scores and Urban HEART@Toronto go to:

[www.toronto.ca/tsns2020](http://www.toronto.ca/tsns2020) and [www.who.int/kobe\\_centre/publications/urban\\_heart/en/](http://www.who.int/kobe_centre/publications/urban_heart/en/)







## physical surroundings

is about both the natural and built environment in the neighbourhood, community and workplace. It includes access to transportation, parks and open spaces, public meeting spaces and air quality.



## economic opportunities

is about the economic status that neighbourhood residents can achieve. It includes income levels and quality job opportunities.



## healthy lives

is about the physical and mental health of neighbourhood residents. It includes access to medical care, disabilities and illnesses that residents live with and the number of years that residents live in good health.



## social development

is about the opportunities and connections that help residents reach their full potential. It includes education, literacy and access to social, recreation and cultural services.



## participation in civic decision-making

is about the opportunities for neighbourhood residents to get involved in making local and city wide-decisions. It includes voting in elections and working with neighbours to make plans and priorities.

# INVESTING IN NEIGHBOURHOODS

The City will direct investments towards neighbourhoods through regular programming, and also through special funding mechanisms designed with TSNS 2020 in mind.

## Partnerships Opportunities Fund (POL)

The POL 2 Fund is a 4 year, \$12 million capital investment fund to build or enhance community infrastructure in City-owned and City-leased locations in Neighbourhood Improvement Areas.

Community infrastructure developed through the POL 2 Fund may include:

- ☐ community hubs
- ☐ community kitchens
- ☐ sports pads
- ☐ dedicated youth space
- ☐ cultural facilities
- ☐ other types of facilities.

Funding proposals are developed locally and submitted by community groups and partners.

The POL 2 Fund engages local youth and community partners in all aspects of the capital process, from fund development to community consultation, to design, construction and governance of the community facility. It is a shift from a traditional City-driven capital planning approach to an approach that involves the City and residents leading together.

## City of Toronto Participatory Budgeting

Participatory Budgeting involves community residents in proposing and voting on infrastructure projects to improve their neighbourhoods. Participatory Budgeting is being used in cities around the world and continues to grow.

Starting in 2015, the City of Toronto will pilot Participatory Budgeting processes for Neighbourhood Improvement Areas in the East District (Oakridge - Ward 35) and the West District (Rustic - Ward 12). Communities will vote on a range of options for neighbourhood improvement, from parks to streetscape improvements.

This pilot will allow the City to assess the Participatory Budgeting process and report on possibilities of implementing an expanded process in future years.



## Toronto Neighbourhood Funders Network

The Toronto Neighbourhood Funders Network is a forum for private, public and community funding organizations to align their priorities, policies and programs toward Neighbourhood Improvement Areas and other neighbourhood considerations in Toronto. Some of the roles of the Funders Network are:

- ☐ to prioritize important neighbourhood issues
  - ☐ to share data, resources, best practices and tools
  - ☐ to invest collaboratively and to make sure that place-based investments are complementary and mutually-reinforcing.
- The Funders Network includes:
- ☐ Atkinson Foundation
  - ☐ Central East Local Health Integration Network
  - ☐ Citizenship and Immigration Canada
  - ☐ City of Toronto
  - ☐ Laidlaw Foundation
  - ☐ Metcalf Foundation
  - ☐ Ministry of Children and Youth Services
  - ☐ Ministry of Culture, Sport and Tourism
  - ☐ Ontario Trillium Foundation
  - ☐ Toronto Foundation
  - ☐ Toronto Central Local Health Integration Network
  - ☐ United Way Toronto and York Region



# NEW WAYS OF WORKING

For TSNS 2020, a number of new and enhanced collaboration structures are being set up to improve information-sharing, communication, and action involving the City, community agencies and residents. An important goal is to ensure that City policies and programs adopt a neighbourhood-friendly approach, and that resident engagement and community development are prioritized in all TSNS 2020 initiatives. These new ways of working more collaboratively will be established at every level of decision-making and planning, from the local neighbourhood to City Hall.

## Neighbourhood Planning Tables

Residents, City Councillors, community agencies, and City staff who work in the Neighbourhood Improvement Area will meet regularly to identify local priorities, plan solutions and create partnerships for a strong neighbourhood. In some parts of the City, these planning tables are already well-established. In other neighbourhoods, they may just be getting off the ground. Community

Development Officers from the City will support the Neighbourhood Planning Tables and to help with implementation of their plans. See pages 17 - 20 for more information.

## District Teams (east, west, north, south):

Some challenges and solutions involve more than a single neighbourhood. Planning for larger geographic regions will be the responsibility of four new TSNS 2020 District Teams. The District Teams will be an important link between the local neighbourhood and central decision-making at City Hall.

## TSNS 2020 Resident Advisory Committee:

Residents from the 31 different Neighbourhood Improvement Areas will meet regularly to provide feedback to TSNS 2020 and recommend ways to improve the process. Committee members are selected for a one year term based on a number of factors including:

- ❑ lived experience of neighbourhood equity issues
- ❑ participation on local community networks or experience working with local agencies
- ❑ interest in public policy at the municipal level
- ❑ diversity of representation, include age, gender, cultural background and experience of racialization.



## City Directors Table:

The City Directors Table will steward TSNS 2020, coordinate services and investments to benefit neighbourhoods and promote neighbourhood-friendly policies within the City of Toronto. The City Directors Table represents:

- ☐ Affordable Housing Office
- ☐ Children's Services
- ☐ City Clerk's Office
- ☐ City Planning
- ☐ Court Services
- ☐ Economic Development and Culture
- ☐ Toronto Employment & Social Services
- ☐ Equity, Diversity, and Human Rights
- ☐ Facilities Management
- ☐ Fire Services
- ☐ Long-Term Care Homes & Services
- ☐ Municipal Licensing and Standards
- ☐ Paramedic Services
- ☐ Parks, Forestry and Recreation
- ☐ Real Estate Services
- ☐ Social Development, Finance and Administration
- ☐ Transportation Services
- ☐ Toronto Community Housing Corporation
- ☐ Toronto Police Service
- ☐ Toronto Public Health
- ☐ Toronto Public Library



# PRINCIPLES FOR WORKING TOGETHER

These principles for City-community cooperation in TSNS 2020 were developed by participants during the Building Together for City-Wide Change Conference, held May 27, 2015. These principles will be adopted into the Terms of Reference for all TSNS 2020 planning groups and projects.

- 1 build local capacity to lead:** TSNS 2020 activities will always involve residents in planning and decision-making processes and will include skills and leadership training opportunities.
- 2 ensure an inclusive, accessible process:** TSNS 2020 planning processes and activities will be tailored and adapted for the local context and will offer multiple and creative ways for people to participate.
- 3 maintain transparency and accountability:** TSNS 2020 will establish open communications channels so that residents know what decisions are being made, and when and how neighbourhoods can influence decision-making at City Hall.
- 4 pursue flexible, sustainable design:** TSNS 2020 will be adaptive to changing local conditions and circumstances and responsive to feedback from the community and local stakeholders.





