

Toronto Seniors Housing Corporation's Service Model

Date: October 8, 2024

To: Economic and Community Development Committee

From: The Board of Directors of Toronto Seniors Housing Corporation

Wards: All

SUMMARY

This report is in response to City Council direction [EX16.28](#) made on July 24, 2024, which requested more information about Toronto Seniors Housing Corporation's (TSHC) work to deliver the Integrated Service Model (ISM). TSHC welcomes the opportunity to share highlights of its work over the past two years.

The report covers how the TSHC service model is reflected in the 83 buildings, described through individual building profiles, and regional profiles. It demonstrates how TSHC is learning and continuing to strengthen the ISM. It also outlines the range of programs and partnerships, with the health sector, City divisions/agencies, and community-based agencies, that help advance the ISM. The report highlights the work TSHC is doing with Toronto Public Health and Parks, Forestry, and Recreation, both also named in the motion.

Included in the report are two attachments: Attachment One is 83 building profiles and four regional summaries; Attachment Two is TSHC's Key Performance Indicators and a snapshot of TSHC's Community Connect+ Approach to tenant engagement. The report addresses each of the four key innovations set out in the original ISM.

With the introduction of the ISM, an **enhanced staffing model** was the most significant change for tenants. New roles such as 42 Seniors Services Coordinators (SSCs) and 26 Tenant Services Administrators (TSAs) were added. TSHC also introduced a dedicated Environmental Health Team, Complex Tenancies Team, and a Paralegal Team. All of this helps to stabilize tenancies and enable tenants to age at home with dignity and comfort. This also positions TSHC as an industry leader in arrears collection, eviction prevention, and housing occupancy rates.

At the time of transition TSHC essentially "lifted and shifted" policies, procedures, and people from TCHC. However, before the transition, tenants identified the need to **create more seniors-focused policies** and prioritized the policies they wanted to see changed. Since the transition, TSHC has been proactive in involving tenants and staff in all policy development work and bringing a senior tenants' lens to these. Tenants were actively involved in the co-development of a new Community Activities Fund policy which provides funding for tenant-

led programs within their buildings. Work is underway to deliver a new Tenant Human Rights Policy, a new Use of Community Space Policy, and a Translation and Interpretation Policy.

To **provide access to services and supports that tenants desire**, TSHC has done considerable work to strengthen programs and partnerships. As of the end of Q2 2024, TSHC has 55 partners, providing 155 programs tracked in five key areas: faith-based; food security; health and wellness; personal development; and social recreation. TSHC is undertaking a comprehensive review and update of all partnerships. Through that review, TSHC is seeking to expand partnerships to deliver programs requested by tenants in 2024. Partners provide programs such as food banks, exercise, fall prevention education, as well as capacity building programs to help tenants lead activities within their community. Of note, TSHC is currently implementing a pilot with the City's ConnectTO program to install Wi-Fi in common areas of select TSHC buildings.

The innovation related to **working with provincial health system Care Coordinators** is reliant on health system resources. Due to the pandemic, the launch of TSCH, as well as ongoing health system restructuring and alignment, TSHC has not been able to address this item. TSHC is actively working with Ontario Health and other Local Housing Corporations to reintroduce the role of Care Coordinators as a vital link in connecting housing and healthcare for tenants.

To further support the work of the ISM, TSHC developed its 2023-2025 Strategic Directions. One of the corporation's strategic objectives is ensuring tenants have a voice in what TSHC does. To deliver on that objective, TSHC has engaged tenants at the board level, with two board director seats for tenants, and through the Senior Tenants Advisory Committee (STAC), which has provided invaluable guidance since 2021. In 2024, TSHC introduced a tenant engagement approach focused on community development rather than a single tenant leader model in the buildings. With the new approach, there has been a significant uptake in tenant participation locally and regionally. TSHC's achievements and updates are actively shared with tenants and other stakeholders through ongoing and regular communications.

TSHC will continue to use data and listen and continue to develop programs and partnerships to help senior tenants age at home with dignity, respect, and comfort.

RECOMMENDATIONS

The Board of Directors of Toronto Seniors Housing Corporation recommends that:

1. The Economic and Community Development Committee receives this report for information.

FINANCIAL IMPACT

There are no identified financial impacts associated with the recommendations in this report. Delivery of the TSHC service model is funded through the existing budget and will be incorporated in future budgets.

DECISION HISTORY

At its meeting on July 24, 2024, City Council amended item [EX16.28](#) with a request for Toronto Seniors Housing Corporation to report to the Economic and Community Development Committee on October 23, 2024, on the model being used in each building in the delivery of the Integrated Service Model program in each of the 83 seniors buildings, and specifically the programs partners, including Public Health and Parks, Forestry and Recreation.

COMMENTS

Background

The Integrated Service Model (ISM) supports tenants living in Toronto Seniors Housing Corporation (TSHC) operated buildings to age at home with dignity, respect, comfort, and the services they need to remain engaged in their communities. Co-developed by the City of Toronto, Toronto Community Housing Corporation, and provincial health partners, the ISM was approved by City Council in 2020 and has been operational in all TSHC buildings since April 2022. When TSHC launched on June 1, 2022, the ISM laid the groundwork for how the new corporation would support senior tenants. TSHC continues to gather feedback from senior tenants and monitor performance to improve the model's effectiveness.

The objectives of the ISM are to:

1. Build relationships of trust between senior tenants and TSHC staff;
2. Improve the delivery of housing services, with an increased focus on issues that impact seniors' housing stability; and
3. Increase access to health and community support services through enhanced integration of community services within the buildings.

The ISM brings four key innovations to TSHC service delivery:

1. An enhanced staffing model focused on increased staff-to-tenant ratios and more tenant support;
2. Revised seniors-specific policies to better respond to the unique challenges faced by seniors;

3. Providing access to a range of health, social, and wellness services to tenants in their building, where feasible and desired by the tenants; and
4. Designating care coordinators to each building to help connect tenants to the health and community support services they need.

Over the past two years, TSHC has forged ahead and implemented the ISM to help ensure tenants can age at home. This report outlines the work TSHC has undertaken to support senior tenants in having successful tenancies and improving their quality of life and sense of community. This report covers how the model is being reflected in the 83 buildings, as described through individual building profiles, and how TSHC is learning and strengthening the ISM. It also outlines the range of programs and partnerships, with the health sector, City divisions/agencies, and community-based agencies, that help advance the ISM.

Overview of the 83 building profiles | Applying the ISM

To illustrate how TSHC has been applying the ISM, building profiles have been developed for all 83 TSHC buildings, each of which highlights staffing, volunteerism, programs, and building demographics. The profiles, found in Attachment One, also speak specifically about tenant-led and provider-led programs and what types of programs are offered. Elements of the building profile that align with each of the ISM innovations will be highlighted and addressed below.

Innovation #1: An enhanced staffing model focused on increased staff-to-tenant ratios and more tenant support

With the introduction of the ISM, an enhanced staffing model was the most significant change for tenants. This included new roles, specifically the Seniors Services Coordinator and Tenant Services Administrator, as well as seniors-focused training for staff. As the ISM was implemented, the need for other staffing adjustments was identified to better support tenants, resulting in several new teams being created.

Introduction of Seniors Services Coordinators and Tenant Services Administrators

Through the ISM, 42 Seniors Services Coordinators (SSCs) and 26 Tenant Services Administrators (TSAs) were added through a combination of reallocation of headcount (33) and additional funding, with a focus on more tenant-supporting roles, and to increase staff presence and support for tenants in buildings.

Before implementing the ISM, tenants would have to travel to access staff and services. Since implementing the ISM, SSCs are in all buildings. This means that tenants have consistent and regular access to someone in their building to help them manage their tenancies and provide information on health and wellness supports available in their communities. This has been very important for tenant support.

The TSA provides vital support in stabilizing tenancies and helping reduce evictions and arrears working in teams in each of the four TSHC regions. Other resources, such as Community Services Coordinators (CSC) and Community Safety Advisors, were also added.

Environmental Health Team

Through a reallocation of the existing headcount, TSHC established the Environmental Health Team to support tenants and staff in promptly and effectively responding to pest issues to limit migration within TSHC communities. This team is comprised of a Supervisor, four Pest Control Technicians, one assigned to each of the four regions, and a Clerk. The team is responsible for:

- Monitoring and ensuring vendor compliance. Staff carry out quality control inspections of each TSHC community annually to ensure that public area treatments and preventative measures comply with the vendor's contract with TCHC (Toronto Community Housing Corporation). Year to date (YTD) this team has completed 10 audits of TSHC communities and has noted that in seven (7) of those communities, the vendor was not in compliance with their scope of work from TCHC.
- Unit preparation/bed replacement program to prepare units for pest control maximizing the effectiveness of the treatment and providing support to tenants who may not be able to properly prepare their units. Staff replace beds that have to be disposed of due to infestations, and supply tenants with preventative measures such as mattress encasements post-treatment. This program assists an average of seven (7) tenants per month in 2024 with an average monthly cost of \$6,195.30 per month. In those circumstances where tenants have significant health vulnerabilities, this work is done in collaboration with Toronto Public Health's Toronto Bed Bug Control Initiative.
- Preparing and delivering tenant/staff education materials and presentations on the prevention of pest infestations as well as redevelopment of all tenant communications regarding pest treatments. Results measured over the past year for the impact of this team have been noted below.

Table 1 - Pest treatment comparison Q1 2023 and Q1 2024

	Q1 2023	Q1 2024	Difference
Overall pest treatments	5606	3	-1223
Cancelled/missed treatments	702	443	-259
Pest block treatments	439	635	+196

In comparing Q1 data from 2024 to Q1 2023, the success of these efforts is clear:

Staff treated 196 (45%) more blocks (of units) than last year. They also treated 1,223 fewer individual units. This means that staff are getting the blocks done and preventing the migration of pests at a far higher rate.

There were 259 (37%) fewer tenants who had their treatments cancelled. This means that staff, especially Superintendents, SSCs, and the Environmental Health Team, were successfully educating seniors on how to prepare their units for treatment and getting them support for this when needed.

