

EC6.16 Revised Attachment 2

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	Action Complete Front line staff have reviewed and revised protocols in June which include facility sweeps in pairs, introduction of walkie talkies and continued use of duress buttons.	Within existing resources approved in the 2018 budget.
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	Action Complete and Continuing in 5 year Plan Between April 1, 2018 and March 31, 2019 TPH trained 806 people in Overdose Recognition and Response Suicide Prevention training has been provided by TPH to 36 City staff and 137 agency staff De-escalation in the Community training has been provided by SSHA to 10 City staff and 70 agency staff	Within existing resources approved in the 2018 budget.
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	Action Complete Public Health Nurse (PHN) provided assessment, consultation and engagement/planning meetings with school staff on TPH services and/or provided mental health promotion and substance misuse prevention resources/services at the following schools: Ryerson University, Withrow Avenue Junior Public School, College Français, CALC Secondary School, Rosedale Heights School for The Arts, Jarvis Collegiate Institute, George Brown College, Nelson Mandela Park Public School, Our Lady of Lourdes Catholic School, St Joseph's College School, Church St Public School, Rose Ave Jr PS, Gabrielle Roy elementary school, Monsignor Fraser College, Inglenook Community School, Winchester Junior and Senior Public School, Sprucecourt PS, St. Michael Catholic School, Lord Dufferin PS and Downtown Alternative School.	Within existing resources approved in the 2018 budget.
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	Action Complete and Continuing in 5 year Plan Workgroup convened with Toronto Drop-In Network to coordinate training and consultations for SSHA Harm Reduction Framework	Within existing resources approved in the 2018 budget.
5	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. A survey was completed on the training needs of shelters and drop-in 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	Shelter, Support and Housing Administration	Action Complete and Continuing in 5 year Plan All shelters and 24-hour respite sites have naloxone and a process to report to SSHA about its use Partnership created with Parkdale Queen West CHC to provide on-site training to operators who can't attend City training	Within existing resources approved in the 2018 budget.
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	Action Complete All frontline PFR staff in the DTE received training on trauma informed care from Streets to Homes staff	Within existing resources approved in the 2018 budget.

Downtown East 12-month Action Plan Final Summary

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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	Action Complete Promotional material on harm reduction resources are available at John Innes Community Centre. Staff are able to refer clients to printed materials around other supports required that are not recreation based. I.e: Safe injection sites, counselling etc.	Within existing resources approved in the 2018 budget.
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	Action Complete and Continuing in 5 year Plan Between April 1, 2018 and March 31, 2019 TPH trained 806 people in Overdose Recognition and Response. In addition, TPH has advised on harm reduction and overdose prevention and response policy development with Toronto Community Housing and a number of community based organizations. Works staff have connected with numerous businesses to provide overdose recognition and response	Within existing resources approved in the 2018 budget.
9	Develop and share guidelines for indoor and outdoor sharps disposal with City Divisions, ABC's and community organizations.	Toronto Public Health	Action Complete Guidelines complete, shared and available on TPH website	Within existing resources approved in the 2018 budget.
10	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.	Toronto Public Health	Action Complete The Toronto Drug Strategy Secretariat met again with TCHC to share strategies to help support them with implementing overdose prevention/harm reduction. Links were made to a range of resources, including those at TPH, to support these efforts. As part of a hazardous waste diversion program across the portfolio, TCHC identified a total of nine sites as "extreme risk" and 12 sites as "medium risk" based on elevator inspections that revealed evidence of sharps and needles. Five extreme, and nine medium risk sites were identified in the DTE catchment. TCHC provided these sites with sharps resources including: sharps disposal containers, a sharps protocol for safe handling, storage and disposal practices and sharps education flyers for tenants.	Within existing resources approved in the 2018 budget.
	The Community Safety and Well Being Unit will review ways to incorporate community safety and violence reduction considerations as part of the scale-up plan for harm reductions services in the area.	Social Development, Finance and Administration - Community Safety & Wellbeing Unit	Detail for Community Safety are provided under action 21 to avoid confusion with TPH Actions	
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	Action Complete and Continuing in 5 year Plan TPH hired an external consulting firm to complete versions Indigenous-related work, including an engagement process with DTE Indigenous organizations. Based on critical reflection and feedback, additional time is required to ensure that the engagement process is meaningful, respectful and culturally safe. In addition, time must be built-in to ensure that the engagement process is co-developed with Indigenous community leaders and organizations as full partners.	Within existing resources approved in the 2018 budget.