# NEIGHBOURHOOD PLANNING TABLES

Supporting resident engagement and local leadership in the Neighbourhood Improvement Areas is at the heart of TSNS 2020 and begins with Neighbourhood Planning Tables.

Here, residents in the Neighbourhood Improvement Areas sit down with City Councillors, local businesses, community agencies and City staff to plan actions to strengthen their neighbourhood.

In some neighbourhoods, people have been working and planning together for some time, while others are just beginning their process of collaboration. In places where people are already working together, Community Development Officers from the City will work to build bridges between TSNS 2020 and existing networks. In the neighbourhoods where such networks are not yet in place, the Community Development Officers will help resident leaders and local partners to set up new Neighbourhood Planning Tables.

Some neighbourhood actions can be done locally with existing resources or by forming local partnerships. The Neighbourhood Planning Tables provide local leadership for these activities. Other projects may require new partners, new resources or investments or policy change at the City or other levels of government. The Neighbourhood Planning Tables can submit proposals for municipal funding and grants from other organizations.

The Neighbourhood Planning Tables can also communicate to TSNS 2020 District Teams and to the City Directors' Table about issues in the neighbourhood, so that local considerations are better understood and addressed.

Neighbourhood Planning Tables are open to everyone in the neighbourhood who wishes to participate in priority-setting, planning and taking local action for community change.

Visit [www.toronto.ca/tsns2020](http://www.toronto.ca/tsns2020) to learn how to get involved.





# NEIGHBOURHOOD ACTION PLANS

There is no “one size fits all” recipe for strengthening neighbourhoods. The right mix of initiatives and investments will vary from place to place, depending on local history, local priorities and local conditions. Therefore each Neighbourhood Planning Table will create a unique Neighbourhood Action Plan that describes local priorities, local solutions, local leaders and stakeholders, resources available and additional resources needed and intended outcomes.

A strong plan will include a mix of reliable, proven solutions as well as promising new ideas to address issues in a different way.






A strong plan will also have a mix of quick wins to build momentum and enthusiasm in the neighbourhood, as well as longer-term projects that will require more time to unfold and produce long-lasting impacts.

While each of the Neighbourhood Action Plans will be unique, they will all share a number of features in common, including:

- ☐ TSNS 2020 objectives
- ☐ principles for working together
- ☐ guidelines for neighbourhood action
- ☐ use of the TSNS 2020 Actions Catalogue
- ☐ focus on Urban HEART domains of neighbourhood well-being
- ☐ a standard template for Neighbourhood Action Plans.

## TSNS 2020 PLANNING TEMPLATE - SHORT

*This template is designed to assist local partners in the planning and implementation of the TSNS 2020.*

THE VISION	<i>“No matter what neighbourhood Torontonians call home, there are equitable opportunities for wellbeing.”</i>					
THE GOAL	<i>The Toronto Strong Neighbourhood Strategy 2020 supports healthy communities across Toronto by partnering with residents, businesses and agencies to invest in people, services, programs and facilities in specific neighbourhoods.</i>					
NIA(s)#				CDO:		
DOMAINS	LOCAL ACTION(S)	DESCRIPTION AND PURPOSE OF ACTION/ PROJECT	YEAR 1 MILESTONE	LEAD ORGANIZATION/ CITY DIVISION	PARTNERS	RESOURCES NEEDED
 HEALTHY LIVES						
 ECONOMIC OPPORTUNITIES						
 PHYSICAL SURROUNDINGS						
 SOCIAL DEVELOPMENT						
 PARTICIPATION IN DECISION-MAKING						
Planning template completed on:						
Start/End Date:						



# GUIDELINES FOR NEIGHBOURHOOD ACTION PLANS

These guidelines for neighbourhood action were developed by participants in the TSNS 2020 Building Together for City-Wide Change Conference, on May 27, 2015. Residents and stakeholders will apply these guidelines when considering actions and projects for their Neighbourhood Improvement Area.

- 1. equity:** Will the action dedicate resources where they are needed most? A strong plan will help to level the playing field for everyone.
- 2. demand:** Do the residents want this action and believe in it? A strong plan needs community support.
- 3. participation:** Will residents be involved, right from the start? A strong plan will help build a sense of community.
- 4. focused/universal:** Will the action focus on specific groups in the neighbourhood who need more support? A strong plan will include a mix of focused and universal programs and services.
- 5. prevention:** Will the action focus on prevention (of crime, illness, poverty, isolation, etc)? A strong plan will include both prevention and response actions, with a focus on prevention.
- 6. collective impact:** Are the actions in the plan coordinated or mutually reinforcing? A strong plan will show how activities can build on one another for a bigger, shared impact.
- 7. measurable:** Will the action produce meaningful benefits that can be easily measured? A strong plan can be evaluated.
- 8. economical:** Will the action generate meaningful benefits relative to the money spent? A strong plan will create value.

# WHAT A PLACE-BASED STRATEGY CAN DO

There is growing evidence about what works in place-based strategies. TSNS 2020 is guided by this evidence, particularly these findings:

- ❑ Place-based work should have clearly defined goals and impact measures.
- ❑ Programs and plans should be flexible and able to adapt and change in response to complex situations and circumstances. Regular monitoring and feedback can help identify what changes are needed.
- ❑ Building local relationships among programs, organizations and sectors within a neighbourhood is as important as ever.
- ❑ Linking local neighbourhood issues to broader social, economic, and environmental goals can deepen the impact of place-based work.





A place-based strategy can activate a strong system of support around neighbourhoods. Local action is important for this effort and will lead to deeper community engagement, better services and access to community infrastructure.

However, social and economic inequality experienced in our neighbourhoods will not be solved by a place-based strategy alone. Therefore the City also has strategies to respond to issues faced by equity-seeking groups, such as youth, seniors and newcomers. The City also drives strategies to bring about systemic change for all Torontonians, including TO Prosperity, Toronto's new poverty reduction strategy, and Working As One, the City's plan for workforce development.

TSNS 2020 is designed to coordinate with these other approaches, in order to link local action and resident engagement to broader social and economic change.