This team has also piloted new and innovative approaches to deliver and effectively integrate pest management within two communities in 2023, leveraging staff and tenant education and collaboration. This reduced the average treatments per month in a 148-unit community from 30 to nine (9) per month while showing comparable results in a 194-unit building that was averaging 94 treatments per month reducing to 26 units per month.

Complex Tenancies Team

The Complex Tenancies Team supports tenancies that are at an acutely elevated risk within each of the regions. The team is comprised of a Supervisor and four SSCs. The team focuses on tenants who are most at risk of losing their housing and require a heightened level of intervention to ensure the local SSC can provide support to other tenants in their portfolio.

The Complex Tenancies Supervisor is a member of the City of Toronto's SPIDER table (Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability) as well as FOCUS (Furthering Our Community by Uniting Services), both of which are facilitated by the Social Development Finance and Administration Division to bring multiple City of Toronto resources together in a collaborative nature. FOCUS situation tables are responsive to their specific geographic locales, which include partners that sit at one or multiple tables that specialize in community health, social services, justice services, educational supports, and a plethora of other community-based organizations with a variety of comprehensive supports and services available to the tables. SPIDER takes an inter-divisional approach through a wrap-around approach. The focus is to reduce risk and vulnerability with x1 situation table for the entirety of the City of Toronto. There are approximately 45 partners, and growing which include predominantly city divisions, other government i.e. Provincial services, and at times, community services to fill in service gaps not available across divisions.

The TSHC Complex Tenancies team also collaborates with:

- Toronto Community Crisis Support Service (211-TCCS)
- Community Paramedicine Program
- Toronto Emergency Management Office
- Toronto Shelter and Support Services

In 2023 The Complex Tenancies Team supported 96 unique tenants, 56 of which were discharged back to the regional SSC. They also assisted tenants of the City of Toronto's Rapid Rehousing Initiative in the transition from shelter to housing, providing program participants with an average of 15 hours of transition support. The team also worked with City staff to identify and pilot opportunities to increase the success of the Rapid Rehousing Initiative. Due to the heightened level of case management, on average tenants remain referred to the Complex Tenancies Team for four (4) months.

Paralegal Support Team

Through a reallocation of resources, TSHC established an in-house Paralegal team to ensure that the seniors at risk of losing their housing receive fair and equitable treatment that aligns to TSHC's strategic plan and corporate values through TSHC eviction prevention polices. There are currently 41 tenants that have signed mediated agreements with TSHC paralegal staff to preserve their tenancies, and TSHC maintains an eviction rate of 1% (24 of

1662 tenants that have vacated TSHC units since Jan 1, 2023). TSHC has also decreased its tenant move-out rate over this period at a rate that exceeds other Local Housing Corporation (LHC) providers across Ontario and decreased the average tenant arrears.

Table 2 - Comparison of Tenant Move-out Rates and Arrears

	TSHC Q2 2023	TSHC Q2 2024	LHC Average Q2 2024
Tenant move-out rate	2.1%	1.8%	2.7%
Average amount of arrears	\$1,303	\$1,262	\$1,523

SSCs and Annual Unit Inspections

One of the ISM's key functions was that the SSCs' primary work locations are the buildings within their portfolio and to focus on the integration of services.

TSHC requires that the Integrated Building Team (Maintenance and SSCs) perform the annual unit inspections as a team. This integrated approach allows the SSCs to assess unit conditions and identify tenants for follow-up interventions and support referrals. During the 2023 units inspections of 13952 units, SSCs noted 1732 issues regarding unit conditions that required follow-up in these top categories:

- 583 clutter/housekeeping
- 309 fire safety concerns
- 164 pest issues

The data below shows how TSHC measures against other Local Housing Corporations (LHC) across Ontario in key tenancy performance indicators. The data shows how additional and reallocation of staff have contributed to improved outcomes for tenants and TSHC.

Table 3 - TSHC and LHC Data Comparison

	LHC Avg Q2 2023	TSHC Q2 2023	LHC Avg Q2 2024	TSHC Q2 2024
Housing occupancy rate	97.3%	98.0%	97.6%	98.5%
Unit turnover days	95 days	73 days	85 days	63 days
Households in good financial standing	76.7%	89.9%	76.0%	89.9%
Rent collection performance	95%	99.6%	94.4%	99.5%
Percentage of tenants with debt	18.2%	10.06%	15.5%	10.0%

Staff Training to Support Seniors

The ISM speaks of offering advanced training on seniors' issues for TSHC staff. That work has been undertaken and continues. TSHC's learning initiatives prioritize compliance, continuous improvement, inclusivity, and accessibility. These initiatives are closely aligned

with TSHC's strategic directions, including the application of a seniors lens, ensuring that training programs deliver education relevant to the daily lives and specific needs of seniors. Training is provided through various methods, including eLearning, in-class sessions, and instructor-led workshops. This approach fosters a comprehensive appreciation of the rich life experiences and diverse backgrounds of TSHC tenants.

Seniors-focused training has included:

- Accessibility for Ontarians with Disabilities – Working Together - The Code and the AODA: 219 (76%) staff completed as assigned
- Accessibility for Ontarians with Disabilities – AccessForward: Integrated Accessibility Standards Regulation: 249 (76%) staff completed as assigned
- Understanding Dementia: 207 (94%) staff completed as assigned
- Non-Violent Crisis Intervention: 124 (56%) staff (primarily front line) completed as assigned
- Mental Health First Aid for Seniors: 14 (100%) staff completed as assigned
- Alternative Dispute Resolution: 32 (100%) staff completed as assigned

TSHC is also actively working to develop partnerships aimed at expanding TSHC's seniors-focused training offerings, with upcoming programs such as:

- Hoarding Awareness and Intervention
- Aging in the Community, in partnership with NORC Innovation Centre
- The Regional Geriatric Program, in partnership with Unity and Sunnybrook Hospitals

Innovation #2: Revise seniors-specific policies to better respond to the unique challenges faced by seniors

This component of the ISM strives to better respond to the unique housing challenges faced by senior tenants. Over the past two years, TSHC has advanced work in improving its policies to be more seniors-specific.

Use of Community Space Policy

The Use of Community Space Policy enables tenants and agencies to use the communal spaces at TSHC buildings for programming activities and events. This policy is designed to improve the well-being, community engagement, friendship, and learning of the tenants. It also outlines the expectations and responsibilities for anyone organizing or participating in programs in the communal spaces, including tenants, staff, agencies, and guests.

The Use of Space Policy is currently undergoing review, and an enhanced version will be presented to the Quality, Tenant, and Engagement Committee, followed by consideration for approval at the Board in October 2024.

The proposed new policy includes several key changes based on recommendations from tenant consultations. Some of the proposed changes include holding building meetings with tenants to prioritize events and programming for each building, shortened forms for tenants, and developing overall policy and community space guidelines for tenants, staff, and agencies.

Community Activities Fund Policy

Implemented in April 2024, The Community Activities Fund (CAF) Policy provides tenants with the necessary resources to support events, activities, and equipment within their communities. It outlines the activities and items that can be financed and sets out how the funds will be allocated to tenants. The CAF Policy was developed through a co-design process with tenants and applies to all tenants. The input focused particularly on how to improve the previous policy (formerly known as the Tenant Action Fund - TAF). On each Building profile, the CAF reference shows the dollars allocated to support activities requested by the tenants within each building.

When TSHC introduced the new policy in April 2024, some key changes from the original TAF policy included:

- Policy name change based on tenant feedback;
- Each building has an annual budget for activities and events, which is based on the number of tenants living in that building; and
- Community Services Coordinators (CSCs) hold building planning meetings with tenants to prioritize events, programs, supplies, and equipment for each building.
- To date in 2024, TSHC has allocated approximately \$125,000 to support events, activities, and equipment that have been approved and supported through the CAF. Several events are planned for the remainder of 2024.

Tenant Human Rights Policy

The Tenant Human Rights Policy is currently being updated and is expected to go to TSHC's Board for approval in Q4 2024. The proposed policy articulates TSHC's commitment to protecting tenants' human rights by creating an environment that is supportive of seniors' needs, includes tenants of all backgrounds in all aspects of life at TSHC, and is free from harassment and discrimination.

The policy also lays out the key conditions to make a complaint of discrimination and the various options available to tenants. This includes making complaints internally through TSHC, for which the framework for the complaints procedure is noted in the proposed policy.

As part of the process to develop an internal mechanism to address complaints, TSHC recently conducted several regional tenant consultations to better understand tenants' needs and perspectives. The conversations will inform the development of a system accessible and responsive to tenants. Tenants will also be informed of the policy updates once approved by the Board.

Translation and Interpretation Policy

The Translation and Interpretation Policy plays a crucial role in fostering tenant participation by ensuring that tenants have access to information in a language they understand. This facilitates their comprehension of issues related to their tenancy and their everyday lives as tenants. The Translation and Interpretation Policy is currently under review and will undergo consultations with tenants and stakeholders in Q4 2024, with plans for Board consideration in 2025.

Innovation #3 Provide access to a range of health, social, and wellness services to tenants in their building, where feasible and desired by the tenants

To provide access to services and supports that tenants desire to age at home in dignity, TSHC has been doing considerable work to strengthen programs and partnerships. As of the end of Q2 2024, TSHC has 55 partners, providing 155 programs tracked in five key areas: faith-based; food security; health and wellness; personal development, and social recreation. In Q2 2023, TSHC had 123 programs.

TSHC is undertaking a comprehensive review and update of all partnerships, and through that review, seeking to expand programs with existing partners as requested by tenants in 2024. Partners provide programs such as food banks, exercise, fall prevention education, as well as capacity building programs to strengthen tenant skills in leading activities within their community. TSHC also collaborates with many City divisions.