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	<p style="text-align: center;">Action Complete</p> Baseball programming began in May and operated throughout the season at Moss Park with 6 teams and 84 participants in the softball league.	Within existing resources approved in the 2018 budget.
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	<p style="text-align: center;">Action Complete</p> Review of sign-in protocols was completed in June. No ID is required for drop in recreation programs	Within existing resources approved in the 2018 budget.
14	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.	Parks, Forestry and Recreation	<p style="text-align: center;">Action Complete and Continuing in 5 year Plan</p> Seven day a week shower access available at all three community centres in the DTE. Poster sharing information about John Innes hours was shared with agencies working in the DTE	Yes, 2018 impact was \$10,000 for 0.24 FTE 2019 Within existing resources approved in 2019 budget
15	Explore and secure opportunities to increase access to healthy foods for vulnerable communities.	Shelter, Support and Housing Administration	<p style="text-align: center;">Action Complete</p> Healthy snacks were provided in Q1 to 700-800 clients of The Works each week while accessing supervised consumption and other services. Improving Food Access for Vulnerable Groups in Downtown East (DTE) Toronto A Food Needs Assessment has been completed. The objective of this project was to explore and secure opportunities to increase access to healthy foods for vulnerable communities and contribute to the development of the City's DTE Four Year Action Plan. The report will be posted to the City DTE webpage and distributed to participants.	Within existing resources approved in the 2018 budget.
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	<p style="text-align: center;">Action Complete and Continuing in 5 year Plan</p> Consultations Complete, respite standards released. Individual baseline assessments of respites completed in Q1-2019. Analysis and review of assessment results underway. Further work is required in 2019 to assist providers with remediation activities required to meet baseline assessment.	Within existing resources approved in the 2018 budget.

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	<p style="text-align: center;">Action Complete</p> <p>All 24-hour respite sites now have ongoing funding for Community and Client Engagement workers</p>	Within existing resources approved in the 2018 budget.
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	<p style="text-align: center;">Action Complete</p> <p>Safety communication protocols created and in use for Dundas and Sherbourne, Yonge and Dundas, Church Wellesley and Regent Park in connection with local safety networks</p>	Within existing resources approved in the 2018 budget.
19	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.	Social Development, Finance and Administration - Community Safety & Wellbeing Unit - CCRP	<p style="text-align: center;">Action Complete and Continuing in 5 year Plan</p> <p>The Community Crisis Response Program responded to 82 incidents in 2018. Debriefs on incidents occur at monthly safety network meetings.</p> <p>CCRP has supported impacted communities' ability to heal and recover with Community Crisis Response Fund. Approved 4 Community Crisis Response Fund applications in 2018 providing \$12,000 for community initiatives</p>	Within existing resources approved in the 2018 budget.
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	<p style="text-align: center;">Action Complete and Continuing in 5 year Plan</p> <p style="text-align: center;">250 cases closed by FOCUS in 2018.</p>	Within existing resources approved in the 2018 budget.
21	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	Social Development, Finance and Administration - Community Safety & Wellbeing Unit – CCRP/SPIDER/ Parks, Forestry and Recreation	<p style="text-align: center;">Action Complete</p> <p style="text-align: center;">Visioning undertaken with 3 safety networks to set priorities for 2019</p>	Within existing resources approved in the 2018 budget.

