

Attachment 2: Downtown East – Enhanced 12-month Action Plan

Original action items with amendments from Community Development and Recreation Committee (Item #1 – 27)

Mental Health						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
1	Improve fulltime front-line staff awareness and training on how to respond to community mental health issues and access to mental health resources.	Parks, Forestry and Recreation (Community Recreation)	Immediate	No, within existing resources approved in the 2018 budget.		No
2	Provide mental health promotion workshops to community service providers in the Downtown East Area including Suicide Prevention & Workplace Mental Health Promotion.	Toronto Public Health	Q3 and Q4 2018	No, within existing resources approved in the 2018 budget.		No
3	Deliver mental health promotion and substance misuse prevention programming in local schools including youth leadership initiatives, parenting programs, and school staff support to address mental health literacy, anti-stigma, as well as safe and caring environments in schools. This work will be enhanced in response to recent changes in drug legislation and Downtown East community concerns.	Toronto Public Health	Ongoing	No, within existing resources approved in the 2018 budget.		No

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4	Explore opportunities to increase harm reduction staffing and wrap around programming for shelters, 24-hour respite sites and drop-ins. Work with Social Development, Finance and Administration to engage with local stakeholders to identify funding resources to hire additional harm reduction supports	Shelter, Support and Housing Administration	Immediate	No, within existing resources approved in the 2018 budget.		No

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Substance Use & Harm Reduction						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
5	<p>Target roll out of overdose prevention training and naloxone distribution program within funded shelters and 24-hour respite sites to support overdose prevention, reduce overdoses and meet the unique needs of service users.</p> <p>A survey was completed on the training needs of shelters and drop-ins in relation to overdose prevention. This survey will also help to establish necessary training levels. Staff will report back with results in the second quarter of 2019 as part of the Downtown East report to Council.</p>	Shelter, Support and Housing Administration	<p>Immediate</p> <p>Q4 2018 – Provide training and distribute naloxone kits</p> <p>2019 – report data on # of staff trained and naloxone kits used as measures of success</p>	No, within existing resources approved in the 2018 budget.		No
6	Provide training to key front line parks, facilities and recreation staff on overdose prevention, education and response as well as de-escalation, tact, and diplomacy when dealing with complex situations.	Parks, Forestry and Recreation	Q3 2018 - full time staff (2019 for part time staff dependent on \$)	No, within existing resources approved in the 2018 budget.	\$5K to broaden scope of training to PFR staff	Yes

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7	Community Recreation and Parks staff will promote harm reduction resources and facilities such as supervised injection sites and treatment facilities.	Parks, Forestry and Recreation	Immediate	No, within existing resources approved in the 2018 budget.		No
8	Work in partnership with City Divisions, community organizations and local businesses to strengthen outreach and harm reduction strategies, including the promotion of SIS & to provide overdose prevention training in the Downtown East Area. Measures of success will be identified, monitored and reported.	Toronto Public Health	Immediate	No, within existing resources approved in the 2018 budget.		No
9	Develop and share guidelines for indoor and outdoor sharps disposal with City Divisions, ABC's and community organizations.	Toronto Public Health	Q4 2018	No, within existing resources approved in the 2018 budget.		No

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
10	<p>Support the scaling up of harm reduction services in response to the opioid crisis, including: supporting applications for overdose prevention sites and supervised consumption sites, supporting harm reduction policy development, and facilitating partnerships between community organizations and the City.</p> <p>The Community Safety and Well Being Unit staff will review ways to incorporate community safety and violence reduction considerations as part of the scale-up plan for harm reduction services in the area.</p>	Toronto Public Health, Social Development, Finance and Administration - Community Safety & Wellbeing Unit	On-going	No, within existing resources approved in the 2018 budget.		<p>No – TPH</p> <p>Yes – SDFA</p>
11	Work with relevant partners to engage Indigenous organizations on Downtown East public service needs and recommendations regarding harm reduction, mental health and homelessness.	Toronto Public Health	Q3 2018	No, within existing resources approved in the 2018 budget.		No