Partnership Table

In late 2023, a Partnership Table was created at TSHC as a natural progression from the ISM Implementation Table previously run by the City's Seniors Services and Long-Term Care Division. The new table meets six times per year and seeks to bring select partners together to forge an anchor agency approach to healthcare program service delivery. This means working through a health provider organization, such as a hospital, that has strong ties with Ontario Health Teams (OHTs). This helps TSHC to better align services, delivered by the OHTs and Community Health partners, to meet the needs of tenants in a more coordinated and intentional way, using already funded services. This table includes Seniors Services and Long-Term Care, Toronto Paramedics, other health service provider organizations, and four tenant volunteers, one from each region.

Partnerships with Health and Wellness Providers

As of Q2 2024, there are 195 programs underway, 155 provider-led and 40 tenant-led across 83 buildings. These are tracked in five key areas: faith-based; food security; health and wellness; personal development; and social recreation. While providers lead a range of programs, tenants generally focus on social recreation and faith-based activities.

Currently, TSHC is undertaking a comprehensive review and update of all partnerships and through that review, seeking to expand partnerships with existing partners to deliver programs requested by tenants in 2024.

We are working with key partners such as Baycrest, other hospitals, and Ontario Health Teams for these agencies to provide more locally delivered health services to tenants in TSHC buildings. Baycrest has introduced Health Bay Kiosks in four buildings to offer tenants a self-service option to access health and care resources since April 2024. While this resource is English only currently, work is underway by Baycrest to add more languages, and more videos, and improve access for tenants. Health Bay Kiosks is a web platform designed specifically for TSHC tenants. It provides access to health information and education resources; self-assessments to learn about their well-being; access to useful resources and the ability to request support from the Neighbourhood Care Team members in their building.

Another key partner is the University Health Network and the Naturally Occurring Retirement Community (NORC) Innovation Centre. The NORC Ambassador Training Program helps tenants to become more active tenant volunteers. Since 2023, NORC has delivered training at four buildings to help strengthen tenant skills in capacity/community building within their buildings. Discussions are underway to expand the NORC Ambassador Training Program and make it more available to more tenants in Q2 2025.

Some partnerships develop outside of formal agreements with TSHC, at the direct request of a tenant. One such example is House Calls which services over 500 TSHC tenants in the west end of Toronto. Tenants can directly and independently access doctors, nurses, and therapists through this service. This type of access does align with independent living for those able and willing to make those relationships on their own. TSHC partnership work supports those who need help accessing services and support but don't know how to gain access on their own.

Housing Support Partners within City Divisions

We have noted some key partnerships, some underway and some in development, within the City of Toronto that contribute to tenant health and well-being.

Toronto Public Health

Toronto Public Health (TPH) recently presented a report on Healthy Aging in Toronto to the Board of Health, outlining that the number of older adults in Toronto is estimated to rise by over 50 percent by 2041. This demographic shift comes with anticipated poorer health outcomes among low-income older adults, including increased difficulty accessing health and social services, effects of social isolation and loneliness, and health impacts related to changing environments. To promote and protect the health of a growing population of older adults, in a manner that focuses on prevention and actions that work at a population level, TPH works closely with community and City partners to identify and implement interventions to enhance the social, natural, and built environments.

In addition to these broader initiatives, TPH engages in specific interventions for eligible older adults – including TSHC tenants. These efforts include providing dental care to low-income adults 65 years and older, services to enhance the protection of older adults against infectious diseases, and managing bed bug infestations through the Toronto Bed Bug Control Initiative (TBBCI). Between July 2023 and July 2024, TPH's Dental and Oral Health Services provided care to an estimated 1600 TSHC tenants, while TBBCI responded to approximately 120 bed bug-related calls and unit preparations. As an active participant in the Ontario Health Coordination and Transformation Table, TPH shares information with healthcare providers that is observed both from Toronto City services and from data. TPH will continue to work through multi-sectoral collaborations to advance a city that is increasingly age-friendly, age-inclusive, and age-equitable for older adults. TSHC and TPH will continue to collaborate to support older adults in Toronto.

Parks, Forestry, and Recreation (PFR)

Community Recreation plays an important role in supporting older adults in the City of Toronto. Recreation provides opportunities for physical activity, learning, and social engagement to enhance quality of life. TSHC has started the engagement process with PFR to explore opportunities for collaboration on programming, service planning, outreach, and

connection to services. This includes mapping of Community Recreation Centres in proximity to the 83 TSHC buildings which is found in Attachment One under Regional Profile. PFR will undertake focused outreach and promotion at the buildings to understand and respond to tenants' interests and needs. This work will continue and be ongoing.

The City of Toronto's Seniors Centres (also known as Older Adult Centres) are designated centres that offer a range of recreation, social, and educational programs for older adults. In addition to these designated locations, older adult opportunities are offered at Community Recreation Centres across the City of Toronto, with program offerings that span fitness, arts, sports, dance, and social programming. In addition to having registered and drop-in community recreational opportunities at centres, individuals can take out a permit to offer their programming and workshops. This could provide an opportunity for tenants at Toronto Seniors Housing to provide a gathering space at nearby community recreation centre locations for older adults to help reduce social isolation. To date, SSCs inform tenants about what City and other community resources are available close to home.

Toronto Public Library

In 2023, and in collaboration with tenants and staff, the Toronto Public Library continued to deliver library programs and services to senior tenants in eight buildings. Services included:

- 'Computers for Beginners' classes for seniors
- individualized help on a variety of topics
- programs for different age groups and interests
- distribution of laptops and Wi-Fi hotspots

The program has been widely successful. Approximately 80% of seniors were comfortable using a laptop after the classes, and 88 % said they gained basic computer skills. Before the program, 47% of tenants said they had never used a computer, and 27% were uncomfortable using one. A follow-up survey conducted six months after the classes showed 71% of participants continued to use computers. This partnership continues in 2024.

Seniors Supportive Housing Program

The City's Seniors Supportive Housing Program, operated by the Seniors Services and Long-Term Care (SSLTC) Division, is a community-based service promoting independent living to eligible tenants in six designated TSHC buildings. TSHC continues to partner with SSLTC to ensure this program enables tenants in designated buildings to live safely and independently through the provision of personal support services, housekeeping, laundry, care coordination, and health and wellness education. Services are provided to tenants by Personal Support Workers (PSWs), and through an on-going assessment process the tenant and on-site Registered Practical Nurse (RPN) mutually agree upon a service plan. Services are on-site and available 24/7 at scheduled or unscheduled times. Through this program, SSLTC staff also partner with other healthcare and community service agencies to better support tenant needs (e.g., OH@home, emergency medical services, local hospitals, and agencies that support specific needs).

ConnectTO

TSHC is working with the City's ConnectTO program to bring digital equity to City-owned properties. City staff are currently implementing a pilot to install Wi-Fi in common areas of select TSHC buildings. The program is targeting a total of 30 sites across both TSHC and TCHC by the end of 2025.

Piano City Initiative

The Piano City project is an initiative between TSHC, Community Music Schools of Toronto (CMST), and the Music Office, part of the Economic Development and Culture division of the City of Toronto. The Music Office has provided \$10,000 via CMST to fund repairs to existing pianos located in TSHC buildings, and to support costs for moving a limited number of privately donated pianos to TSHC facilities identified by TSHC staff. Targeting TSHC locations across the city, this partnership will ultimately lead to performances by CMST staff and students at TSHC buildings with the potential to partner with other organizations to provide additional live music. The Music Office's City Hall Live program may also add further live performances to the Piano City project in 2025.

Housing Eviction and Prevention collaborating with the Office of the Commissioner of Housing Equity (OCHE)

TSHC has revised its Arrears Collection Process (ACP) to focus on early staff intervention and moving files through the ACP to ensure that tenants receive the support that they require as quickly as possible to ensure positive housing outcomes. TSHC's ACP intervention is based on arrears as a percentage of a tenant's rent geared to income housing charge over the past year TSHC staff have reduced the average arrears of files not in the ACP as an indicator of early intervention

Table 4 - Average Unmanaged Arrears by Year

Date	Avg Unmanaged Arrears
Aug 31, 2022	\$384.57
Aug 31, 2023	\$233.96
Aug 31, 2024	\$201.23

TSHC staff have also worked with tenants to reduce the number of outstanding rent reviews to ensure that housing charges accurately reflect tenants' incomes, reducing the number of outstanding rent reviews to 1093 (August 31 TSHC staff average 1,163 reviews per month) with only seven (7) exceeding one year. These measures have reduced the outstanding rental balance from tenants to \$1,663,814.70 as of the end of August 2024, a reduction of \$101,465.71 from August 31, 2023.

In the past year, OCHE has established community partnerships with the Toronto Rent Bank and WoodGreen Community Services. These two partnerships have enabled OCHE to obtain funds for tenants to assist with arrears and to file taxes and collect Notices of Assessments, which are needed to complete Annual Reviews. These relationships have facilitated the collection of arrears through direct payments and the reversal or prevention of losses of subsidy for TSHC tenants.

In 2023, OCHE worked with 160 households from the TSHC portfolio, which accounted for \$534,742.43 in arrears and supported TSHC to collect \$414,800.44 in arrears through Local Repayment Agreements and received \$90,353.46 in direct payments. Through its collaboration with TSHC, 92% (147/160) of the households referred to OCHE avoided eviction and the need to be referred to the Landlord and Tenant Board (LTB).

Innovation #4: Designating care coordinators to each building to help connect tenants to the health and community support services they need.

TSHC provides access to health and support for tenants, in the context of tenants living independently. TSHC is not a healthcare provider; however, TSHC recognizes the important aspects of support that tenants require in this area.