## population-based strategies



## systemic strategies



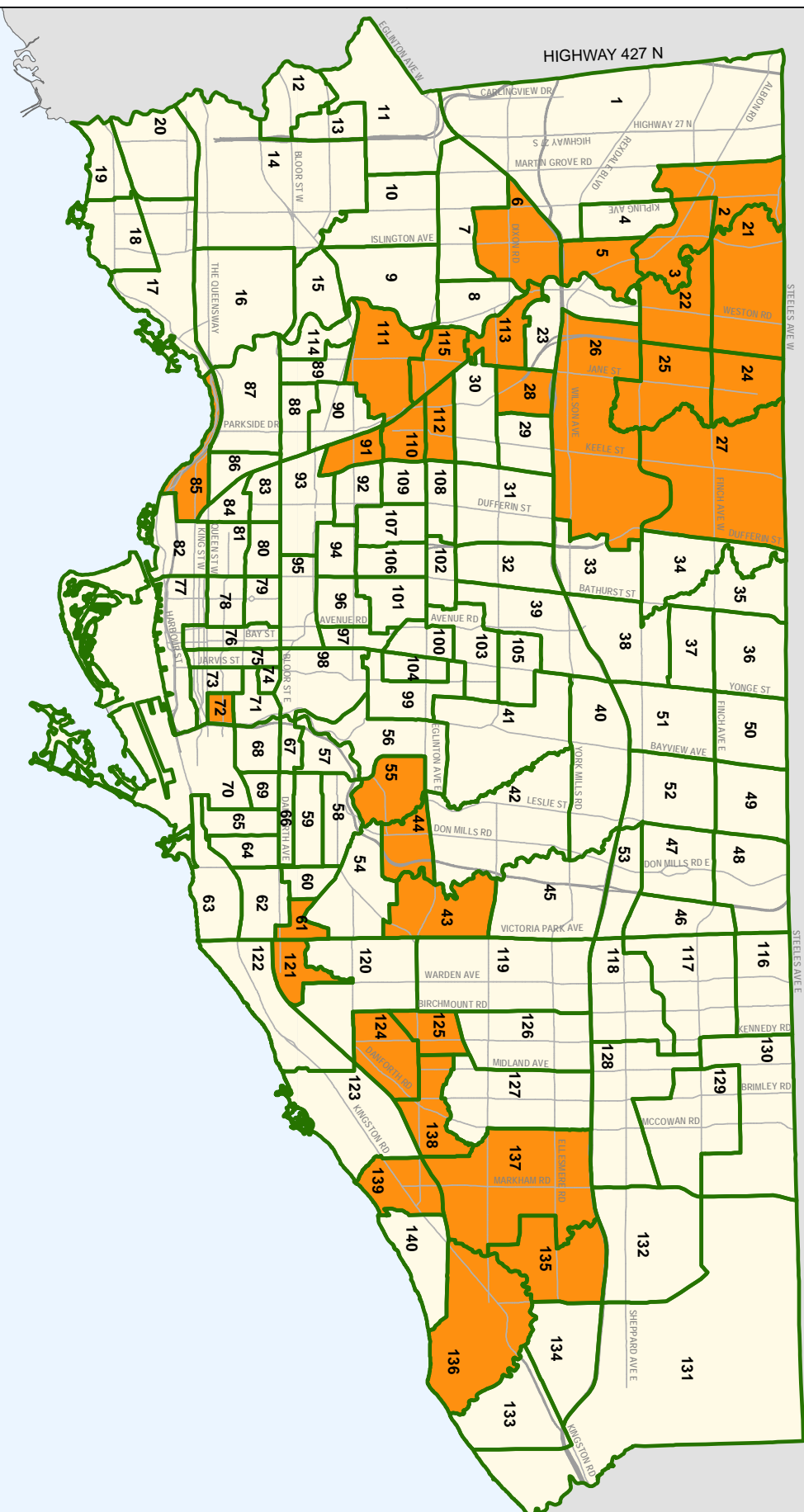
# TELLING OUR STORIES AND LEARNING FROM WHAT WORKS

Monitoring and evaluation is an important part of TSNS 2020 and will be guided by the same principles of resident engagement and community development. Monitoring and reporting will focus on the ways that TSNS 2020 actions are effective in building a strong support system for neighbourhoods, and how City services are changing to become neighbourhood-friendly.

To ensure that we measure what matters to residents and to City Council, we will promote a community of practice for neighbourhood evaluation in Toronto. We will coordinate with resident groups, community agencies, universities, and other stakeholders to review evaluation approaches, share learnings, and build on what works.



## Neighbourhood Improvement Areas



## Legend

- Neighbourhood Improvement Area
- Neighbourhood Boundary

Numbers indicate the neighbourhood number.

- Major Arterial Street
- Expressway



0 1 2 3 4  
Km



Source: City of Toronto, Social Policy Analysis & Research.  
Copyright (c) 2014 City of Toronto. All Rights Reserved.  
Published: October 2014  
Prepared by: Social Policy Analysis & Research  
Contact: spat@toronto.ca



# TSNS 2020

## CONTACT INFORMATION

To learn more about TSNS 2020 or to get involved, please contact your local City Councillor or City of Toronto Community Development Officer, as listed below.

Neighbourhood Improvement Area	City Councillor	TSNS 2020 Community Development Officer
#112 Beechborough- Greenbrook	Frank Di Giorgio 416-392-4066	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#24 Black Creek	Anthony Perruzza 416-338-5335	Rosemary Bell rosemary.bell@toronto.ca cell: 416-889-1285
#61 Taylor - Massey (formerly Crescent Town)	Janet Davis 416-392-4035	Sarosh Anwar sarosh.anwar@toronto.ca cell: 416-206-1552
#26 Downsview- Roding-CFB	Maria Augimeri 416-392-4021 Giorgio Mammoliti 416-395-6401	Rosemary Bell rosemary.bell@toronto.ca cell: 416-889-1285
#138 Eglinton East	Glenn De Baeremaeker 416-392-0204 Michael Thompson 416-397-9274	Janvere Lyder janvere.lyder@toronto.ca cell: 647-216-2152
#4 Elms-Old Rexdale	Michael Ford 416-397-9255	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#44 Flemingdon Park	Jon Burnside 416-392-0215	Rebecca Bassey rebecca.bassey@toronto.ca cell: 416-895-9230
#25 Glenfield- Jane Heights	Maria Augimeri 416-392-4021 Giorgio Mammoliti 416-392-6401 Anthony Perruzza 416-338-5335	Rosemary Bell rosemary.bell@toronto.ca cell: 416-889-1285
#21 Humber Summit	Giorgio Mammoliti 416-395-6401	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#22 Humbermede	Giorgio Mammoliti 416-395-6401	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#125 Birchmount Eglinton East	Michelle Holland 416-392-0213 Michael Thompson 416-397-9274	Janvere Lyder janvere.lyder@toronto.ca cell: 647-216-2152
#110 Keelesdale- Eglinton West	Frank Di Giorgio 416-392-4066	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#124 Kennedy Park	Michelle Berardinetti 416-392-0213	Janvere Lyder janvere.lyder@toronto.ca cell: 647-216-2152
# 6 Kingsview Village- The Westway	John Campbell 416-392-1369 Michael Ford 416-397-9255	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553