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Housing, Homelessness & Shelter Support						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
12	Offer planned recreation programs and leagues to individuals living in shelters or are affected by Homelessness (Downtown East End Softball League, and related volleyball, soccer and yoga programs).	Parks, Forestry and Recreation	Immediate	No, within existing resources approved in the 2018 budget.		No
13	Review Sign-in protocols for recreation programs to ensure no barriers to those without a fixed address and photo identification.	Parks, Forestry and Recreation	Immediate	No, within existing resources approved in the 2018 budget.		No

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
14	<p>Provide access to City washroom and shower facilities at three community centres in the area during regular operating hours seven days per week in the DTE boundaries. Expanded service levels for facility access will occur at John Innes Community Centre during the summer months to bring service levels to a seven day a week operation. Seven day access will continue at all three community centres for the start of the fall season. A communications strategy will be developed to support this action.</p> <p>Front-line staff have reviewed and revised safety protocols - facility sweeps in pairs, introduction of walkie talkies and continued use of duress buttons. Security guards are being hired at John Innes CC. All new staff will be trained on safety protocols. Relevant fulltime front-line staff would be provided de-escalation training from the Hostel Training Centre.</p>	Parks, Forestry and Recreation	Q3 2018	<p>Yes,</p> <p>2018 impacts would be \$25K for 0.76 FTE</p>	\$37K for 1.08 FTEs	Yes

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
15	Explore and secure opportunities to increase access to healthy foods for vulnerable communities.	Shelter, Support and Housing Administration	Q3/Q4 2018 – Community consultation	No, within existing resources approved in the 2018 budget.		No
16	Undertake deep consultations with Respite Service Providers to support the ongoing development and refinement of the permanent respite standards that take effect in November 2018. The consultations will focus on opportunities for enhanced safety, community development and integration. Service Providers from across the City will be asked to participate in these discussions, and the feedback received will help to inform both the respite program model and the permanent standards for respite sites.	Shelter, Support and Housing Administration	Q3 2018	No, within existing resources approved in the 2018 budget.		No

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
17	Launch a new role of Community and Client Engagement Coordinator embedded in the Downtown East. The Community and Client Engagement Coordinator will be responsible for brokering social services, recreational and education programming and opportunities for the service users of 24-hour respite sites. The coordinator will establish and maintain effective working relationships with city councillors, local leaders, organizations, residents, and other community stakeholders. In addition, this position will be responsible for proactively addressing local concerns, improving communication, and mitigating negative impacts in the community.	Shelter, Support and Housing Administration	Q3 2018 or sooner	No, within existing resources approved in the 2018 budget.		No

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Community Safety & Violence Prevention						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
18	Development of a communication protocol with community input to mobilize support for information and effective responses to Violent and Traumatic Critical Incidents. Special attention will be paid to the Victoria Street Supervised Consumption Service. The community will be consulted and the protocol will be made available to stakeholders. Staff will report back on the protocol in the second quarter of 2019.	Social Development, Finance and Administration - Community Safety & Wellbeing Unit - CCRP	Immediate	No, within existing resources approved in the 2018 budget.		No

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Community Safety & Violence Prevention						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
19	<p>Mobilize Coordinated Community Crisis Response to violent and traumatic incidents to address victimization and community impact. Responses are triggered when incidents such as shootings, stabbings, assaults and gang/gun activity take place in the community. Responses could include psycho-social supports, victim supports, witness supports and other measures to address community impact.</p> <p>The Community Crisis Response Program will activate Community Crisis Response Protocols and have an on the ground presence within 12-72 hours of an incident. Effectiveness measures such as timeliness, communication, coordination and accessibility to services will be utilized to review responses.</p>	Social Development, Finance and Administration - Community Safety & Wellbeing Unit - CCRP	On-going	No, within existing resources approved in the 2018 budget.		No