Ontario Health Reallocation of Care Coordinators/System Navigators

Due to the pandemic, the launch of TSCH, as well as ongoing health system restructuring and alignment, TSHC has not been able to address this item which is reliant on health system resources. TSHC is actively working with Ontario Health and other Local Housing Corporations to reintroduce the role of Care Coordinators as a vital link in connecting housing and healthcare for tenants. There is a shared interest between Ontario Health and TSHC to increase access to care for tenants in their buildings. By delivering care and support to tenants in their home or community, healthcare, housing, and more importantly tenants stand to benefit. TSHC is currently working with local Ontario Health Teams with support from Ontario Health and other health and care organizations to strengthen health and care partnerships. An example of that work can be seen with Baycrest where they have two Ontario Health Teams working to support tenants through their partnership with TSHC. It is understood that having Care Coordinators/System Navigators who are within the “circle of care” can be a real benefit to tenants, as TSHC employees are not in that circle unless explicitly requested and consented to by the tenant. Having these resources available may reduce stress on other services such as EMS, Community Paramedics, emergency rooms, Alternate Level of Care beds in hospitals, and long-term care beds.

Connecting with Tenants

To ensure that tenants have a voice in the work of TSHC, a series of initiatives are underway. These include the introduction of a new approach to tenant engagement, receiving guidance from tenants through various tables, and reaching tenants through communications.

Community Connect+ Program

Throughout 2023, TSHC undertook considerable work to build out a new approach to tenant engagement. TSHC wanted to ensure that tenants had a voice in shaping engagement. TSHC’s goal was to support community building, strengthen tenant voices, reduce isolation, and improve staff-tenant relationships. A new approach called Community Connect+ was co-designed with tenants in 2023, approved by the Board on December 8, 2023, and implementation began early in 2024. A diagram depicting the approach is in Attachment Two.

Community Connect+ aligns with TSHC's Strategic Objective to enhance tenant engagement and inclusion in their communities and provide opportunities for tenants to have a voice. Input for Community Connect+ was gathered through extensive consultations with 312 participants which included tenants, community partners, and staff.

Community Connect+ draws on both the formal and informal elements of 'engagement' as one integrated approach. It forms connections between tenants, staff, service providers, and community partners. TSHC has worked diligently to embed tenant voices in all its work at the Board, STAC, regional, or building level.

Since introducing the program to tenants in January 2024, staff have conducted 68 Annual Building Planning meetings with approximately 1500 tenants to help them learn more about a key component of Community Connect+, the Community Activities Fund (CAF). The CAF supports tenants in engaging in programs and activities that matter to them in their buildings.

Through the 68 meetings, TSHC received requests for 351 tenant-led activities and 326 provider-led programs. By comparison, in 2023, TSHC had 31 recurring tenant-led programs, and 144 provider-led programs organized by 57 service providers. In 2023, TSHC funded 99 tenant-initiated community events including 40 Community Winter Celebrations in December. In 2023, TSHC spent \$134,686 on tenant events which was a 120% increase over 2022's total of \$61,250. In 2024, TSHC has budgeted \$310K to support tenant-led activities. Tenants are leading programs primarily in the social recreation area. As of September 2024, staff have supported tenant volunteers who have led 45 events, including 41 BBQs, that took place this summer across TSHC buildings where over 4,400 tenants attended. Of those who provided feedback, 95% of tenants would like to host another BBQ in the future, and the remaining 5% are interested in hosting a different type of event. Staff are planning to support tenants in delivering over 65+ celebrations between October and December 2024.

We also received over 300 requests for equipment for activities ranging from board games to ping-pong tables, indoor and outdoor furniture, TVs, and BBQs. In 2023, TSHC processed 91 requests. To date, TSHC has delivered equipment to support 35 completed CAF applications. TSHC is working to optimize the use of funds through capital expenditures for equipment.

There was also a considerable rise in tenants' desire to volunteer. Community Connect+ focuses on community development and does not include formally elected or appointed tenant leaders. The approach focuses on building circles where everyone who wants to participate can have a voice. In 2023, TSHC had 73 tenant leaders. By the end of Q1 2024, 467 tenants indicated an interest in becoming a tenant volunteer. Since April 2024, 58 tenant circles have been formed across many buildings. They meet regularly to plan events and activities with each other with support from the Community Services Coordinators as needed. TSHC is working on a Multidisciplinary Urban Capstone Research Project with the University of Toronto, to design a volunteer development program to support tenants who want to be active volunteers. Concurrently staff are working with the Implementation Table (more about that below) to develop a volunteer training/learning program to strengthen tenant skills in volunteering. Learning activities are expected to start later this year.

Community Connect+ Implementation Table

This table is made up of six tenants and two staff. Tenants advise on the Implementation of Community Connect+. Earlier this year, they drafted a Tenant Volunteer Code of Conduct, metrics for measuring the success of Community Connect+, and informed the future development of activities, policies, and processes related to Community Connect+. In 2025, they will also inform a new Volunteer Development Program. This table meets every six weeks, and its membership includes a TSHC Tenant Board Director.

Senior Tenants Advisory Committee (STAC) Meetings

In 2020, The Senior Tenants Advisory Committee (STAC) was established at Toronto Community Housing Corporation to inform the development of the ISM and later the work of TSHC pre- and post-transition to the present day. STAC members offer guidance and input that aid staff in better meeting the needs of tenants. In the past three years, STAC has guided key reports/resources such as the Health Commons report, Joy Connelly tenant engagement report, SSLTC ISM Evaluation report, and TSHC Strategic Directions and Key Performance Indicators, as well as several policy-related initiatives.

In late summer 2024, STAC passed a new Terms of Reference with the input of members. In 2024, they have advised on the Use of Community Space Policy, the Translation and Interpretation Policy, and the Tenant Human Rights Policy. They have also provided feedback on the Community Activities Fund and work related to Community Connect+.

Currently, STAC meets six times per year and has eight active members. A recruitment strategy is being developed in collaboration with the City's Housing Secretariat team, TSHC, and STAC members. STAC members will be asked to be actively involved in the recruitment process. The goal is to have 24 members to provide optimal representation across the four regions of TSHC.

With the new Community Connect+ approach, STAC represents the Citywide Circle whose membership informs policy, procedures, and programs to better meet the needs of tenants.

Regional Meetings

These were introduced in 2023 to offer tenants more of a voice in what happens not just in their building but in buildings across the corporation. Regional meetings are held three times per year, one per each of the four regions, providing a place for tenants who want to engage with others outside of their buildings to learn, create new friendships, and grow their community network. In 2023, TSHC held 12 meetings and in 2024, eight have been completed. The next set of meetings will be held in October. These meetings offer tenants an opportunity to share their experience and knowledge, provide valuable input into corporate policies or programs, and learn more about how changes affect them.

Communications

Tenants continue to rely primarily on print and face-to-face communications to learn about what's happening in their communities. While TSHC has a social media and digital footprint, a great deal of effort goes into providing information to tenants in printed format.

Communication product highlights from 2023 include:

- Four Seniors Speak tenant newsletter issues, each featuring on average three tenant stories per issue, and a Community Letter with video to aid in accessibility. Seniors Speak is published in six languages based on historical tenant requests.
- 100+ posters on topics such as Pest Management, Rent Geared to Income (RGI) process changes, and events; posters are distributed in English and then the top language of each building
- Supported Community Connect+ and Community Activities Fund communications
- Mailed out over 150 volunteer appreciation letters from the CEO
- Supported Tenant Experience Survey Communications which were distributed to all TSHC tenants.
- Collaborated with R-PATH to improve tenant knowledge about accessibility resources and provided R-PATH's Accessibility Is for You Guide in 13 languages on the TSHC website.
- Translation of documents on demand
- Offered 59 interpreters at corporate and regional events; staff have access to two apps and live phone interpretation services for individual tenant support.

In 2024, the Communications Team is focusing on these activities:

- Introducing a tenant email subscription option
- Streamlining bulletin boards for consistency across buildings
- Relunched CEO visits with tenants
- Delivering an updated Tenant Welcome Package
- Supporting Regional Tenant Volunteer Meetings by providing timely summaries after each meeting and introducing a bi-monthly Tenant Volunteer newsletter
- Launching audio recordings of Seniors Speak

Informing TSHC's Path Forward

2023-2025 Strategic Directions

The TSHC Strategic Directions, Key Performance Indicators, and Roadmap were approved in April 2023 and subsequently extended to a 2023-2025 timeline in February 2024 by the Board. The 2023-2025 Strategic Directions outline the key initiatives, milestones, and measures that will guide progress within TSHC, including:

TSHC's Vision: Safe, diverse, and vibrant communities where tenants have a sense of inclusion and well-being.

TSHC's Mandate: To enable TSHC tenants to age at home in comfort and dignity with access to programs and services and with a voice in their community.

The Strategic Directions and Roadmap include 137 time-limited activities across four Strategic Objectives and two Strategic Enabler categories:

Strategic Objectives

- **An excellent landlord:** To provide safe, clean, and well-maintained buildings and to support stable tenancies.
- **Tenant engagement:** To enhance tenant engagement and inclusion in their communities for tenants to have a voice.
- **Partnerships:** To facilitate access to services and programs that tenants need and want
- **Innovation:** To develop and promote innovation and leading practices which contribute to seniors' well-being.

Enablers

- **Organizational Excellence:** To strive for organizational excellence to ensure effective and efficient delivery of our mandate.
- **Employer of Choice:** To be an employer of choice by fostering a culture of innovation that engages, empowers, and supports staff.

Through Q2 2024, TSHC has completed 60 of the activities, or approximately 44% on the Roadmap, and quarterly progress reports are reported to the Quality and Tenant Engagement Committee and the Board. More information on the TSHC 2023-2025 Strategic Directions is available [here](#) on the TSHC website.

TSHC has also established a Key Performance Indicator (KPI) dashboard that is reported to the TSHC Board quarterly that highlights TSHC's achievements and performance. These KPIs are set against TSHC's 2023-2025 Strategic Directions, which address and expand all ISM innovations, and demonstrate how TSHC continues to add value to the City's investment in TSHC. TSHC's most recent KPI dashboard has been included in Attachment Two and the dashboard is also public on the TSHC website [here](#).