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	<p style="text-align: center;">Action Complete and Continuing in 5 Year Plan</p> <p>The City of Toronto has few but significant community benefits mechanisms that can be used to increase inclusive workforce development opportunities for persons of low income and equity-seeking Torontonians, generate additional economic opportunities for diverse suppliers and social enterprises, and respond to community-identified priorities. The Downtown East Action Plan will identify local City infrastructure opportunities taking place 2019-2023, and convene internal City divisions to see how community benefits outcomes can be integrated into the design, planning and procurement stages. The Downtown East Action Plan will coordinate with the [forthcoming Economic & Community Development Committee June 26] Community Benefits Framework to identify opportunities and next steps.</p> <p>In addition to the defined 12 month actions, over the same timeframe, TESS has increased the development of itinerant services within Access and Resource Centres which serve the Downtown East area (Metro Hall and Wellesley Place), including the introduction of new Employment Ontario agencies. Staff respond and support all in-person inquires; assessing the individual's needs and providing program information and services within the community. This includes onsite itinerant services in the areas of settlement, housing, mental health and addiction, legal, education and employment for OW clients primarily; however, connections to available itinerant providers can be facilitated for residents who walk-in to the ARC and identify needs in these areas. This work will continue as a part of the 5 year Action Plan in efforts to contribute to economic outcomes in the area.</p>	Within existing resources approved in the 2018 budget.
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	<p style="text-align: center;">Action Complete</p> <p>MLS analyzed Service Requests (complaints) and Violations related to illegal dumping within the Downtown East area over the 5-year period from 2014 to 2018. During this time-frame, there were 702 service requests related to illegal dumping within the study area. This is slightly lower than the ward average (772) for illegal dumping during the same period. The most common forms of illegal dumping were general litter/ waste, and household waste (garbage bags, newspaper, dog waste, take-out containers, furniture, appliances, mattresses etc.). The existing provisions within Chapter 548 Littering and Dumping and Chapter 629, Property Standards address all of the common situations where illegal dumping has occurred, and MLS is satisfied that the scope of the bylaw is sufficient to address this issue. MLS will be undertaking a review of Chapter 629, Property Standards in the fourth quarter of 2019. The scope of this review will include examining the feasibility of waiving fees associated with remedial work if a residential property owner is subject to illegal dumping by a person not directly associated with that property.</p>	Within existing resources approved in the 2018 budget.

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	<p style="text-align: center;">Action Complete</p> <p>SDFA requested funding for two positions from the Toronto Central LHIN for a one year period beginning in August 2018. Funding was provided by the LHIN to the Regent Park CHC commencing in December 2018 for enhanced harm reduction outreach in the community, working in collaboration with the TPH Outreach Committee.</p>	<p style="text-align: center;">None</p> <p>In 2018, the Toronto Central LHIN provided \$79,650 in funding to Regent Park CHC for enhanced outreach from December 2018 - March 2019.</p>
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	<p style="text-align: center;">Action Complete and Continuing in 5 year Plan</p> <p>Outreach Workers hired and providing service 10-10 Monday to Saturday and 10-5 Monday to Sunday. Service Level for 2019 continuing at 2018 levels Between August 2018 and March 2019, TPH Outreach team provided 4,200 referrals to social services (including supervised injection, dental, housing, shelter, mental health, crisis and counselling) and provided harm reduction, overdose prevention or dietary supplies on 4,777 occasions</p> <p>Joint outreach teams with Streets to Homes and Toronto Public Health staff began shifts May 7</p>	<p style="text-align: center;">Yes</p> <p>In 2018, Seven positions received funding from the Ministry of Health at a cost of \$108,000 gross and \$27,000 net</p> <p style="text-align: center;">2019</p> <p>Within 2019 Budget process, seven positions have been approved</p>
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	<p style="text-align: center;">Action Complete</p> <p>Crews working 2 shifts a day, 7 days a week. Service Level for 2019 continuing at 2018 levels</p>	<p style="text-align: center;">Yes</p> <p>2018 costs were \$182,000</p> <p style="text-align: center;">2019:</p> <p>Within 2019 Budget process, \$497,000 for 6.2 FTE was approved</p>