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
20	Mobilize inter-sectoral responses to situations of Acutely Elevated Risk.	Social Development, Finance and Administration - Community Safety & Wellbeing Unit – CCRP – Focus Toronto and SPIDER	On-going	No, within existing resources approved in the 2018 budget.		No
21	<p>Work with community members, inter-departmental staff, BIAs, and the City Councillors Office to facilitate, workshops, events and initiatives such community safety walks & park safety audits. Establish monthly community safety trainings and walks</p> <p>A working group will be established with noted stakeholders and monthly meetings will be held to oversee</p>	Social Development, Finance and Administration - Community Safety & Wellbeing Unit – CCRP/SPIDER/Parks, Forestry and Recreation	<p>Immediate – Curriculum development and priority setting</p> <p>Q3 2018 – Facilitate community trainings and community walks on a monthly basis.</p>	No, within existing resources approved in the 2018 budget.		No

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Economic Opportunities

Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
22	Explore Community Benefits Agreement and Social Procurement opportunities that may arise from City procurement or new development in the area to achieve social and economic benefits for local communities	Social Development, Finance and Administration	Q4 2018	No, within existing resources approved in the 2018 budget.		No

Planning, Parks & Public Realm

Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
23	Initiate review of enforcement approach and policies related to illegal dumping on private property and staff will report back on the outcomes and measures of success to the Community Development and Recreation Committee in the second quarter of 2019 as part of the Downtown East report to Council.	Municipal Licensing and Standards	Q3 2018	No, within existing resources approved in the 2018 budget.		No

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Substance Use & Harm Reduction						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
24	Request 2 temporary positions to enhance harm reduction supports in the area for a 1 year period. Staff will explore opportunities to hire additional harm reduction supports a minimum of 10 temporary positions, including peer-to-peer support workers, to enhance mobile harm reduction supports for a 1 year period and offset the costs from Toronto Central LHIN funding where possible.	Social Development, Finance and Administration	Immediate – Identify potential funding sources and work with SSHA, TPH, and the LHIN to identify additional harm reduction and support resources	Yes SDFA has made a request to the Toronto Central LHIN for funding for 2 temporary positions at a cost of \$191,000 gross and \$0 net.		Yes

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Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
25	Request for 7 additional staff to provide enhanced harm reduction outreach in 2018 with an initial focus in the Downtown East area. Toronto Public Health will monitor and evaluate needs throughout the City and adjust service accordingly. Services will include promoting existing harm reduction services, safer drug use equipment disposal, connecting people to other services including housing, income, food and mental health services and providing harm reduction counselling and support. This funding would be from a 2018 provincial enhancement to public health and is contingent on the City of Toronto providing the 25% cost shared amount.	Toronto Public Health	Immediate - TPH staff are providing outreach services around The Works already and, in the short term, 3 temporary outreach workers are being hired.	Yes A request was approved at the June Board of Health meeting for 7 positions and is pending approval by City Council.		Yes

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Planning, Parks & Public Realm						
<u>Item #</u>	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
26	<p>Staffing for Dedicated Park Clean-up Detail crews for parks (referred to as "flying squads" in motion b12) in the identified Hot Spot areas from July to December to increase service levels to 6 times per week.</p> <p>Note: PFR has dedicated as much time to litter and needle pickup as possible within their 2018 operating budget and staff complement such that they are now providing twice weekly, and sometimes more often, litter and needle cleanup for "hotspots" in parks in the Downtown East. Normal service for all parks is once weekly.</p> <p>The extended scope of work of Solid Waste Management Services and Transportation Services to provide laneway cleaning and roadway sweeping services are itemized in actions 28 and 31.</p>	Parks, Forestry and Recreation	Immediate	<p>Yes</p> <p>Costs have been identified as \$367K to support three additional crews of 3 staff in vehicles operating 6 times a week for 6 months.</p>	\$627K	Yes