TSHC Quality Improvement Projects

To support continuous improvement, in 2023 TSHC completed three Quality Improvement Projects (QIPs) in key priority areas identified by tenants, including:

- Pest Management
- Safety and Security
- Staff and Tenant Relations

Joint tenant-staff project teams were formed to review the issues, assess opportunities for improvement, and provide recommendations. Over the last year, TSHC has been implementing the recommendations with 15 of 31 (48%) time-bound recommendations completed as of Q2 2024, and an additional 58 ongoing actions. Of the 16 time-bound recommendations in progress, the majority will be completed by the end of 2024 with a small remainder in 2025 and beyond. TSHC recently brought a one-year progress update on the QIPs to STAC and is also bringing this update forward to the Quality and Tenant Engagement Committee and Board in October 2024. TSHC is committed to continuing to support service improvements to tenants and will consider future QIP opportunities in 2025.

TSHC 2023/2024 Tenant Experience Survey

The 2023/2024 TSHC Tenant Experience Survey sought to build upon this earlier effort to understand the experiences of tenants at TSHC and to develop a baseline to measure progress on its Strategic Directions. All TSHC tenants were engaged and in total 3,223, or 24%, of tenants completed the survey, exceeding the target rate of 20%. The strong response rate also helped facilitate analysis at the regional level.

The following findings were found from the survey.

Overall, tenants feel positively about TSHC services:

- 80% of tenants are generally happy with services provided by TSHC, a sentiment that is generally equivalent across all regions.
- 82% are proud to be tenants at TSHC.

Tenants also feel positively about several other areas, including but not limited to:

- The level of maintenance (85%) and cleanliness (86%) in their buildings.
- How accessible their units and buildings are (90%).
- How safe they feel in their homes (83%).
- Staff being respectful (87%) and taking accountability for their work (80%).

A regression analysis was conducted to filter through areas where tenant satisfaction was low and to identify priority actions that would make the greatest impact on overall satisfaction.

These included:

- Improving the quality of program offerings in buildings.
- Improvements to how tenants are referred to/get information to access the various services they need.
- Working to create a more comfortable environment for tenants to share their complaints and concerns with staff.

TSHC is currently working with staff and tenants to evolve actions coming from these survey results and to inform future priorities and actions. TSHC intends to conduct this survey every two years.

Closing Remarks

TSHC is building on its foundational aspects of operating buildings in a way that brings more services to senior tenants to age at home with dignity, respect, comfort, and the services they need to remain engaged in their communities. TSHC has seen results in its approaches to minimize evictions, improve the quality of life for tenants, and offer tenants a voice in building their sense of community. TSHC will continue to work on strengthening partnerships to further improve the quality of life for tenants in the face of a rapidly aging population with ever-growing needs. TSHC will continue to value the voices of tenants and seek to learn from them and honour their lived experiences. TSHC will continue to highlight achievements through TSHC Board reports and TSHC's [Annual Report](#) to City Council.

CONTACT

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SIGNATURE

Tom Hunter

Chief Executive Officer, Toronto Seniors Housing Corporation

ATTACHMENTS

Attachment One: Regional and Building Profiles

Attachment Two: Key Performance Indicators (Q2 2024) and Community Connect+

End

Toronto Seniors Housing Corporation (TSHC)

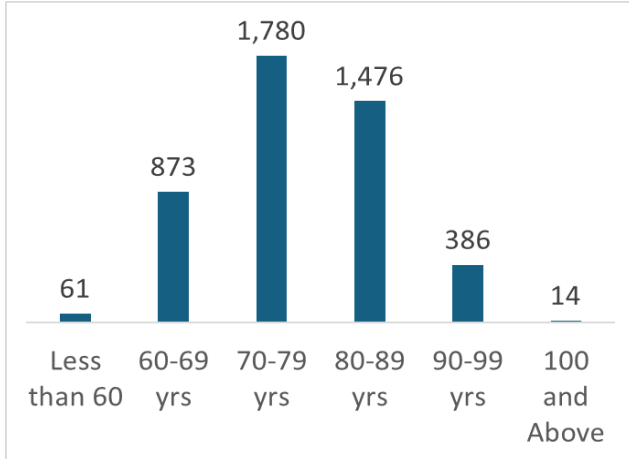
The regional and building profiles for the NORTHEAST region.

North East

Unit Types

Bachelor	2,517 units (62%)
1-bedroom	1,525 units (38%)
2-bedroom	4 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	39% of tenants
Cantonese	14%
Mandarin	8%
Farsi	2%
Tamil	2%
Other	35%

City of Toronto Wards

- 1 Don Valley East
- 2 Don Valley North
- 3 Don Valley West
- 4 Scarborough Centre
- 5 Scarborough Southwest
- 6 Scarborough-Agincourt
- 7 Scarborough-Guildwood
- 8 Scarborough-Rouge Park
- 9 Toronto-St. Paul's
- 10 Willowdale

TSHC Buildings within House Calls Postal Code(s)

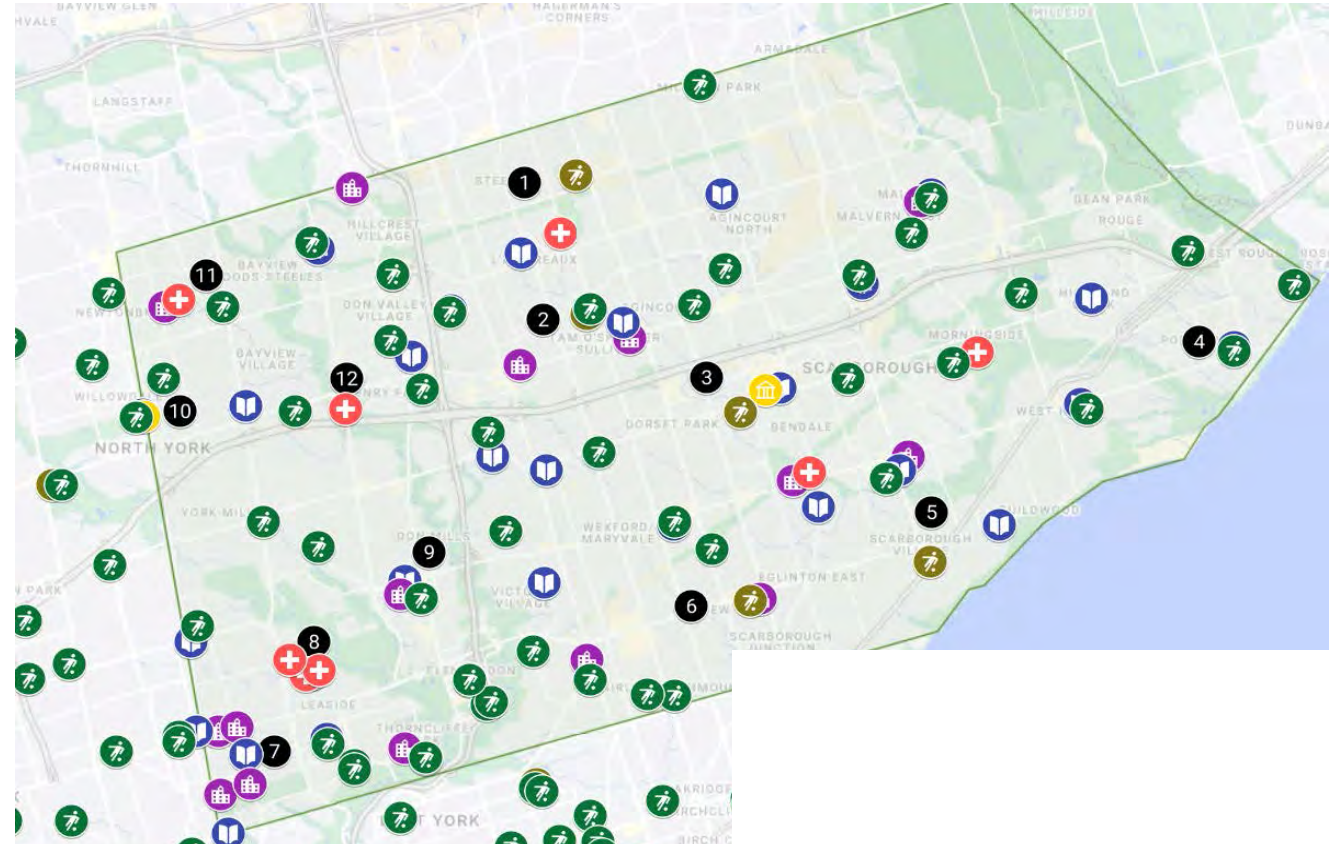
1. 71 Merton St.
2. 130 Eglinton Ave. E.
3. 801 Mount Pleasant Rd.
4. 384 Mount Pleasant Rd.

Number of Calls for Service (Community Safety Unit)

Year	2021	2022	% Change (2022)	2023	% Change (2023)
Number of Calls	1,077	1,272	18%	1,667	31%

Note: The data shown represents the best available information as of September 2024.

Regional Map



Points of Interests

- | | |
|-----------------------------------|--------------------------------|
| 1 L'Amoreaux Community Centre | 7 Mount Pleasant Library |
| 2 Stephen Leacock Seniors' Centre | 8 Sunnybrook Hospital |
| 3 Birkdale Community Centre | 9 Don Mills Library |
| 4 Port Union Community Centre | 10 North York Civic Centre |
| 5 Scarborough Village Centre | 11 St. John's Rehab |
| 6 Don Montgomery Community Centre | 12 North York General Hospital |

175 Cummer Avenue – Willowdale Manor



Units	246
Description	4 - Storey Low Rise Apt Bldg
Building age	54 years
City Ward	Willowdale
Location	Bayview Ave. & Cummer Ave.

