

Supports for Francophone Torontonians

Presentation to Toronto Francophone Affairs Advisory Committee
October 28, 2021



Poverty in Toronto

- 1 in 5 Toronto residents have low-incomes (Based on Official National Poverty Measure)
- According to the 2016 Census, there are 61,115 low-income Toronto residents with knowledge of French
- Poverty is gendered, racialized and geographically concentrated in Toronto

Supportive Services in Toronto

Services and programs for Toronto residents in need of social and economic supports are delivered by multiple partners. The City of Toronto, as a municipality, is involved in the delivery of these supports in different ways.

Community and Social Services

Supports Offered on Behalf of Other Governments (i.e. Province)

Municipally
Delivered or
Managed Supports

Community-Based
Supports

Social
Assistance

Child Care

Housing
Supports

Other
funded
programs

Direct
Delivery of
Services

Service
Standards

Funding

Networks
and
Partnerships

Examples of Equity Strategies at the City of Toronto

Poverty Reduction Strategy

- Address immediate needs, create pathways to prosperity, and drive systemic change to reduce poverty in Toronto.

Toronto Action Plan to Confront Anti-Black Racism

- Leverages the talents, knowledge, and experiences of Black residents and Black Organizations as partners in making municipal services, spaces and policies fully inclusive and accessible to Black Torontonians in both intent and in practice.

SafeTO

- Ten-year plan that reimagines core elements of community safety and well-being in order to shift our paradigm from a reliance on reactive emergency response to a culture of proactive prevention.

Toronto Newcomer Strategy

- A strategy designed to improve newcomer settlement through shared leadership, stronger collaboration and a more seamless and well-coordinated service system.

Examples of Equity Strategies at the City of Toronto

Gender Equity Strategy

- Forthcoming strategy to advance an intersectional gender-based lens into City programs and services, and internal workforce initiatives.

Toronto Seniors Strategy

- Identifies 27 high-impact recommendations to address the needs of seniors in Toronto and are within the capacity of the City to deliver.

Investing in Youth Outcomes

- A strategic approach for youth programs that supports positive youth development, contributes to violence prevention and fosters equity and inclusion.

Equity Responsive Budgeting

- Embeds equity considerations throughout the budget process to inform decision-making.

Opportunities for Direct Engagement

- Council Advisory Bodies
- Program Advisory Bodies
- Neighbourhood Planning
- Inclusive engagement practices

Ensuring an Inclusive Service System

- “On its own, language is not a prohibited ground of discrimination under the Code. However, both the [Ontario Human Rights Commission’s] Policy on discrimination and language and jurisprudence recognize that language can be an element or factor in discrimination based on related Code grounds such as ancestry, ethnic origin, place of origin, race, citizenship and creed.” (Ontario Human Rights Commission)
- To ensure an inclusive and equitable service delivery system, many programs and services do offer supports in French. For example:
 - Some child care centres offer programming in French
 - Toronto Shelter Standards urge providers to provide services in multiple languages, including French where appropriate
 - Designated social assistance offices in Toronto can provide French language services
 - Residents can call 311 and get information in over 180 languages.
 - Many community-based organizations provide services in French. Users can search at www.211Central.ca or by calling 211.

Human Rights Office



- Service/facility users who have complaints of discrimination under the City's Human Rights and Anti-Harassment/Discrimination Policy can contact the Human Rights Office in confidence.
- Contact the Human Rights Office at 416-392-8383 or humanrights@toronto.ca or by submitting a secure online complaint form at www.toronto.ca



Thank You