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# Toronto Office of Recovery and Rebuild

Discussion Guide for Toronto's  
Businesses, Organizations  
and Communities



## About this Discussion Guide

This guide was created to support the City of Toronto's work to recover and rebuild our city while living with COVID-19. It provides background information as well as how to contribute your input.

The Toronto Office of Recovery and Rebuild (TORR) will consider participant feedback, ideas, and information as it develops recommendations to the City Manager and City Council.

Visit [www.toronto.ca/RecoveryRebuild](http://www.toronto.ca/RecoveryRebuild) for additional information and resources including:

- Sample agendas and tips to hold your own discussion online
- Links to existing City strategies and plans and Council reports
- Updates on Toronto's recovery and rebuild efforts

Toronto's recovery and rebuild will be guided by the advice and direction of public health officials. Ensuring the health and safety of all residents remains the City's top priority. **For this reason, consultation will rely primarily on online collection of input to maintain physical distancing and limit the handling of paper forms.**

## We are interested in hearing from you

The online survey includes questions for individuals, groups and businesses. The questions in this guide are intended to support online discussions and help formulate your ideas.

**Please provide your answers by June 30, 2020:**

- Online at [www.toronto.ca/RecoveryRebuild](http://www.toronto.ca/RecoveryRebuild)
- By email at [RecoveryRebuild@toronto.ca](mailto:RecoveryRebuild@toronto.ca)
- By mail Toronto Office of Recovery and Rebuild, Toronto City Hall, 100 Queen Street West, 10th Floor East Tower, Toronto, Ontario M5H 2N2

If you have questions about this guide, or the Toronto Office of Recovery and Rebuild, please email [RecoveryRebuild@toronto.ca](mailto:RecoveryRebuild@toronto.ca).

Input from stakeholders will be summarized and posted to [www.toronto.ca/Open](http://www.toronto.ca/Open).

More information, including reports on these consultations and to Council will be available at [www.toronto.ca/RecoveryRebuild](http://www.toronto.ca/RecoveryRebuild).



## Toronto's Approach to COVID-19 Recovery and Rebuilding

While the City continues to work on reducing the spread of COVID-19 and ensuring the delivery of essential and critical City services, it is also working to prepare for Toronto's recovery in the weeks and months to come.

The Toronto Office of Recovery and Rebuild will coordinate engagement and research to develop the City's recovery strategies and actions to rebuild and re-imagine the way we deliver programs and services. Toronto's recovery and rebuilding will continue to be responsive to how the COVID-19 pandemic evolves and continue to be informed by public health evidence and best practices.

Because residents and businesses play a significant role in successfully restoring communities and our social and economic infrastructure, the City will:

- Work to promote the health and safety of employees, communities and the public as the number one priority;
- Communicate regularly about City services, and actions the City is taking to ensure the health and safety of our staff, program participants and service recipients across all our divisions, agencies and service partners; and
- Engage City Council, institutions, communities and residents throughout our work.

## COVID-19: Recovery & Rebuild

Toronto's responses to the COVID-19 pandemic are both similar and different from the experiences and action taking place regionally, nationally and internationally. Everything from working to control rates of infection, reacting to a significantly changed supply chain and availability of Personal Protective Equipment (PPE), and maintaining physical distancing will continue to have an impact on Toronto similar to other large cities.

Pre-existing critical issues related to transit and traffic congestion, housing affordability and economic disparity, climate change and resilience, health and well-being, continue and have been further challenged by COVID-19. The City entered the pandemic with a strong, diversified workforce, employment sectors and population including urban Indigenous communities that will help to support recovery and rebuilding. However, the impact of remote work, continued public health measures and the financial impact of closures are still to be calculated.

These, and other issues will need to be considered by TORR as part of its engagement strategy and will require continued monitoring of this evolving landscape while preparing recommendations to the City's senior leadership and City Council.

Toronto's role in implementing these recommendations will increasingly depend on our relationships with other orders of government; Indigenous communities; our regional, business and community partners; the residents of Toronto and our ability to secure sustainable funding.

Public health guidance from all three orders of government – federal, provincial and municipal – will guide the pace of these decisions, actions the City takes and our ability to rebuild Toronto again – or better.