Neighbourhood Improvement Area	City Councillor	TSNS 2020 Community Development Officer
#135 Mornelle Court	Paul Ainslie 416-392-4008	Sherry Phillips sherry.phillips@toronto.ca cell: 416-892-3119
#115 Mount Dennis	Frances Nunziata 416-392-4091	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#2 Mount Olive-Silverstone-Jamestown	Vincent Crisanti 416-392-0205	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#121 Oakridge	Michelle Holland 416-392-0213	Sarosh Anwar sarosh.anwar@toronto.ca cell: 416-206-1552
#72 Regent Park	Pam McConnell 416-392-7916	Sarosh Anwar sarosh.anwar@toronto.ca cell: 416-206-1552
#111 Rockcliffe-Smythe	Frances Nunziata 416-392-4091	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#28 Rustic	Frank Di Giorgio 416-392-4066	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#139 Scarborough Village	Gary Crawford 416-392-4052 Glenn De Baeremaeker 416-392-0204	Sherry Phillips sherry.phillips@toronto.ca cell: 416-892-3119
#85 South Parkdale	Gord Perks 416-392-7919	Sarosh Anwar sarosh.anwar@toronto.ca cell: 416-206-1552
#3 Thistletown-Beaumont Heights	Vincent Crisanti 416-392-0205	Wayne Robinson wayne.robinson@toronto.ca cell: 416-206-1553
#55 Thorncliffe Park	Jon Burnside 416-392-0215	Rebecca Bassey rebecca.bassey@toronto.ca cell: 416-895-9230
#43 Victoria Village	Denzil Minnan-Wong 416-397-9256	Rebecca Bassey rebecca.bassey@toronto.ca cell: 416-895-9230
#136 Kingston/Galloway/Orton Park	Paul Ainslie 416-392-4008 Ron Moeser 416-392-1373	Sherry Phillips sherry.phillips@toronto.ca cell: 416-892-3119
#113 Weston	Frances Nunziata 416-392-4091	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#91 Weston-Pelham Park	Cesar Palacio 416-392-7011	Rose-Ann Bailey rose-ann.bailey@toronto.ca cell: 647-888-2483
#137 Woburn	Paul Ainslie 416-392-4008 Glenn De Baeremaeker 416-392-0204	Sherry Phillips sherry.phillips@toronto.ca cell: 416-892-3119
#27 York University Heights	Maria Augimeri 416-392-4021 Anthony Perruzza 416-338-5335	Rosemary Bell rosemary.bell@toronto.ca cell: 416-889-1285

# TSNS 2020 ACTIONS CATALOGUE

The TSNS 2020 Actions Catalogue is a resource for Neighbourhood Planning Tables, community partners, City of Toronto staff, and other stakeholders to develop local priorities and action plans. It includes concrete ideas to target resources and investments, foster networks and partnerships, and improve services in neighbourhoods.

The Actions Catalogue was developed by residents, community agencies, funders, and multiple Divisions and Agencies across the City of Toronto during community conferences and consultations in spring 2015. It will be updated regularly over the lifespan of TSNS 2020, as we continue to learn what works best for strong neighbourhood support systems.



The Actions Catalogue contains actions for achieving TSNS 2020 objectives:

- ☐ empowering residents and communities to improve neighbourhood well-being
- ☐ targeting appropriate resources to respond to neighbourhood needs
- ☐ making government policies more neighbourhood-friendly.



Some of the actions in the Actions Catalogue are already underway in some parts of Toronto, but need to be extended to new neighbourhoods. Some of the actions are still at the idea stage and will require more work and planning to implement. City staff are available to work with residents to develop new ideas further, help build relationships with funders and decision-makers and attract services to the neighbourhood.







ECONOMIC OPPORTUNITIES	
THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Connect residents to quality jobs 	1. Purchase goods and services from employers who provide decent work and quality jobs for disadvantaged or racialized communities ("Social Procurement Policy").
	2. Use social media and social networks to advertise City/community job opportunities and volunteer positions to residents.
	3. Support foreign-trained newcomers to access professional jobs.
	4. Hire youth to participate in neighbourhood beautification and landscape work in Toronto Community Housing ("YouthWorx" program).
	5. Support local employers and businesses to hire residents for local jobs.
	6. Attract more businesses to local job fairs.
	7. Provide employment services and supports at community events.
	8. Hire peers and people with lived experience to deliver social and housing programs.
	9. Fund non-profit organizations to hire OW clients to deliver programs ("Investing in Neighbourhoods" program).
	10. Improve career opportunities for youth through City and private sector collaborations ("Partnership to Advance Youth Employment" Program).
	11. Strengthen employment programs in NIAs (e.g. job fairs, training programs).
	12. Support low-income people to apply for City of Toronto jobs, particularly with divisions that work directly in the neighbourhood (e.g. Toronto Police Service, Toronto Fire Services and Toronto Paramedic Services, Toronto Public Health, Parks, Forestry and Recreation, Long-Term Care Homes etc.)
	13. Require major infrastructure projects in NIAs to hire NIA residents ("Community Benefits").
Train residents for quality jobs 	14. Provide small business training at Toronto Employment and Social Services offices and Toronto Public Libraries ("Jumpstart your BIZ"; "Recipe for Community"; "Enterprise Business Inc.").
	15. Provide job readiness training for youth who have not been employed before.
	16. Provide training and certification in job skills that employers actually need.
	17. Provide food handler training for youth and job seekers ("TPH Food Strategy")
	18. Provide literacy and ESL training to job seekers.
	19. Reduce fees for CPR/First Aid Training for job seekers.
	20. Increase awareness of City of Toronto volunteering opportunities that provide skills training (Toronto Public Library, Long-Term Care Homes & Services, etc.).
	21. Provide accurate information about post-secondary education, job trends, and opportunities for youth to community agencies and non-profits.
	22. Provide work experience, mentorship, and apprenticeship training opportunities in City of Toronto services and divisions ("Job Incentive Program").
	23. Train entrepreneurs and job seekers to use new and emerging technologies and train residents in financial, digital, and print literacy ("Digital Innovation Labs" at Toronto Public Library branches).


## ECONOMIC OPPORTUNITIES

THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Stimulate a vibrant local economy 	24. Pilot micro-enterprise incubators ("Business out of the Box" program).
	25. Create loans and provide supports for local businesses adversely affected by construction delays and disruptions.
	26. Provide workstations/workspace, access to technology, and business development supports to small business owners and entrepreneurs at Toronto Public Library branches.
	27. Use financial incentives to attract new businesses to the neighbourhoods.
	28. Create small business loans and technical business support to seed innovative ideas and micro-enterprises.
	29. Create low-cost pop-up sites for small businesses.
	30. Replicate the "Jane/Finch Community Empowering Enterprises" model as a best practice for entrepreneur development.
	31. Reduce road construction delays that negatively affect local businesses.
	32. Support workplaces to promote the health of their employees.
	33. Help set up Business Improvement Areas (BIAs) and neighbourhood beautification ("Adopt a Street Tree" program).
	34. Hire social enterprise businesses to retrofit poor-quality housing in the neighbourhood and increase energy efficiency of local buildings.
	35. Promote transit development where it helps to shape new economic opportunities, jobs, and affordable housing.
	36. Incorporate community economic development principles into Community Revitalization projects.
	37. Create private-public partnerships to finance new capital projects and infrastructure in NIAs.
	38. Lend wifi hotspots to residents, to increase home-based internet access and digital literacy.
Make child care work for local families 	39. Apply the "Neighbourhood Equity Score" to plan expansion or relocation of City-operated child care centres.
	40. Support optimal childhood growth and development through parenting programs and peer nutrition programs.
	41. Provide early developmental screening for children in marginalized and hard-to-reach families.
	42. Engage marginalized and hard-to-reach families with child and family services.
	43. Provide coordinated, wrap-around support services for families who rely on Ontario Works, including financial, social, recreational and health services ("Investing in Families" program).
	44. Make child care locations more accessible in the neighbourhood (e.g. near transit).
	45. Provide residents with the tools and information they need to advocate for more affordable child care.
	46. Provide quality child care when parents need it (e.g. for parents who work part-time hours, or nights, weekends and irregular hours).
	47. Provide residents with the tools and information they need to advocate for a national child care strategy.