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	<p>Action Complete and Continuing in 5 year Plan</p> <p>Service Level for 2019 continuing at 2018 levels</p> <p>Total of 6 Parks Ambassadors currently working. 1 full time and 1 six-month seasonal position within the 2018 budget. Service enhancements provide a total of 2 full time and 4 9-month seasonal positions.</p> <p>Note: Parks Ambassadors are now officed out of John Innes Community Centre to provide morning support and engagement with shelter users who move from shelters to Moss Park</p>	<p>Yes</p> <p>2018 costs were \$126,000 for 3.8 FTE</p> <p>2019: Within 2019 budget process \$373,000 was approved for 1.2 FTE</p>
28	<p>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.</p> <p>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.</p>	Solid Waste Management Services	<p>Action Complete and Continuing in 5 year Plan</p> <p>Service Level for 2019 continuing at 2018 levels.</p> <p>The Priority Hot spot* laneways in the Downtown East area are receiving 3 times per day cleaning. The remaining laneways in Wards 27 and 28 are receiving biweekly service. Solid Waste is continuing to provide 24 hour response time for on-demand service in all laneways.</p> <p>Solid Waste staff increased their cleaning schedule at 277 Victoria to 4 times per day</p>	<p>Yes,</p> <p>2018 costs were \$219,000</p> <p>2019: Within existing resources approved in the 2019 budget</p>
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	<p>Action Complete</p> <p>Weekend Blitz services available as needed</p>	Within existing resources approved in the 2018 budget.
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	<p>Action Ongoing</p> <p>Of the 22 bins designated for the DTE, 9 have been installed. PF&R's enhanced cleaning in parks addressed the incidence of inappropriately discarded sharps in a timely and adequate manner (action 26) and bins were not required at this time. PFR has stored 9 bins to be available for installation as need is identified. City Divisions have been engaged in providing recommendations for placement of the remaining 3 bins in areas of greatest need.</p> <p>The updated webpage with locations can be found here: https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/harm-reduction-supplies-and-locations/needle-drop-box-locations-in-toronto/</p>	<p>Yes</p> <p>A request for 25 additional drop boxes was approved at the June Board of Health meeting for a cost of \$50K gross and \$12,500 net</p>

Downtown East 12-month Action Plan Final Summary

Item #	Detail	Lead Division	Status and Summary	Resource Impact
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	Action Complete Street Sweeper has been rented and is operational, service level continues into 2019. Daily cleaning for arterial roads and bi-weekly for the other local roads.	Yes. 2018 costs were \$42,000 2019: Within existing resources approved in the 2019 budget.
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	Action Complete All furniture replaced and litterbins retrofitted	It is an existing external contract.
33	Remove abandoned newspaper boxes and corrals by August 2018.	Transportation Services	Action Complete All bins removed	Within existing resources approved in the 2018 budget.
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	Action Complete Public Realm engaged in Dundas and Sherbourne Laneway beautification. PMT has updated list of upcoming public realm opportunities and will continue to engage with relevant staff to identify opportunities for public realm developments to support the outcomes of the Action Plan	Within existing resources approved in the 2018 budget.
35	Increase opportunities for youth and children's programming.	Parks, Forestry and Recreation	Action Complete Spaces added as per Year End Growth Plan. A total of 160 spaces were added to camp programs in Regent Park and 80 spaces in sport programs. Pam McConnell pool added approximately 1300. 100 aquatic programming spaces are allocated at the Regent Park Aquatics Centre (RPAC). For Fall 2018, an additional 500 aquatic spaces are allocated at RPAC, and 150 aquatic spaces are allocated at John Innes Community Centre.	Within existing resources approved in the 2018 budget. Within existing resources approved in the 2019 budget.
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	Action Complete SDFA has developed a tool to share public realm related data from 311 (re. Solid Waste Service, Toronto Forestry, MLS, & Toronto Water calls), Toronto Police Services, and Toronto Fire.	Within existing resources approved in the 2018 budget.