## Roles and Responsibilities of Government during COVID-19

Municipal - Toronto	Provincial - Ontario	Federal - Canada
Utilities (water, wastewater, garbage)	Schools	Income Tax
Transit (TTC)	Hospitals/Healthcare	Mortgages
Roads	Supports for employers/ employees	Borders
Emergency Services (Police, Fire, Paramedics)	COVID Testing	RCMP/Military
Municipal Enforcement	Justice	Student Loans
City Hall	Highways	Airports
Property Taxes	School Taxes	International Travel
Culture & Recreation	Safety Orders / Enforcement	Safety Orders / Enforcement
Family & Community Supports	Economic Stimulus	Income supports (Employment Insurance, Canada Emergency Response Benefit, Canada Child Benefit)
Affordable/Social Housing	Transit (Metrolinx, GO Transit)	Economic Stimulus
COVID-19 case and contact management	Post-Secondary institutions	Environmental protection
Long-term care	Long-term care	
	Environmental protection	



## Context: The Provincial Framework

Toronto's recovery plans are guided by the advice of public health officials and the Province of Ontario's [Framework for Reopening our Province](#) that includes the following three-phased approach to reopening businesses, services, and public spaces.

### Phase 1: Protect and support

The government's primary focus is on protecting the health and well-being of individuals and families, supporting frontline health care workers, essential workers and businesses, and providing immediate support to protect people and jobs. This is demonstrated through the \$17-billion **Ontario's Action Plan: Responding to COVID-19** and ongoing government actions, such as increased pay for frontline workers during the pandemic.

Emergency orders put in place to protect people include: the closure of non-essential workplaces, outdoor amenities in parks, recreational areas and public places, as well as bars and restaurants; restrictions on social gatherings; and limiting staff from working in more than one retirement home, long-term care home or congregate care setting.

### Phase 2: Restart

The government will take a careful, stage-by-stage approach to loosening emergency measures and reopening Ontario's economy. Public health and workplace safety will remain the top priority, while balancing the needs of people and businesses. Public health officials will carefully monitor each stage for two-to-four weeks, as they assess the evolution of the COVID-19 outbreak to determine if it is necessary to change course to maintain public health. The government will also continue to issue guidelines for workplace safety.

### Phase 3: Recover

Ensuring the health and safety of the public and workers will continue to be a top priority as Ontario transitions to a "new normal." The government will partner with businesses and other sectors to lead Ontario's economic recovery. The focus will be on creating jobs and opportunity across the province, while working to restore long term prosperity for the benefit of every individual and family in Ontario.

*- Province of Ontario Framework for Re-opening our Province*

As the Provincial government moves through their phased approach, the City will review the health and safety impacts to Torontonians and how to implement the Province's directions. The City will need to determine how to adjust services, programs or operations to meet physical distancing on public transit, in public spaces, and at childcare facilities as more people return to work, school, and daily activities.

The recovery and rebuild decisions we make must consider the personal, social and financial

impact of the pandemic on Toronto's businesses and residents of all ages, in all communities and circumstances, and those who have been hardest hit by COVID-19.

Flexibility and adaptability are essential as Toronto moves to a "new normal." As the city recovers and rebuilds, we must be responsive to any further spread, decline or surges of COVID-19 and adjust our actions accordingly. This will mean constant monitoring and responding in addition to implementing recovery measures.

