

GL11.3a Attachment 1



MINUTES

Attachment 1 – Excerpt from Toronto Seniors Strategy Accountability Table Minutes

December 12, 2019

12:30 – 3:00 p.m.

The YWCA, Main Floor, Nancy's Auditorium

Chair: Dr. Samir K. Sinha

(Meeting attendance provided as Appendix A)

5.	<p>Update on Property Tax and Utility Relief Programs for Low-Income Seniors (Casey Brendon)</p> <p>Casey Brendon Director, Revenue Services, City of Toronto, delivered a presentation on the Property Tax and Utility Relief programs offered by the City.</p> <p>This presentation highlighted efforts being made to address Recommendation 24 to enhance the awareness of property tax increase deferral and cancellation programs and utility relief programs for low-income seniors and disabled residents. Information was provided on the redesigned brochures that have been distributed to residents through mail.</p> <p>In Casey's presentation the following items were highlighted:</p> <ul style="list-style-type: none">• Revenue Services is seeking input on changes being made to property tax and utility relief programs that are currently offered, including utilizing an online application process.• These programs provide relief on qualifying residents' property tax billings and utility billings (both water and solid waste components).• Post cards and brochures were distributed to Toronto Public Health offices, Toronto Employment Social Services offices, Older Adult Centres and other associations• In efforts to raise awareness of this program to more people, Revenue Services is:<ul style="list-style-type: none">• Updating existing content on web• Educating 311 operators on the programs being offered
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- Posting social media messaging through Twitter
- Reminding Councillors to share information on the application process to constituents
- Participating in Seniors Active Living Fairs to provide information on the program and distribute more literature (Rec. 26)
- Creating post cards, brochures and print ads in full colour

In 2019, a new low-income rebate program was created on the Solid Waste portion of residents' utility bill.

New for 2020 - The City has partnered with Canada Revenue Agency (CRA) to access information on household incomes through an online application process. This process will allow the City to verify applicant incomes with CRA directly, and will allow applicants to confirm their eligibility immediately online. For residents unable to make applications online, Revenue Services will continue to accept paper-based applications.

A staff report to General Government & Licensing Committee and City Council is seeking approval to enter into the agreement with the CRA, and to amend current by-laws to allow for the use of the online application process. Participants expressed their support of a more timely and cost effective process to apply for and receive confirmation of eligibility for the City's tax and utility relief programs.

During the discussion, the following issues were considered:

- Access for people with disabilities and the possibility to automatically enroll them or renew their status:
 - The issue isn't around an individual's disability but rather their income that needs to meet the criteria – while an individual may be disabled over a period of many years their income may change, as well as the assessed value of their property, which may affect their eligibility to receive rebates
- What if you find out about the application deadline a little bit after?
 - There are provisions to accept late applications if they found out about the program for the first time.
- If seniors call 311, would they be able to receive assistance in completing the application over the phone (for either the online or paper-based process)?
 - Yes

	<ul style="list-style-type: none"> For seniors who are not filing their taxes, are there services to help them with this? Has there been any thought on how we can provide supports to those seniors? <ul style="list-style-type: none"> We encourage application through caregivers. Alternately, there is some discretion for the Controller/Treasurer to consider alternate forms of documentation to establish eligibility. Would it be possible in the future, when seniors receive their Notice of Assessment from the CRA that there is additional information provided, e.g., did you know as a resident of Toronto you may qualify for X or Y program? <ul style="list-style-type: none"> This point will be raised with the Canada Revenue Agency. Toronto is the first municipality to enter in an agreement with the CRA. Do we publish in other languages? Can we connect with adult day service programs to help serve these residents who don't have access to internet or paper-based information? Is this information accessible in places where these particular residents can be found? <ul style="list-style-type: none"> Yes, information on the website is available for translation into 50 languages and these print documents cost little to print and distribute; Revenue Services will continue to make these brochures and application forms available at as many locations as possible.
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Appendix A

Accountability Table Members in Attendance December 12th, 2019

Co-Chair: Dr. Samir K. Sinha

Co-Chair: Councillor Josh Matlow (regrets)

Seniors and Caregivers:

