

## City Council

### Notice without Motion

MM6.43	ACTION			Ward: 18
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### **Exploring All Options and Ensuring Multi-language Tenant Engagement In Proposed Alterations at Willowdale Manor - by Councillor Lily Cheng, seconded by Councillor Paula Fletcher**

*\* This Motion has been deemed urgent by the Chair.*

*\* This Motion is not subject to a vote to waive referral. This Motion has been added to the agenda and is before Council for debate.*

### **Recommendations**

Councillor Lily Cheng, seconded by Councillor Paula Fletcher, recommends that:

1. City Council, as shareholder, directs the Toronto Seniors Housing Corporation and the Toronto Community Housing Corporation to:
  - a. pause the Accessibility for Ontarians with Disabilities Act renovations at Willowdale Manor in order to:
    - i. explore all available options, including mobile ramps, to preserve the well-loved features of Willowdale Manor's community stage and front sitting lounge area with the senior residents and the local Councillor, with a report-back to the local Councillor in June 2023;
    - ii. allow for further engagement and education in multiple languages with the tenants at Willowdale Manor;
  - b. develop and execute an engagement plan in consultation with the local Councillor and the Deputy City Manager, Social and Community Services; and
  - c. direct the Chief Executive Officer, Toronto Seniors Housing Corporation to review the current communications plan for Accessibility for Ontarians with Disabilities Act renovations at the Toronto Seniors Housing Corporation, including the Willowdale Manor, and request feedback from the Senior Tenants Advisory Committee in this review process.

### **Summary**

The seniors at the Toronto Seniors Housing Corporation Willowdale Manor (175 Cummer Avenue) are grateful for the many activities that are provided by local organizations including music performances, art classes and exercise classes which fulfil their lives as well as the mandate of the newly formed Toronto Seniors Housing Corporation.

On April 24, 2023, a meeting was held with 100 plus seniors at Willowdale Manor in four languages: English, Chinese, Mandarin and Farsi. This meeting outlined planned Accessibility for Ontarians with Disabilities Act work which is to be undertaken at Willowdale Manor, 175 Cummer Avenue, which includes the removal of the elevated stage and changes to the kitchen and front lounge. Seniors were very concerned that these well-used facilities were being changed without demonstrating that all other options that would keep these very popular and well-used spaces in their current locations had been considered, and have asked for more time.

Also Accessibility for Ontarians with Disabilities Act and its requirements have not been well explained to the seniors at Willowdale Manor, compounded by the communication requirements in at least four languages.

More time needs to be taken to fully explain Accessibility for Ontarians with Disabilities Act as well as walk through all options for these well-loved community features, including a portable ramp to the stage that can be moved into position when it is needed. As there are 83 buildings in the Toronto Seniors Corporation, Accessibility for Ontarians with Disabilities Act renovations can proceed at other buildings to allow for more time to work with the seniors at Willowdale Manor. It would also allow for the Seniors Tenant Advisory Committee to assist the Toronto Seniors Housing Corporation in reviewing the communications plan for the rollout of Accessibility for Ontarians with Disabilities Act requirements generally.

This is an urgent motion because the Accessibility for Ontarians with Disabilities Act renovation design and planning are already underway for Willowdale Manor, a Toronto Seniors Housing Corporation residence. We wish to pause the project allowing the Toronto Community Housing Corporation to proceed with the other 82 Toronto Seniors Housing Corporation properties so we can fully explore all options available to preserve the well-loved features of the senior's building's community spaces with the senior residents.

### **Background Information (City Council)**

Member Motion MM6.43

Attachment 1 - Toronto Seniors Housing Corporation list of 83 Properties  
(<https://www.toronto.ca/legdocs/mmis/2023/mm/bgrd/backgroundfile-236472.pdf>)

Attachment 2 - Photo 1

(<https://www.toronto.ca/legdocs/mmis/2023/mm/bgrd/backgroundfile-236473.pdf>)

Attachment 3 - Photo 2

(<https://www.toronto.ca/legdocs/mmis/2023/mm/bgrd/backgroundfile-236493.pdf>)

Attachment 4 - Photo 3

(<https://www.toronto.ca/legdocs/mmis/2023/mm/bgrd/backgroundfile-236474.pdf>)

Attachment 5 - Photo 4

(<https://www.toronto.ca/legdocs/mmis/2023/mm/bgrd/backgroundfile-236494.pdf>)