## ECONOMIC OPPORTUNITIES



THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Make child care work for local families 	48. Apply an equity lens to provide child care subsidies to families who need them most.
	49. Encourage businesses and employers to subsidize child care for their employees.
	50. Expand high quality after-school recreation care in the neighbourhood.
Ensure quality, affordable housing for everyone 	51. Hold landlords accountable for maintaining good quality housing in the neighbourhood.
	52. Create a system for residents to report on landlords who do not maintain buildings in good condition.
	53. Eradicate pests/infestations more effectively.
	54. Monitor and enforce City policies that support the retention and replacement of rental housing units.
	55. Allow Toronto Community Housing residents to save income earnings so they can transition out of social housing.
	56. Require all new housing developments to include a higher percentage of affordable housing.
	57. Partner with private developers to create more mixed income communities.
	58. Promote innovative approaches to affordable home ownership, including co-ops.
	59. Invest in affordable home ownership and affordable rentals.
	60. Support energy and water efficiency improvements in apartment buildings in NIAs (“Hi-Ris” program).
	61. Incentivize residents in social housing to make repairs and improvements to their units.
	62. Create affordable housing for youth living on their own.
	63. Reduce environmental toxins in buildings in NIAs, including mould.
	64. Invest in housing repairs and accessibility modifications for low-income homeowners and tenants.
	65. Provide more housing allowance and rent geared to income subsidies for low-income households.
	66. Provide more financial supports to households facing eviction (“Housing Stabilization Fund” and “Hardship Fund”).




## HEALTHY LIVES

THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Create a cleaner, healthier environment 	67. Plant trees in the neighbourhood to improve air quality and other environmental benefits (“Trees Across Toronto”, “Get a Free Tree” programs).
	68. Control traffic to improve air quality.
	69. Create more walkable communities.
	70. Invest in green jobs and a green neighbourhood.





## HEALTHY LIVES

THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Support residents to practice good health 	71. Create buddy systems or use resident animators to teach about health.
	72. Promote health and wellness for and falls prevention for seniors.
	73. Organize community emergency volunteers to ensure emergency preparedness.
	74. Provide training and access to defibrillators in multi-residential buildings.
	75. Build youth resiliency, reduce STI rates and prevent substance misuse through community-based programming ("Toronto Urban Health Fund").
	76. Promote peer leadership and youth engagement.
	77. Promote Toronto Public Health services to residents and local agencies.
	78. Increase access to preventative health services, including flu vaccination clinics.
	79. Provide more CPR/First Aid Training for community groups.
	80. Implement and expand Toronto's "Diabetes Prevention Strategy" to promote awareness of risk factors and prevention strategies, including healthy eating, physical activity, smoking cessation and stress management for people who are at higher risk due to age or ethnicity
	81. Work with students, parents, teachers, to promote healthy eating, sleeping, and physical activity and mental well-being among children aged 6-12 and prevent childhood obesity. ("InTO Kids' Health" program).
	82. Support smoking cessation, by providing access to pharmacotherapy and health education/ counselling for tobacco users in various locations in NIAs, including Aboriginal centres, food banks, and other agencies ("STOP on the Road" program).
	83. Provide peer-led nutrition and parenting programs for families with children.
	84. Create "health zones" in Toronto Public Libraries, to provide health information.
	85. Provide healthy eating, cooking and shopping skills programs for adults, youth, and children.
Support residents' mental health and reduce stigma 	86. Raise more awareness about mental health issues and reduce stigma.
	87. Create more community spaces to talk safely about mental health issues.
	88. Improve mental health awareness and accommodation across all public services in the neighbourhood, including housing, transit, health care, schools and City and community services.
	89. Direct resources toward prevention of harmful substance use.
	90. Engage youth as peer support workers, provide workshops and make referrals to services for youth and communities affected by trauma.
	91. Promote awareness of Toronto Public Library branches as safe, inclusive, low-cost spaces and resources for everyone to use and enjoy.
	92. Create consumer survivor advisory groups for the neighbourhood.
	93. Promote postpartum support for mothers.
	94. Adopt an anti-oppression framework that focuses on social inclusion, community engagement and anti-discrimination to improve mental health.
	95. Create more drop-in programs and places to promote mental health.
	96. Implement mental health promotion strategies as an intervention for gun violence and suicide.



HEALTHY LIVES	
THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Promote active living  	97. Encourage affordable outdoor activities, such as running/walking clubs, sports leagues, outdoor exercise programs and exercise equipment for adults and children.
	98. Increase the frequency of "Jane's Walk" programs and events in the neighbourhood.
	99. Increase access to community recreation by offering additional credits, discounts and free drop-in programs.
	100. Promote physical activity, including exercise classes, for seniors living in the community.
	101. Invest in neighbourhood infrastructure for active transportation, such as bike lanes and walking paths.
	102. Create more public realm and civic improvement projects.
	103. Build more bike storage and safe walkways to promote active transportation.
	104. Promote mentorship and leadership through sports programming at Toronto Community Housing ("Active Living"; "Be Your Best Self" programs).
Improve access to healthy, affordable food  	105. Encourage healthy and affordable food stores, farmers markets, food vendors, and community kitchens to operate in the the neighbourhood, through supportive zoning by-laws, permitting, community grants, and below market rent opportunities ("Toronto Food Strategy").
	106. Invest in social enterprises for growing and selling healthy food and food co-ops run by local residents.
	107. Improve a sense of belonging and safety in neighbourhoods through community food and beautification projects ( "Recipe for Community" program).
	108. Provide free land, soil, mulch, etc. for community gardens and urban farming.
	109. Create opportunities for residents and entrepreneurs to grow and sell fruits and vegetables in community gardens ("Community Engagement and Entrepreneur Development Gardens" program).
	110. Provide residents with tools and information to advocate for more food subsidies for people who depend on Ontario Works or the Ontario Disability Support Program.
	111. Help local food banks to offer healthy, fresh, culturally appropriate foods and food for special diets.
	112. Create mobile food banks to reach more residents.
Connect residents to the health care they need  	113. Increase student nutrition programs.
	114. Offer health care, health promotion and mental health services after hours and on weekends in places where the community needs it, such as in community centres, shopping malls, schools, seniors' buildings, and Toronto Community Housing buildings.
	115. Expand health care organizations that have diverse staff.
	116. Provide culturally-relevant health care services.
	117. Improve communications between hospitals and community agencies, so there are better supports for residents when they leave the hospital.
	118. Provide residents with tools and information to advocate for undocumented people to receive the health care they need.
	119. Provide residents with the tools and information they need to advocate to reduce ambulance fees for low-income residents.
	120. Improve access to behavioral support services in the City's Long-Term Care Homes.
	121. Work with supportive housing and community agencies to provide better emergency care for people with vulnerabilities ("Community Agency Notification" program).