Juta Auksi

Siu Mee Cheng (regrets)

Gerry Banks

Mae-Yu Tan

Suzanne Schwenger (regrets)

Anna Zhang

Alphabetical by Organizational Affiliation:

211 – Susan Wilkenson (regrets), Faed Hendry (regrets)

AdvantAGE Ontario – Lisa Levin (regrets), Shilpi Majumder (regrets),
Christal Huang (regrets)
Advocacy Centre for the Elderly – Graham Webb (regrets), Christine Morano
(regrets)
AGE-WELL NCE Inc. – Dr. Alex Mihailidis (regrets), Dorina Simeonov
Alzheimer Society Toronto – Scott Russell (regrets), Romina Oliverio
(regrets)
Barrier Free Real Estate – Jeffrey Kerr (regrets)
Baycrest – Dr. Bill Reichman (regrets), Einat Danieli (regrets)
Canada Mortgage and Housing Corporation – Arlene Etchen
Canadian Mental Health Association, Toronto Branch – Terry Pariseau
(regrets)
Canadian Multi-Faith Federation – Dr. Abdul Hai Patel, (regrets)
Canadian Native Centre of Toronto – Adela Levi, (regrets)
Canadian Red Cross – Dennis Fair, Nikola Latinovic, Tatjana Radovanovic
(regrets)
Canadian Urban Institute – Glenn Miller
Care Watch Toronto – Michèle Harding (regrets)
CARP National – Laura Tamblyn Watts (regrets)
Centre for Aging and Brain Health Innovation – Alisha Tharani (regrets)
Collaborative Aging – Sue Lantz
Cota – Paul Bruce (regrets)
Cyril, Dorothy, - Jack and Jill Reitman Centre, Sinai Health System - Dr. Joel
Sadavoy (regrets), Dr. Rhonda Feldman (regrets)
EGALE – Martin Krajcik
Elder Abuse Ontario – Christine Chan (regrets), Marta Hajek (regrets)
Elder Caring Inc. – Audrey Miller (regrets)
Family Services Toronto, Erin Relyea (regrets)
Federation of Metro Tenants Association – Geordie Dent (regrets)
Haven Toronto (formerly The Good Neighbours Club) – Lauro Monteiro
(regrets)
Health Innovations Group – Dr. Joe Bornstein
Healthcare Navigators Inc. – Laurie Jenkins (regrets)
International Federation on Ageing – Greg Shaw
LOFT Community Services – Heather McDonald (regrets), Debra Walko
(regrets), William Shin
Ministry for Seniors and Accessibility – Alan Ernst, Latha Levitt (regrets),
Anjali Wimpenny
National Initiative for the Care of the Elderly (NICE) – Dr. Raza M. Mirza
(regrets), Jessica Hsieh
National Institute on Ageing – Michael Nicin (regrets)
Neighbourhood Link North York – Janice Wilson (regrets)
Nevvon: An Online Education Company for Caregivers – James Cohen
(regrets)
O'Hara & Associates – Aislin O'Hara
Older Women's Network – Mary Hynes