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Planning, Parks & Public Realm						
<u>Item #</u>	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
27	<p>Increase staffing for Parks Ambassadors serving Hotspot areas in Downtown East from July to December.</p> <p>Note: On-going funding for 1 full time and 1 6-month seasonal position within the existing budget. In 2018, one-time funding was added for a total of 2 full time and 4 9-month seasonal positions until the end of the year.</p>	Parks, Forestry and Recreation	Immediate	<p>Yes</p> <p>Funding for two additional crews of four staff total in 2018, funding of \$193K will be required.</p>	\$543K	Yes

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New action items from Community Development and Recreation Committee motions (Item #28 – 36)

Planning, Parks & Public Realm						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
28	Extend the scope of work for the flying squads to include laneway cleaning from June to December 2018 by increasing service levels to 3 times daily cleaning. Note: Current service levels include monthly cleaning in all laneways city-wide, bi-weekly cleaning of laneways in Wards 27 and 28 and twice daily cleaning in Priority Hot spots in the Downtown East area. Solid Waste will also continue to provide 24 hour response time for on-demand service in all laneways.	Solid Waste Management Services	Immediate - June 29, 2018	Yes, Funding is required for truck rental and fuel at \$10K and two staff is \$105K.	\$290K	Yes
29	Weekend Clean-up Blitz led by Solid Waste Management Services with a crew of 4 staff to provide additional sweeping, litter pick-up and other clean-up services in hotspot areas in the Downtown East on an as needed basis. This is in cooperation with Transportation Services.	Solid Waste Management Services / Transportation Services	Completed on June 9 th 2018 in conjunction with support divisions (TPH, SSH and Transportation). As required in future	Yes Funding of \$3,100 for SWMS per blitz for staffing and equipment is required.		No

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Planning, Parks & Public Realm						
<u>Item #</u>	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
30	Work with City Divisions and community organizations to increase the number of needle drop boxes in the Downtown East including consideration of parks and open spaces.	Toronto Public Health	Q3 2018	Yes A request for 25 additional drop boxes was approved at the June Board of Health meeting for a cost of \$50K gross and is pending approval by City Council.		No
31	Extend the scope of work for the flying squads to include street sweeping and roadway cleaning from June to December 2018. Note: Current service levels include sweeping once a month for all roads in this area. There is also daily sweeping of Arterial roads in the area.	Transportation Services	Immediate	Yes, Estimated cost to lease a sweeper is \$35K. This would improve the sweeping levels in the area to bi-weekly.	\$60K	Yes
32	Advance the workplan to repair and replace Astral street furniture in the Downtown East and consult with local stakeholders on the placement of any new furniture on Yonge St. between Bloor St. and Queen St. scheduled for 2018 to 2019.	Transportation Services	Immediate	No, It is an external contract.		No

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Planning, Parks & Public Realm						
Item #	Recommended Action Item	Lead Division	Start Time	Resources Required in 2018?	Annualized Impact Estimate in 2019 for Resources Added	Resources to be requested for 2019?
33	Remove abandoned newspaper boxes and corrals by August 2018.	Transportation Services	Immediate	No, within existing resources approved in the 2018 budget.		No
34	City Divisions will collaborate via the Downtown East Project Management Table and with the local community to explore beautification, public realm improvements and local engagement opportunities.	Social Development, Finance and Administration	Q3 2018	No, within existing resources approved in the 2018 budget.		Yes
35	Increase opportunities for youth and children's programming.	Parks, Forestry and Recreation	Immediate	No, within existing resources approved in the 2018 budget.	Annualized impact will depend on 2019 approval of phase 2 of growth plan strategy.	Yes Funding would come from Phase 2 of the Recreation Growth Strategy that is included in the 2019 Budget Submission
36	Establish and implement a protocol for data sharing between area stakeholders and City Divisions including first responders to ensure broad awareness of safety issues including unsafe activities, needle disposal locations, needle related injuries and other hazards	Social Development, Finance and Administration	Q3 2018	No, within existing resources approved in the 2018 budget.		No