## PARTICIPATION IN CIVIC DECISION-MAKING




THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Ask residents for advice and feedback 	122. Encourage residents to give feedback about City strategies, policies, capital projects, and what is needed to improve local streets, parks, and buildings.
	123. Host culturally-sensitive events where and when the community is already accustomed to meeting and talking.
	124. Promote civic engagement by providing information about the roles and responsibilities of City Council, the legislative process and how the City of Toronto makes decisions and governs.
	125. Use online surveys to increase resident involvement in City processes.
	126. Consult with residents on tenant relocation and assistance programs for Community Revitalization areas.
	127. Set up a Residents' Advisory Group for TSNS 2020.
Build capacity for civic engagement and community leadership 	128. Develop targeted information/myth-busting campaigns for local residents to understand City decisions and the City budget.
	129. Work with youth to promote youth civic engagement and create initiatives to foster learning and participation ("Election Outreach Network").
	130. Promote youth participation in City advisory committees ("Toronto Youth Cabinet"; "If I Ruled T.O." program; Toronto Public Library Youth Advisory Groups").
	131. Partner with schools to promote students' civic engagement and participation in elections.
	132. Offset the cost of civic participation for low-income people by providing honoraria, transit support, child care support, etc.
	133. Encourage City of Toronto employees to volunteer in NIAs.
	134. Create a fund for neighbourhood residents to attend conferences on public issues and to get involved in advocacy beyond the local level.
	135. Invest in and empower local organizations that represent community perspectives to City government.
	136. Offer grant-writing workshops in the neighbourhood.
	137. Create clear standards, expectations, and training for City staff who will work in NIAs, with a focus on community engagement, community development, equity, diversity and human rights.
	138. Develop targeted information for TSNS communities about City policies and plans, and how to get involved in TSNS 2020.
	139. Provide employment opportunities for residents to work on the municipal election.
	140. Work with communities to develop civic engagement programs with information on how communities can access information and participate in decision-making.
	141. Use Internet and social media to inform residents about City activities and consultations.

## PARTICIPATION IN CIVIC DECISION-MAKING




THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Involve residents directly in community decision-making 	142. Empower residents to decide on capital improvements to common spaces and buildings in the neighbourhood ("Toronto Community Housing Participatory Budget" ; "City of Toronto Participatory Budget Pilot").
	143. Provide information on the City's Public Appointments process and encourage residents to apply to serve on Agencies, Boards and Commissions.
	144. Provide information on how to access online agendas and minutes of City Council, Council Committees and Community Councils and how to contribute to the decision-making process.
	145. Support elected tenants to improve their communities and address neighbourhood issues ("Toronto Community Housing Tenant Councils").
	146. Involve residents in local and city-wide TSNS 2020 planning and program implementation.
Remove barriers to voting in municipal elections 	147. Inform residents about the election process, including how to run for office and how to vote.
	148. Host all-candidates meetings in the neighbourhood.
	149. Provide language supports at polling stations.
	150. Establish polling stations at community organizations.
	151. Participate in election outreach networks to promote community voting ("Election Outreach Network"; "Accessibility Outreach Network").

## SOCIAL DEVELOPMENT


THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Strengthen community organizations 	152. Ensure that "Below Market Rent" spaces and facilities are available in the neighbourhood for community agencies to deliver relevant programs and services.
	153. Target community grants toward TSNS 2020 priorities and ensure that community grants are used to support demonstrated needs in the neighbourhood.
	154. Sustain and grow the "Waste Diversion Waiver" program for community agencies.
	155. Sustain community grants and create long term core funding for successful community organizations that deliver meaningful results.
	156. Use Toronto Public Library meetings rooms and theatres for community organizations and arts group events.
	157. Strengthen connections between local organizations serving the neighbourhood to improve service for residents in the neighbourhood.
	158. Strengthen connections between community organizations in the neighbourhood and the City government.

SOCIAL DEVELOPMENT	
THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Strengthen community organizations  	159. Convene community groups to participate in TSNS neighbourhood improvement planning and provide "backbone" support for agencies to achieve collective impact.
	160. Provide capacity building support to local agencies and service providers.
	161. Invest in community hubs for co-located and coordinated community services (arts hubs, youth hubs, health hubs, cultural hubs, etc).
	162. Distribute community grants equitably across NIAs.
	163. Create and maintain an accessible database of resident-led organizations.
Invest in local arts and culture  	164. Facilitate and fund more community festivals and events that reflect Toronto's diversity.
	165. Promote skills development and job training through arts and culture programming ("Local Arts Services Organizations" program).
	166. Promote healing and well-being through arts and culture programming.
	167. Repair and improve arts and cultural facilities ("Culture Build Investment" program).
	168. Raise awareness of the artistic and cultural richness of the neighbourhood ("Cultural HotSpot" program).
	169. Provide after-schools programs in the neighbourhood related to creative arts and humanities, including poetry slams and creative writing.
	170. Promote partnerships between the school boards and arts organizations to expand school-based arts programs led by community artists.
	171. Cultivate creativity, talent and arts skills in TSNS communities ("Local Arts Services Organizations"; "Toronto Arts Council Community Arts Program Grants"; "Artist in the Library" programs).
	172. Create more spaces and facilities for arts in the neighbourhood and improve access to existing arts spaces ("SpaceFinder"; "Making Space for Culture"; "Creative Spaces Outside the Core" programs).
	173. Extend neighbourhood residents' access to cultural programming in Toronto through reduced fees, fee waivers and subsidized passes ("Museum and Arts Pass" program).
Support children and youth to succeed at school  	174. Offer gender-specific arts leadership programs.
	175. Utilize space at Toronto Public Library branches for local artists to display their work.
	176. Organize youth hubs at Toronto Public Library branches, to provide nutrition, homework support, and access to technology and nutrition.
	177. Partner with community agencies to provide nutritious meals to children and youth in NIA-based schools.
	178. Recognize youth leadership, encourage educational excellence and break down financial barriers to higher education for TCHC youth residents (Toronto Community Housing Scholarships" program).
	179. Provide computers and internet access to children of families with low incomes ("Kids@Computers Scholarship").
	180. Deliver after-school programs for students in middle childhood in Toronto Public Library branches ("Discovery Zones").