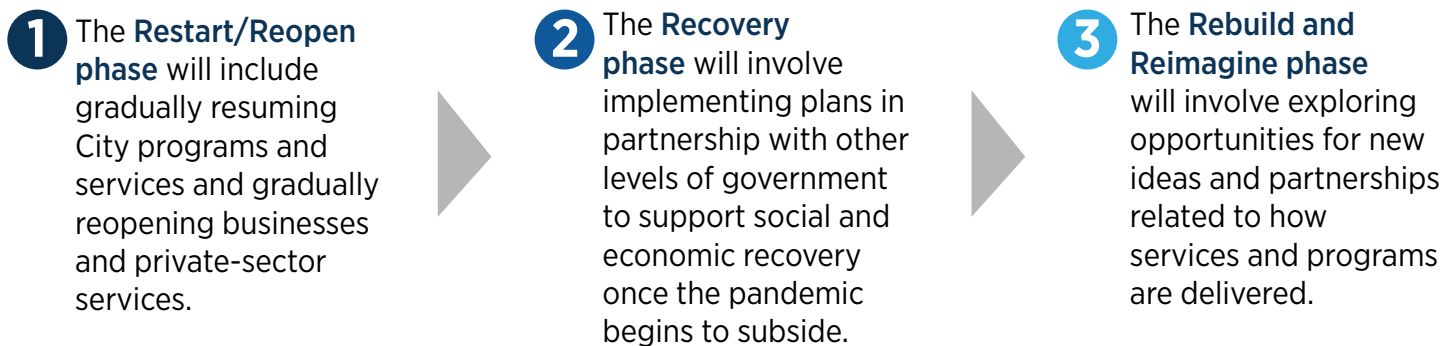




## Hearing from you

Since the outset of the pandemic, the City has received input from residents and businesses including through the Mayor's Economic Support and Recovery Task Force. This feedback has helped shape the City's response to the crisis, and will shape future actions to recover and rebuild. Community partners and groups, residents and businesses will continue to be engaged by the Toronto Office of Recovery and Rebuild, and the City's divisions and agencies.

## The Phases



The City has created this guide and information available at [www.toronto.ca/RecoveryRebuild](http://www.toronto.ca/RecoveryRebuild) to seek your ideas and suggestions for the City's recovery and rebuilding.

The City will continue to undertake research, learn from other jurisdictions and work with institutions, local, regional and national networks and Indigenous communities. The City will also work with municipal staff from across Canada to share lessons and best practices.

The City has a dedicated website with information for businesses and residents about the COVID-19 pandemic. This site, [www.toronto.ca/covid-19](http://www.toronto.ca/covid-19) includes information on the current health situation, advice for individuals and businesses to reduce the spread of the virus, mental health resources, financial and social support, business resources, donation and volunteer links and regular updates on City services.

**Questions – Please use this space to take notes and gather your ideas.  
Please submit your answers online at [www.toronto.ca/RecoveryRebuild](http://www.toronto.ca/RecoveryRebuild)**

**1. What are the priorities for you, your community, organization or business to effectively recover and rebuild and why? What are your top 3 priorities from this list?**

- Affordable housing and shelters
- Seniors care and senior's programs
- Child care and children's programs
- Health program and supports from Toronto Public Health
- Economic development programs and support for local businesses
- Skills training and help finding employment opportunities
- Food banks, community gardens and other food security programs
- Mental health supports and support to address social isolation
- More opportunities for technology innovations and contactless services and programs from the City of Toronto
- Community spaces, parks and public spaces
- Culture and arts programs
- Actions to address climate change
- Mobility, transit and transportation
- Other, please specify:

**Why?**

**2. What three priorities would you like to see the City work with the Federal and Provincial Governments on and why?**

- Immigration support assistance
- Income support program assistance (e.g. Employment Insurance (EI), Canadian Emergency Relief Benefit)
- Supports for businesses (e.g. Ontario-Canada Emergency Commercial Rent Assistance, Canada Emergency Wage Subsidy)
- Health care supports or services
- Personal or Student loan support
- Rent or mortgage supports
- Information about COVID-19 for individuals and businesses
- Education, training and skills development
- Climate change
- Other, please specify:

**Why?**

**3. What would you like to see the City work with other Non-Government partners on and why?**

- Spaces for groups to meet safely in the community
- Opportunities and tools to help connect individuals, communities and non-government partners
- Support for new ideas and opportunities generated by community members
- Working with local communities to identify new ideas and opportunities on issues like climate change, food security and safe and healthy neighbourhoods
- Training and skills development
- Supports for local businesses and community groups
- Other, please specify:

**Why?**



**4. What have you, your business, your community or your neighbourhood done in response to the pandemic that the City could learn from and build on?**

- Engagement with neighbours and local community
- Identified contactless ways to complete shopping and service transactions
- Creative ways to encourage and maintain physical distancing in community or workplace
- Assisted people in community who needed supports
- Donated food or money to a community organization or program
- Launched online program or service
- Other, please specify:

**5. Tell us more about the action you would like the City to consider in its recovery and rebuilding work?**

**6. Cities will need to change as a result of this pandemic. The City of Toronto is interested in hearing your ideas for your local government.**

Please help us by completing the following sentence:

I would like the City to address the following issue \_\_\_\_\_  
by taking the following action \_\_\_\_\_  
and make the city better in the following ways \_\_\_\_\_.