Program Requests (2024/25)

- 1 Fresh Food Markets
- 2 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 3 English Lessons
- 4 Knitting
- 5 Singing/Music Lessons

Preferred Spoken Language

English	37% of tenants
Cantonese	12%
Mandarin	9%
Farsi	7%
Korean	6%
Other	29%

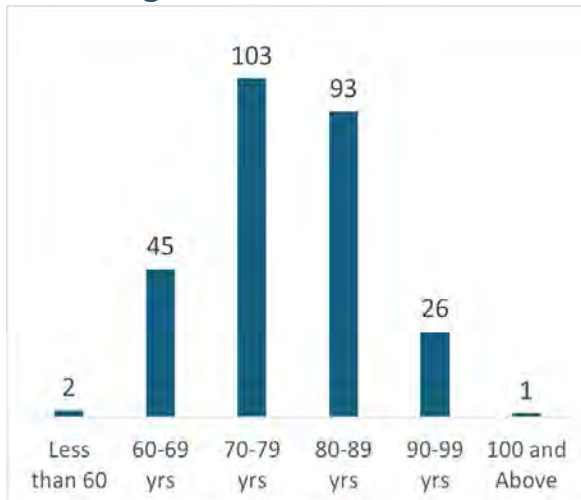
Community Activities Fund (CAF)

2024 budget	\$5,024.85
2024 spent to date	\$3,013.75

Unit Types

Bachelor	171 units (70%)
1-bedroom	75 units (30%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)	Tenant Led Tai Chi Weekly (8:30am-9am)
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM					NeighbourLink North York Social Activities Bi-Weekly (1:30pm-4:30pm)		
2:00 PM							
3:00 PM			Tenant Led Karaoke Weekly (2pm-3:30pm)				
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Seniors Services and Long-Term Care (City of Toronto) (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	40
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

4000 Don Mills Road – Cliffwood Manor



Units	397
Description	6 - Storey Mid Rise Apt Bldg
Building age	44 years
City Ward	Don Valley North
Location	Don Mills Rd. & Steeles Ave.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Computer Basics
- 3 English Lessons
- 4 Fire Prevention
- 5 Fraud Prevention and Safety

Preferred Spoken Language

Cantonese	25% of tenants
English	19%
Mandarin	15%
Farsi	7%
Romanian	2%
Other	32%

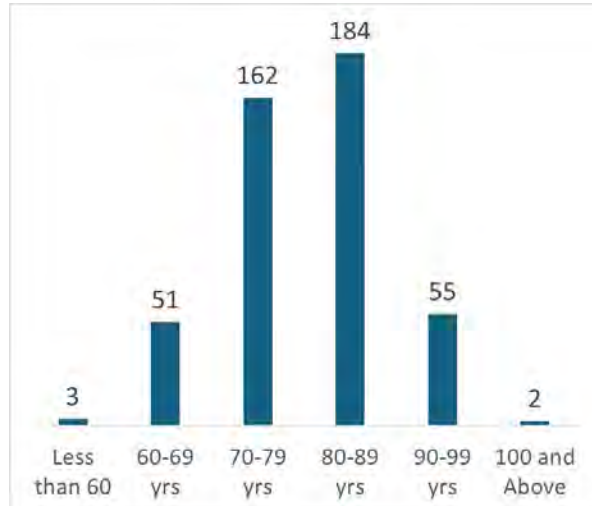
Community Activities Fund (CAF)

2024 budget	\$8,109.21
2024 spent to date	\$3,589.39

Unit Types

Bachelor	298 units (75%)
1-bedroom	99 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- Seniors Services and Long-Term Care (City of Toronto) (Supportive Housing)
- Reena (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	58
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

130 Eglinton Avenue East – Montgomery Place



Units	266
Description	15 - Storey High Rise Apt Bldg
Building age	43 years
City Ward	Toronto-St. Paul's
Location	Yonge St. & Eglinton Ave. E.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Walking Group
- 3 Fresh Food Markets
- 4 Singing/Music Lessons
- 5 Healthy Eating/Cooking Classes

Preferred Spoken Language

English	56% of tenants
Russian	6%
Korean	4%
Spanish	3%
Serbian	2%
Other	29%

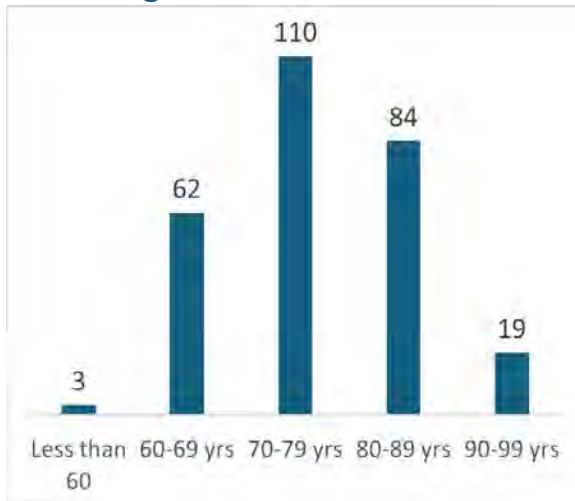
Community Activities Fund (CAF)

2024 budget	\$5,433.37
2024 spent to date	\$2,096.47

Unit Types

Bachelor	210 units (79%)
1-bedroom	56 units (21%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		 SPRINT Senior Care Gentle Exercise Weekly (9:30am-11:30am)					
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

SPRINT Senior Care
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	23
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

65 Greencrest Circuit – Cederbrae Manor



Units	400
Description	13 - Storey High Rise Apt Bldg
Building age	47 years
City Ward	Scarborough-Guildwood
Location	Lawrence Ave. E. & Markham Rd.

Program Requests (2024/25)

- 1 Computer Basics
- 2 Strength and Fall Prevention fitness
- 3 Singing/Music Lessons
- 4 English Lessons
- 5 Aerobic Activities/Dancing/ Zumba fitness

Preferred Spoken Language

English	48% of tenants
Tamil	11%
Cantonese	5%
Other	36%

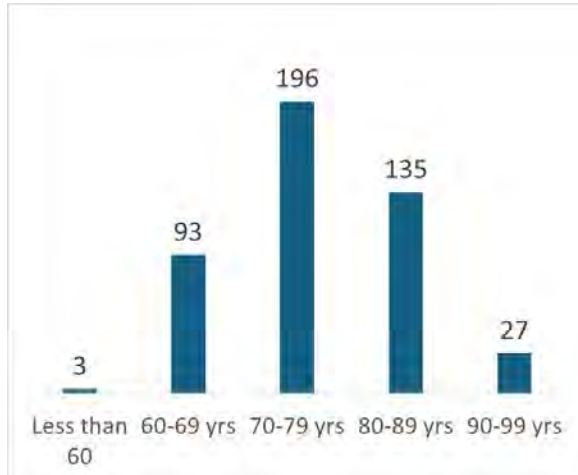
Community Activities Fund (CAF)

2024 budget	\$8,170.49
2024 spent to date	\$4,614.12

Unit Types

Bachelor	304 units (76%)
1-bedroom	96 units (24%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM						🙏	
9:00 AM					🙏	Scarborough Centre for Healthy Communities Gentle Yoga Weekly (9:30am-11am)	
10:00 AM					Toronto Paramedics Services Medical Clinic Bi-Weekly (8:30am-1:30pm)		
11:00 AM				🍰			🍰
12:00 PM				🍰			Sri Sathya Saibaba Food Delivery Monthly (11am-12pm)
1:00 PM				🍰			
2:00 PM			🙏	Transcare Community Support Services Exercise and Falls Prevention Weekly (12pm-3pm)		🙏	Transcare Community Support Services Exercise and Falls Prevention Weekly (12pm-4pm)
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🙏	Health and Wellness	👥	Social Recreation	🙏	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Transcare Community Support Services (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	36
Tenant volunteers	3
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	3:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

1700 Finch Avenue East – Seneca Towers



Units	275
Description	18 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	Don Valley North
Location	Don Mills Rd. & Finch Ave. E.

Program Requests (2024/25)

- English Lessons
- Computer Basics
- Stretching, Yoga, Taichi
- Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- Singing/Music Lessons

Preferred Spoken Language

English	37% of tenants
Cantonese	19%
Mandarin	11%
Russian	3%
Other	30%

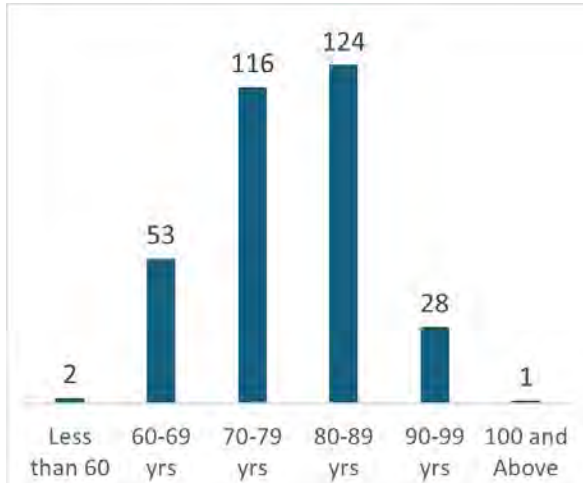
Community Activities Fund (CAF)

2024 budget	\$5,617.21
2024 spent to date	\$2,681.65

Unit Types

Bachelor	205 units (75%)
1-bedroom	70 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM			Chinese Evangelical Alliance Church of Toronto Bible Study Bi-Weekly (4pm-5:30pm)			Tenant Led Singing Weekly (7pm-8pm)	
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Yee Hong Centre
(Housing Services)

Tenant Volunteers

Engaged at building planning meeting	50
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

3825 Sheppard Avenue East – Tam O’Shanter Apartments



Units	300
Description	13 - Storey High Rise Apt Bldg
Building age	49 years
City Ward	Scarborough-Agincourt
Location	Sheppard Ave. E. & Kennedy Rd.