SOCIAL DEVELOPMENT	
THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Support children and youth to succeed at school  	181. Encourage early literacy and reading readiness among children aged five and under through interactive learning and play centres for children and caregivers at Toronto Public Library Branches ("KidsSTOP Early Literacy" program).
	182. Develop schools' potential as community hubs.
	183. Deliver after school programs in apartment towers.
	184. Build stronger relationships and learning exchanges with colleges and universities.
	185. Build stronger relationships between schools and parents.
	186. Provide residents with tools and information to advocate for more teachers, smaller classes, and social supports in schools.
	187. Provide residents with tools and information to advocate for tuition subsidies for families who rely on social assistance.
Support residents who are experiencing vulnerability  	188. Increase access to drop-in services and facilities for residents who are vulnerable, including warming and cooling centres and 24-hour drop in centres.
	189. Provide rapid response to critical incidents that have a traumatic effect on the neighbourhood ("Community Crisis Response Network").
	190. Develop better ways to identify and connect with chronically isolated residents in the neighbourhood.
	191. Use the Internet or crisis lines to ensure youth programs are easy to access.
	192. Focus on the most vulnerable age groups for youth, including pre-teens and 19-28 years ("Toronto Youth Equity Strategy").
	193. Encourage youth leadership by investing in youth-run programs.
	194. Offer more home-based personal support services ("Homemakers and Nurses Services" program).
	195. Develop and expand programs for youth who are vulnerable to involvement in violence and crime, including job training, court diversion, gang intervention ("Pre-Charge Diversion"; "Restorative Justice Pilot"; "Interdivisional Youth Table").
Make City and community services more accessible  	196. Provide onsite services to residents in supportive housing centres.
	197. Ensure that capital development of City buildings focuses on making facilities accessible for all.
	198. Increase access to library services in the neighbourhood through "fines forgiveness" for children and youth.
	199. Create and enhance dedicated youth space and youth-friendly staff in community centres.
	200. Ensure that public meeting rooms are listed online through SpaceFinder Toronto for residents to view and book for community events.
	201. Assist residents with filling out forms and applications for City services.
	202. Reduce language barriers to City services.
	203. Provide community development training for residents to build local capacity.

## SOCIAL DEVELOPMENT

THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Promote community development 	<p>204. Support community leaders and animators to implement community development initiatives.</p> <p>205. Assign City of Toronto Community Development Officers to help residents identify neighbourhood priorities, develop and implement action plans, write grant applications, and build networks for change ("Neighbourhood Action" program).</p>

## PHYSICAL SURROUNDINGS

THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Make our neighbourhoods beautiful 	<p>206. Develop partnerships and provide grants to engage local businesses and community groups to create outdoor murals and promote streetscape beautification in commercial areas of the neighbourhood ("BIA Mural"; "Streetscape Improvement"; "Commercial Facade Improvement"; "Street Furniture"; "Beautiful Streets" programs).</p> <p>207. Engage residents and newcomers in beautification projects in the neighbourhood ("Community Beautification" program)</p> <p>208. Involve residents in free tree planting to increase the tree canopy ("Trees Across Toronto"; Urban Forestry Planting Strategy; "Parkland Naturalization" programs).</p> <p>209. Provide grant funding for communities to make street art and work with local artists ("StART"; "Graffiti Management" programs).</p> <p>210. Provide free materials and training for neighbourhood beautification.</p> <p>211. Beautify all elements of the streetscape, including posts and street benches.</p> <p>212. Ensure all new public buildings in the neighbourhood have high-quality, beautiful design.</p> <p>213. Maintain public infrastructure such as water fountains.</p> <p>214. Support green roofs.</p> <p>215. Increase access to permits to build more places of worship.</p> <p>216. Create beautification standards for all of Toronto, so that all neighbourhoods are beautiful and equally enjoyable.</p> <p>217. Advocate to bury hydro lines and wires.</p>
Make our neighbourhoods safer 	<p>218. Improve street and park lighting.</p> <p>219. Trim trees to improve visibility around traffic signs and outdoor lighting.</p> <p>220. Promote community policing and promote police partnerships with community safety networks, Community Paramedics and Toronto Community Housing.</p> <p>221. Train police in de-escalation techniques.</p> <p>222. Train local youth as security guards and volunteer security supports.</p> <p>223. Promote community use of parks and ravines so these spaces are well-used, safe and not deserted.</p> <p>224. Community advocacy to end police carding.</p> <p>225. Conduct regular community safety audits in apartment neighbourhoods through community agency partnerships.</p>

PHYSICAL SURROUNDINGS	
THEME	ACTIONS FOR STRONG NEIGHBOURHOODS
Make our neighbourhoods safer 	226. Educate and empower community leaders to deliver fire safety education to vulnerable groups including seniors, children, and university students in temporary accommodations. 227. Increase the fire safety focus on high-rise residential buildings in the neighbourhood. 228. Require more frequent building standards inspections of all multi-residential apartment complexes in the neighbourhood.
Improve transit access in our neighbourhoods 	229. Increase transit frequency in the neighbourhood by reducing wait times and eliminating bus bunching and short turn routes. 230. Extend TTC routes throughout NIAs. 231. Ensure that subways and transit routes help the local economy. 232. Apply Neighbourhood Equity Scores when planning transit routes and transit services levels. 233. Add more community buses in seniors' areas. 234. Provide real time informational signage in bus shelters. 235. Build transit communities with affordable housing, services, businesses, social enterprises and child care near transit hubs. 236. Integrate TTC and GO for a GTA-wide system. 237. Create local jobs as part of transit expansion ("Community Benefits" program).
Enhance neighbourhood parks and green spaces 	238. Create community gardens in green spaces, including hydro corridors. 239. Design green spaces creatively to make them more attractive and usable. 240. Preserve and create more green space and outdoor gathering places. 241. Revitalize thoroughfares that connect communities, such as laneways and walking trails. 242. Build or improve recreational facilities (e.g. rinks, playing fields, pools, stadiums). 243. Add children's play areas and seniors' playgrounds. 244. Involve residents in park beautification and care, including tree planting and natural area stewardship ("Trees Across Toronto" and "Urban Forestry Volunteer" programs). 245. Create more safe and welcoming outdoor social gathering spaces in the neighbourhood.
Make neighbourhood spaces more accessible 	246. Reduce fees and red tape to make it easier for residents to use City spaces for community activities (e.g. libraries, community centres, child care services; Toronto Community Housing buildings). 247. Implement accessible design (e.g. ramps instead of stairs) and "Accessibility for Ontarians with Disabilities Act" compliance in all new and renovated City buildings. 248. Provide residents with tools and information to advocate for community spaces in new buildings.