Ontario Adults Centres' Association of Ontario – Sue Hesjedahl (regrets)
Ontario Securities Commission – Christine Allum (regrets), Tyler Fleming (regrets)
Ontario Shores Centre for Mental Health Sciences – Arlene Astell (regrets)
Regional Geriatric Program of Toronto – Wendy Zeh
Rotary Club – Barbara Thomson (regrets)
Ryerson University, Facilities Department – Molly Anthony (regrets), Nic de Salaberry (regrets)
Senior Pride Network – Robert Nelder
SHS Consulting – Ed Starr (regrets)
Social Planning Council – Devika Shah (regrets)
SPRINT Senior Care – Stacy Landau (regrets), Vonnie Barron (regrets), Samuel Leite
Sunnybrook Research Institute – Dr. Sander Hitzig, Dr. Christine Sheppard
The 519 – Kate Hazell (regrets)
The Change Foundation – Christa Haanstra (regrets)
The Neighbourhood Group – Veronica MacDonald (regrets), Jamie Lai (regrets)
The Seniors Advocates, Toronto Community Housing – Anita Dressler (regrets)
Toronto Association of Business Improvement Areas (TABIA), John Kiru (regrets)
Toronto Catholic District School Board – Donald Reid (regrets)
Toronto Central LHIN – Dr. Gillian Bone (regrets), Margery Konan
Toronto Council on Aging – Joanne Jasper (regrets), Sarah Wu (regrets), Samantha Biglierri (regrets), Tashia Edwards (regrets)
Toronto District School Board – Norbert Costa (regrets), Belkis Romero (regrets)
Toronto Seniors Forum – Co-Chairs Mark Smith, Luisa Giacometti, John Plumadore (regrets)
United Way – Selam Araia (regrets)
University Health Network – Frances Simone (regrets), Jen Recknagel (regrets)
University of Toronto – Dr. Sheila Neysmith (regrets), Tam Perry
Walk Toronto – Maureen Coyle (regrets)
Wellesley Institute – Dr. Seong-gee Um (regrets), Thrmiga Sathiyamoorthy (regrets)
Woodgreen Community Services – Richard Pitter (regrets)
York University – Centre for Ageing Research and Education – Dr. Tamara Daly (regrets)

City of Toronto Divisions and Agencies:

311 Office – Gary York (regrets), Guhad Hersi (regrets)
Affordable Housing Office – Sean Gadon (regrets), Erik Hunter (regrets), Mercedeh Madani (regrets)

City Planning – Gregg Linton (regrets), Kerri Voumvakis (regrets), Sharon Hill (regrets), Jodi Callan
Seniors Services & Long-Term Care: Paul Raftis (regrets), Andrea Austen, Paloma Millones, Emma Helfand-Green, Soo Ching Kikuta (regrets), Erin Mulcahey-Abbott (regrets)
Office of Emergency Management – James Kilgour (regrets), Brad Eyre (regrets), Donna Clark (regrets)
Parks, Forestry and Recreation – Janie Romoff (regrets), Geoffrey Gillard (regrets), Anna Pancham (regrets)
People, Equity and Human Rights – Omo Akintan (regrets), Waheeda White (regrets), Deirdre Boyle
Revenue Services – Casey Brendon, John Longarini (regrets), Sara Jackson
Shelter, Support and Housing Administration – Sonia Zyvatkauskas (regrets), Barbara Brook (regrets)
Toronto Community Housing – Kevin Marshman (regrets), Bridgette Bardeau
Toronto Employment and Social Services – Patricia Walcott (regrets), Devi Arasanayagan, James Lapierre (regrets)
Toronto Fire Services – Matthew Pegg (regrets), Marla Friebe (regrets)
Toronto Paramedic Services – Gord McEachen (regrets), Adam Thurston (regrets)
Toronto Police Service – Peter Yuen (regrets), David Rydzik (regrets), Bryan Campbell (regrets), Jason Peddle
Toronto Public Health – Dr. Eileen de Villa (regrets), Kate Bassil (regrets), Sherry Biscope
Toronto Public Library – Pam Ryan (regrets), Laura Arrizza, Rosa Pinto (regrets)
Toronto Transit Commission – Rick Leary (regrets), Matt Hagg (regrets)
Transportation Services – Barbara Gray (regrets), Leigh Sherkin (regrets), Roger Browne (regrets),
Wheel-Trans – Dean Milton

Guests:

Diane Duncan, Senior Persons Living Connected
Alex McDonough, SIPA
Janice Alvares, CoT - Equity & Diversity
Beth Eshlete, MOSAIC - Home Care
Liben Gebremkall, TAIBU CHC
Dr. Melvin Hsu, City of Toronto – Public Health
Frances Morton-Chang, Woodgreen Community Services
Melanie Santarossa, Retirement Industry
James Schembri, North York Toronto Health Partners
Tharmitha Suyeshkumar, North York General Hospital
Jane Tesdale, MOSAIC - Home Care
Katie Tucker, Health Edge Innovations
Carolina Vecchiarelli, City of Toronto, Councillor Matlow's Office
Tom Warner, Seniors Pride Network

Christine Yan, Toronto Community Housing Corporation
Jaipreet Kohli, Toronto Community Housing Corporation