**The identified Hot Spots include: Yonge-Dundas, Sherbourne-Dundas, Sherbourne-Queen, Sherbourne-Gerrard, Yonge-Wellesley, Yonge-College, Dundas-Dalhousie, Asquith Park, Moss Park, Allan Gardens, Barbara Hall Park and the Winchester Square Park.*

Downtown East 12-month Action Plan Final Summary

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Additional Council Direction Report Back

Rec. 5	City Council request the Fire Chief and General Manager, Toronto Fire Services, the Chief, Toronto Paramedic Services, and the Toronto Police Services Board to review the current level of service presence at Yonge-Dundas Square and to consider a more proactive strategy to enhance safety and reduce incidences of violence including gun in the Downtown East area.	Toronto Fire Services, Toronto Paramedic Services, Toronto Police Services	<p>Toronto Paramedic Services has increased ambulance coverage in the downtown core as well as increasing Community Paramedic home visits to frequent 911 callers in that area.</p> <p>Toronto Fire Services (TFS) has been focusing on several priorities that support the Action Plan for the Downtown East. For example:</p> <ul style="list-style-type: none"> - TFS enhanced public service by supplying Naloxone and training all firefighters to recognize, assess, and provide immediate care to opioid overdose patients. - TFS has put increased emphasis on risk-based Fire Code inspections across the city as well as customized education in high-risk locations/properties, which will contribute to fire prevention. <p>The Toronto Police Service has worked collaboratively with Toronto Public Health, Ryerson University, and Downtown Yonge BIA to address crime and social disorder issues in the Downtown Yonge area. Effective June 30th, the Toronto Police Service will have 8 Neighbourhood Officers assigned to this area. These officers are receiving advanced training on mediation and community engagement. They will also participate in cross training with Toronto Public Health to understand all aspects of sustainable problem solving in the community.</p>	
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Riverside Extension Final Update

Item #	Detail	Lead Division	Status and Summary	Resource Implications
1	City Council request the City Manager to identify funding sources for evening and overnight staffing at Woodgreen Community Services at 841 Queen Street East and the South Riverdale Community Health Centre	SSHA	<p>Woodgreen received a Security Strategy & Implementation Plan commissioned by a security consultant in September, 2018 and WoodGreen has now implemented all recommendations with the exception of laneway lighting which encountered opposition from the nearby residents.</p> <p>Security on site has been notably improved through a number of initiatives including significantly increased staffing on site</p> <p>Additionally, Woodgreen continues to collaborate with Toronto Police Services to allow officers to patrol the building as well as enforce trespass orders.</p>	None

Downtown East 12-month Action Plan Final Summary

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2	City Council request the City Manager to identify and implement improved service levels for Parks, Forestry and Recreation, Solid Waste Management, and Toronto Public Health for activities related to street cleaning, outreach, and other relevant and necessary services along Queen Street East between Broadview and Carlaw, by extending and increasing the planned funding under Item CD29.5 headed "Closing the Service Gap in the Downtown East Revitalization Area".	PFR, Solid Waste and TPH	<p>Parks Operations has extended the service level for DTE to the Jimmie Simpson Park, McCleary Playground and Bruce Mackey Park providing clean-up 2 times per day, 7 days per week.</p> <p>SH Armstrong Pool has been made available to people staying at the New Hope shelter and staff are collaborating to develop additional programming specific to shelter clients.</p> <p>TPH Staff do not offer street outreach in the area as it would be a duplication of service with South Riverdale CHC.</p> <p>Solid Waste Management Services is providing twice daily service levels in the Riverside Area.</p>	None
3	City Council request the City Manager to work with Woodgreen and South Riverdale to develop and fund a communication and outreach strategy to engage the local community.	SDFA and SSHA	<p>Toronto Public Health had a meeting (internally) with staff/management of Healthy Communities and Communications (February 20th, 2019) to explore the possibility of a health education or communication initiative but given changes in funding this is not an option at this time.</p> <p>A safety network is under development for Riverside and SRCHC and Woodgreen have both been engaged to participate along with local community members and the BIA.</p>	None
4	City Council request the Medical Officer of Health to work with South Riverdale Community Health Centre to determine more effective ways to encourage Health Centre clients to use its services.	TPH	<p>Meeting held November 8 between South Riverdale, Woodgreen, TPH, SDFA and SSHA which initiated ongoing communication between the three groups, providing opportunities to encourage an increased use of services.</p> <p>SRCHC currently does a daily foot patrol in the area and map where they go and when.</p>	None