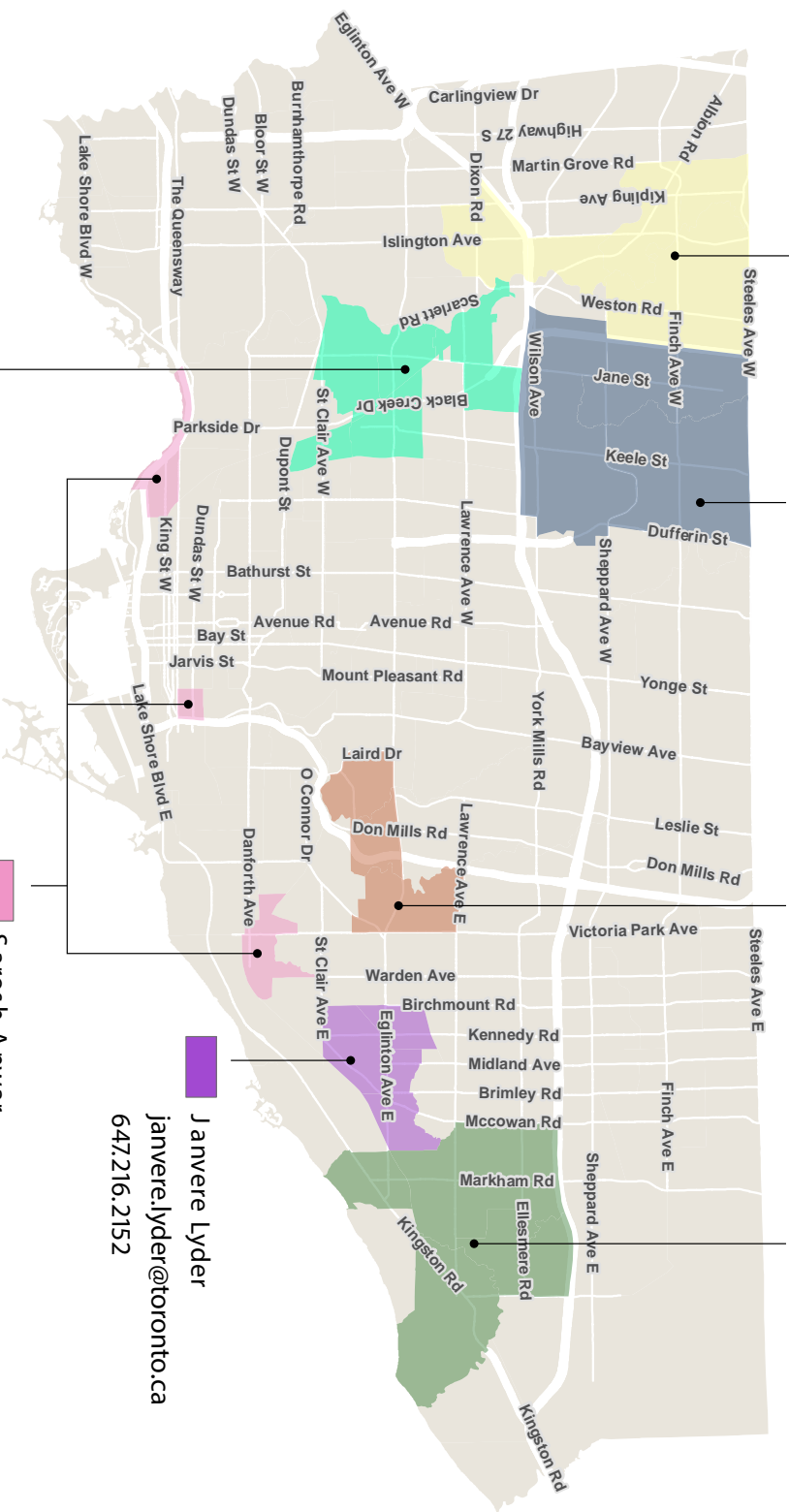





# Find your Community Development Officer

Last revised January 26, 2017

	<b>Wayne Robinson</b> wayne.robinson@toronto.ca 416.206.1553		<b>Rosemary Bell</b> rosemary.bell@toronto.ca 416.889.1285		<b>Rebecca Bassey</b> rebecca.bassey@toronto.ca 416.895.9230		<b>Sherry Phillips</b> sherry.phillips@toronto.ca 416.892.3119
---	--	---	--	---	--	---	--



	<b>Rose-Ann Bailey</b> rose-ann.bailey@toronto.ca 647.888.2483		<b>Sarosh Anwar</b> sarosh.anwar@toronto.ca 416.206.1552
---	--	---	--

 **Janvere Lyder**  
janvere.lyder@toronto.ca  
647.216.2152

# ACKNOWLEDGEMENTS

## City Agencies, Boards, Commissions and Divisions Participating in TSNS 2020:

Affordable Housing Office, Children's Services, City Clerk's Office, Court Services, Economic Development and Culture, Equity, Diversity, and Human Rights, Facilities Management, Long-Term Care Homes & Services, Municipal Licensing and Standards, Toronto Paramedic Services, Parks, Forestry and Recreation; City Planning, Social Development, Finance and Administration, Transportation Services, Toronto Community Housing, Toronto Employment & Social Services, Toronto Police Service, Toronto Public Health, Toronto Public Library, Toronto Shelter, Support & Housing Administration

## Selected City Programs and Services Participating in TSNS 2020:

- ☐ Adopt a Street Tree; Trees Across Toronto; Get a Free Tree
- ☐ Artist in the Library
- ☐ Beautiful Streets
- ☐ Below Market Rent
- ☐ Be Your Best Self
- ☐ Business out of the Box; Jumpstart your Biz
- ☐ Commercial Façade Improvements
- ☐ Community Agency Notification
- ☐ Community Beautification
- ☐ Community Centres where Programs are Free
- ☐ Community Crisis Response Network
- ☐ Community Engagement and Entrepreneur Development Gardens
- ☐ Community Paramedics
- ☐ Creative Spaces Outside the Core
- ☐ Cultural HotSPots
- ☐ Culture Build
- ☐ Digital Hubs
- ☐ Discovery Zones
- ☐ Election Outreach Network
- ☐ Homemakers and Nurses Services
- ☐ Housing Stabilization Fund; Hardship Fund
- ☐ If I Ruled T.O.
- ☐ InTO Kids' Health
- ☐ Investing in Families
- ☐ Jobs Incentive Program
- ☐ Kids@Computers Scholarships
- ☐ KidsSTOP interactive Early Literacy Centres
- ☐ Local Arts Services Organizations
- ☐ Making Space for Culture
- ☐ Museum and Arts Pass
- ☐ Neighbourhood Action
- ☐ Partnership Opportunity Legacy Fund
- ☐ Pre-Charge Diversion
- ☐ Recreation Youth Spaces
- ☐ Restorative Justice Pilot
- ☐ StART Partnership; StART Underpass
- ☐ Student Nutrition
- ☐ TCHC Tenant Councils
- ☐ Toronto Arts Council Community Arts Grants
- ☐ Toronto Food Strategy
- ☐ Toronto Urban Health Fund
- ☐ Toronto Youth Cabinet
- ☐ Toronto Youth Equity Strategy
- ☐ Tower Renewal: Sustainable Towers Engaging People; HI-RIs; Recipe for Community
- ☐ Urban Forestry Volunteers
- ☐ Youth Hubs
- ☐ YouthWorx

TSNS 2020 builds on a strong foundation of work by residents and community partners to strengthen neighbourhoods.

Thank you to who has contributed energy, knowledge and creativity to shape TSNS 2020.

Some of the images in this document were captured by photographers from Nia Centre for the Arts, a Toronto-based not-for-profit organization that supports, showcases and promotes an appreciation of arts from across the African Diaspora. Nia creates opportunities for young people to develop healthy identities and for communities to enhance their creative capacities.