Program Requests (2024/25)

- 1 Stretching, Yoga, Taichi
- 2 Onsite health information (e.g., diabetes, mental health, heart health, medication management, addictions, dementia)
- 3 Meal Delivery
- 4 English Lessons
- 5 Computer Basics

Preferred Spoken Language

Cantonese	57% of tenants
Mandarin	14%
English	10%
Other	19%

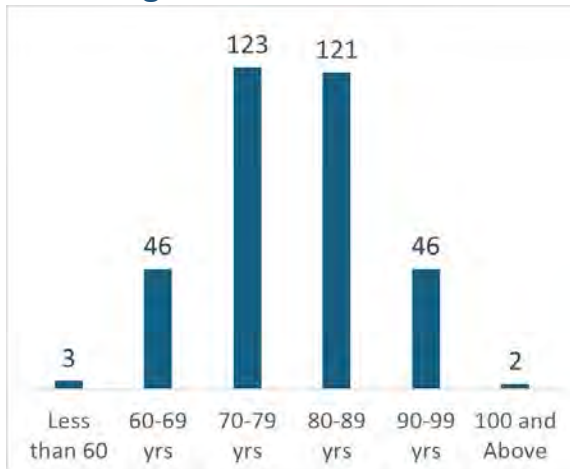
Community Activities Fund (CAF)

2024 budget	\$6,127.87
2024 spent to date	\$5,034.47

Unit Types

Bachelor	264 units (88%)
1-bedroom	36 units (12%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		🎓				👥	
10:00 AM		Carefirst Mandarin Sharing Group / English Learning Class Weekly (10am-11:15am)		🤝	Carefirst Adult Day Program Monthly (10am-2pm)		
11:00 AM				Mobility Matters Exercise and Falls Prevention Weekly - (1pm-2pm)			
12:00 PM		🤝					
1:00 PM		Mobility Matters Exercise and Falls Prevention Weekly - (1pm-2pm)	🎓	Toronto Swatow Baptist Church Bible Study Monthly (3pm-4:30pm)			
2:00 PM			Toronto Public Library Community Librarian Weekly (2pm-3:30pm)		Toronto Public Library Community Librarian Weekly (2pm-3:30pm)	🎓	
3:00 PM							
4:00 PM				👥	Tenant Led Mandarin Bible Study Weekly (3pm-5pm)	👥	
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👥	Social Recreation	👥	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Carefirst Seniors and Community Services Association (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	55
Tenant volunteers	4
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	3:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

120 Town Haven Place – Gus Harris Place



Units	150
Description	17 - Storey High Rise Apt Bldg
Building age	35 years
City Ward	Scarborough Southwest
Location	Eglinton Ave. E. & Midland Ave.

Program Requests (2024/25)

- 1 Food Banks
- 2 English Lessons
- 3 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 4 Aerobic Activities/Dancing/ Zumba
- 5 Computer Basics

Preferred Spoken Language

English	55% of tenants
Cantonese	7%
Mandarin	4%
Tamil	3%
Other	31%

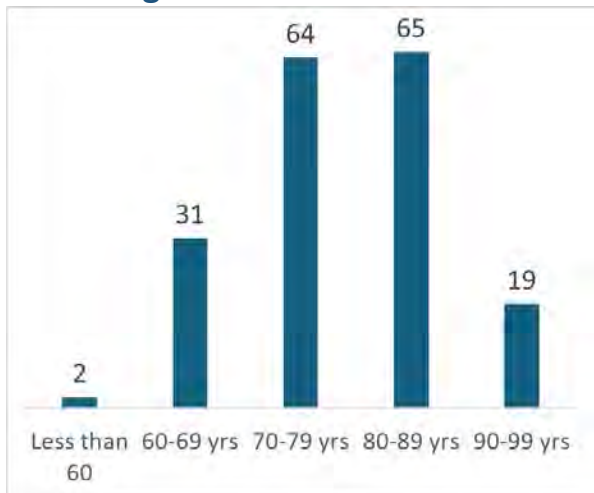
Community Activities Fund (CAF)

2024 budget	\$3,063.93
2024 spent to date	\$2,799.47

Unit Types

Bachelor	0 units (0%)
1-bedroom	150 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM				🤝			
9:00 AM		👥		🏥			
10:00 AM		*TIGP Fun and Games (Learn English through games) Weekly (10am-11am)	🍲	Toronto Paramedic Services Medical Clinic Bi-Weekly (8:30am-1:30pm)			
11:00 AM			🍲				🍲
12:00 PM			🍲	🏠			🍲
1:00 PM			🍲	🏠			🍲
2:00 PM				🏠			
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍲	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Transcare Community Support Services
(Personal Care and Homemaking)

Tenant Volunteers

Engaged at building planning meeting	40
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

20 Sanderling Place – Sanderling Place



Units	90
Description	5 - Storey Mid Rise Apt Bldg
Building age	34 years
City Ward	Don Valley East
Location	Lawrence Ave. E. & The Donway W.

Program Requests (2024/25)

- 1 English Lessons
- 2 Stretching, Yoga, Taichi fitness
- 3 Computer Basics
- 4 Knitting
- 5 Drawing and Painting craft

Preferred Spoken Language

English	29% of tenants
Korean	17%
Farsi	7%
Romanian	5%
Mandarin	5%
Other	37%

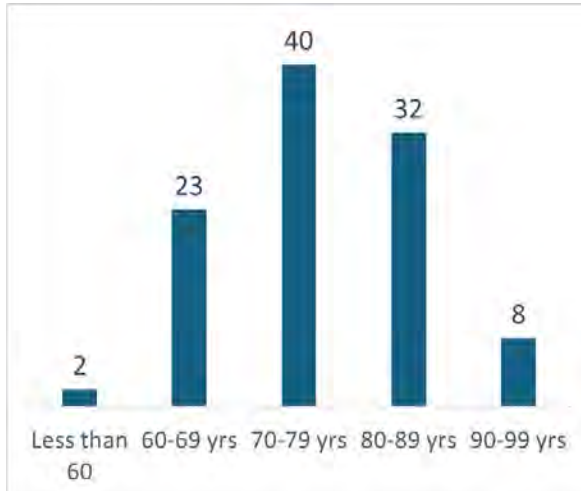
Community Activities Fund (CAF)

2024 budget	\$1,838.36
2024 spent to date	\$1,801.46

Unit Types

Bachelor	0 units (0%)
1-bedroom	90 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	12
Tenant volunteers	1
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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384 Mount Pleasant Road – George Barker Manor



Units	155
Description	8 - Storey High Rise Apt Bldg
Building age	31 years
City Ward	Toronto-St. Paul's
Location	Mt. Pleasant Rd. & Merton St.

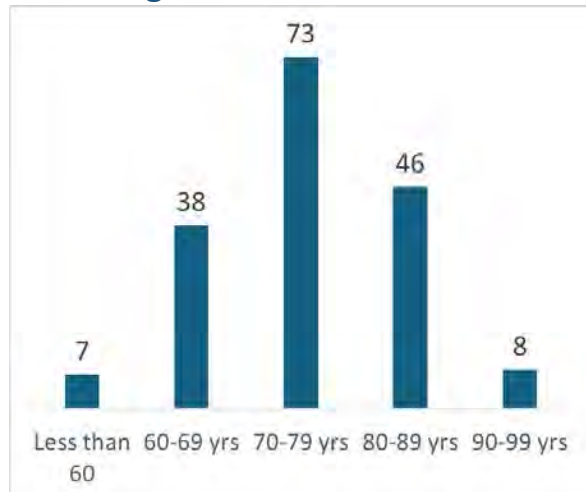
Program Requests (2024/25)

1	English Lessons
2	Food Banks
3	Community Meals
4	Healthy Eating/Cooking Classes
5	Tax Clinics

Unit Types

Bachelor	0 units (0%)
1-bedroom	155 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	49% of tenants
Russian	6%
Korean	3%
Spanish	2%
Farsi	2%
Other	38%

Community Activities Fund (CAF)

2024 budget	\$3,166.06
2024 spent to date	\$2,147.17

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM				SPRINT Senior Care Farmer's Market BI Weekly (1pm-2:30pm)			
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

SPRINT Senior Care (Supportive Housing)
Baycrest Hospital (Integrated Community Care Team)

Tenant Volunteers

Engaged at building planning meeting	12
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

71 Merton Street – Janet Magee Manor



Units	167
Description	10 - Storey High Rise Apt Bldg
Building age	44 years
City Ward	Toronto-St. Paul's
Location	Yonge St. & Davisville Ave.

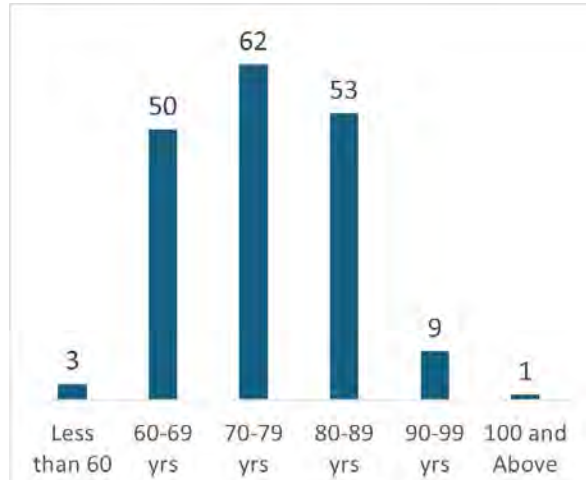
Program Requests (2024/25)

1	English Lessons
2	Computer Basics
3	Singing/Music Lessons
4	Fresh Food Markets
5	Drawing and Painting

Unit Types

Bachelor	120 units (72%)
1-bedroom	47 units (28%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	64% of tenants
Russian	5%
Korean	3%
Other	28%

Community Activities Fund (CAF)

2024 budget	\$3,411.18
2024 spent to date	\$2,773.47

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		Baycrest Digital Help (1:1) Weekly (10:30am-12pm)	SPRINT Senior Care Gentle Exercise Weekly (10:30am-11:30am)				
11:00 AM							
12:00 PM							
1:00 PM				SPRINT Senior Care Farmer's Market Monthly (1pm-2:30pm)	Tenant Led Arts and Crafts Weekly (1pm-3pm)	Tenant Led Arts Classes and Colour Meditation Weekly (2pm-4pm)	
2:00 PM		Toronto Public Library Community Librarian Weekly (2pm-4pm)		Toronto Public Library Community Librarian Weekly (2pm-4pm)			
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Baycrest Hospital
(Integrated Community Care Team)

Tenant Volunteers

Engaged at building planning meeting	29
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

1315 Neilson Road – Neilson Hall Apartments



Units	126
Description	5 - Storey Mid Rise Apt Bldg
Building age	33 years
City Ward	Scarborough-Rouge Park
Location	Neilson Rd. & Sewells Rd.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Stretching, Yoga, Taichi fitness
- 3 Food Banks
- 4 Singing/Music Lessons
- 5 Healthy Eating/Cooking Classes

Preferred Spoken Language

English	49% of tenants
Tamil	12%
Cantonese	10%
Mandarin	3%
Other	26%

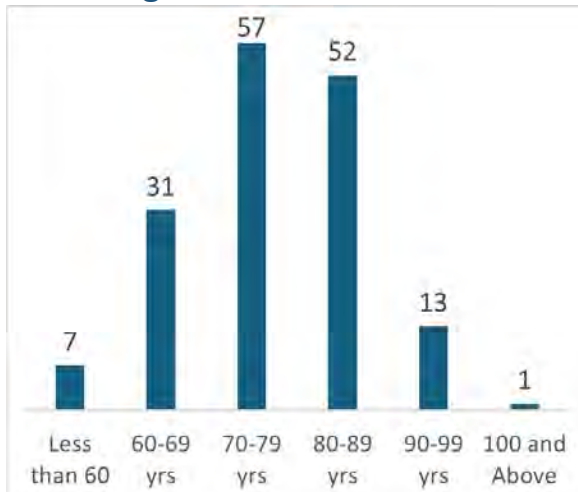
Community Activities Fund (CAF)

2024 budget	\$2,573.70
2024 spent to date	\$2,468.65

Unit Types

Bachelor	0 units (0%)
1-bedroom	122 units (97%)
2-bedroom	4 units (3%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM			👐		👐		
9:00 AM		Scarborough Senior Tamil's Association Cultural and Social Program Weekly (9am-5pm)	Mobility Matters Exercise and Falls Prevention Weekly (9am-10:30am)		Mobility Matters Exercise and Falls Prevention Weekly (9am-10:30am)		
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM		Tenant Led Bingo Weekly (6pm-9pm)					
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	👐	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	22
Tenant volunteers	1
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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2008 Pharmacy Avenue – Wishing Well Manor



Units	293
Description	13 - Storey High Rise Apt Bldg
Building age	49 years
City Ward	Scarborough-Agincourt
Location	Sheppard Ave. E. & Pharmacy

Unit Types

Bachelor	260 units (89%)
1-bedroom	33 units (11%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

Cantonese	38% of tenants
Mandarin	27%
English	11%
Arabic	2%
Farsi	2%
Other	20%

Community Activities Fund (CAF)

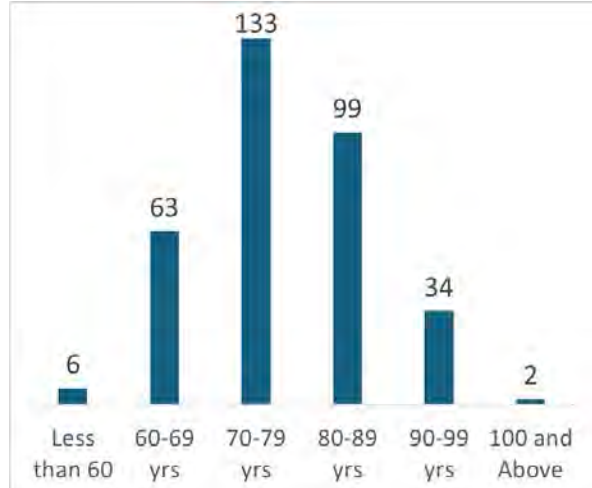
2024 budget	\$5,984.88
2024 spent to date	\$3,901.83

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM		Tenant Led Exercise, Singing, and Dancing Weekly (3pm-4:30pm)	Mobility Matters Exercise and Falls Prevention Weekly (2pm-4pm)	Tenant Led Exercise, Singing, and Dancing Weekly (3pm-4:30pm)	Mobility Matters Exercise and Falls Prevention Weekly (2pm-4pm)		
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

St. Paul's L'Amoreaux Centre
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

801 Mount Pleasant Road – Moore Place



Units	185
Description	10 - Storey High Rise Apt Bldg
Building age	41 years
City Ward	Don Valley West
Location	Mt. Pleasant Rd. & Eglinton Ave. E.

Program Requests (2024/25)

- EXERCISE Aerobic Activities/Dancing/ Zumba
- Tax Clinics
- Stretching, Yoga, Taichi
- Fresh Food Markets
- Foot Care

Preferred Spoken Language

English	50% of tenants
Spanish	4%
Korean	4%
Romanian	4%
Russian	3%
Other	35%

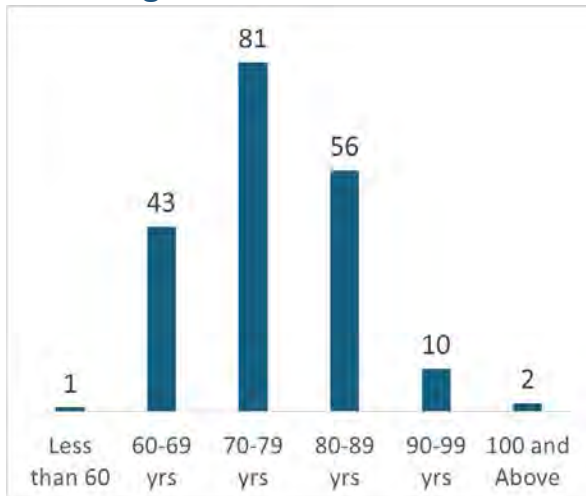
Community Activities Fund (CAF)

2024 budget	\$3,778.85
2024 spent to date	\$2,334.77

Unit Types

Bachelor	138 units (75%)
1-bedroom	47 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM				Tenant Led Bingo Weekly {10am-3:30pm}			
11:00 AM							
12:00 PM							
1:00 PM						SPRINT Senior Care Afternoon Social Weekly {1:30pm-3:30pm}	
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

SPRINT Senior Care
(Home Care)

Tenant Volunteers

Engaged at building planning meeting	18
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

2950 Lawrence Ave East – Brimley Acres



Units	200
Description	6 - Storey Mid Rise Apt Bldg
Building age	64 years
City Ward	Scarborough Centre
Location	Lawrence Ave. E. & Brimley Rd.

Unit Types

Bachelor	112 units (56%)
1-bedroom	88 units (44%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

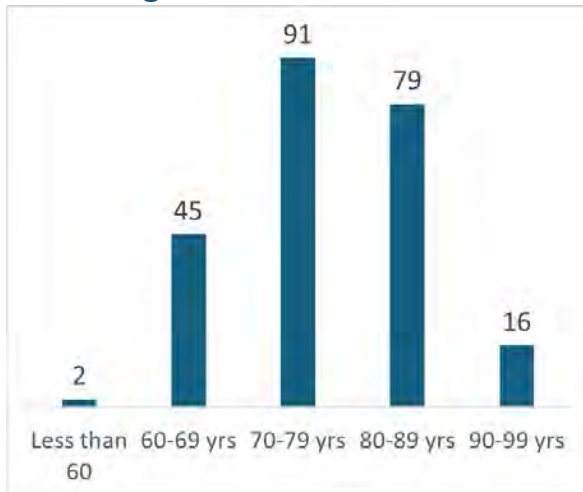
Preferred Spoken Language

English	41% of tenants
Tamil	7%
Cantonese	5%
Mandarin	4%
Other	43%

Community Activities Fund (CAF)

2024 budget	\$4,105.67
2024 spent to date	\$0.00

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		Transcare Exercise and Falls Prevention Weekly (9:30am-12:30pm)					
10:00 AM							
11:00 AM				Senior Services and Long-Term Care Wellness Education Monthly (11am-12pm)			
12:00 PM						Daily Bread Food Bank Monthly (11:30am-3pm)	
1:00 PM			Second Harvest Food Bank Weekly (11:30am-3pm)				
2:00 PM							
3:00 PM				Transcare Exercise and Falls Prevention Weekly (1pm-4pm)			
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Senior Services and Long-Term Care
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

10 Deauville Lane – Glenyan Manor



Units	247
Description	7 - Storey High Rise Apt Bldg
Building age	43 years
City Ward	Don Valley East
Location	Don Mills Rd. & Eglinton Ave. E.

Program Requests (2024/25)

- 1 Healthy Eating/Cooking Classes
- 2 Onsite health information (e.g., diabetes, mental health, heart health, medication management, addictions, dementia)
- 3 Strength and Fall Prevention
- 4 Aerobic Activities/Dancing/ Zumba
- 5 Stretching, Yoga, Taichi

Preferred Spoken Language

English	44% of tenants
Mandarin	14%
Gujarati	5%
Russian	3%
Cantonese	2%
Other	32%

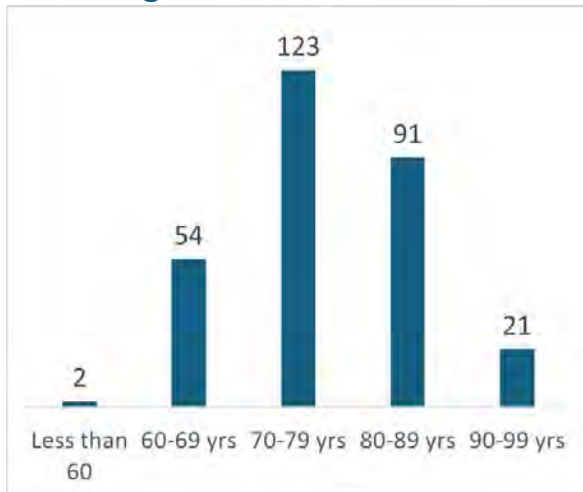
Community Activities Fund (CAF)

2024 budget	\$5,045.28
2024 spent to date	\$2,289.58

Unit Types

Bachelor	184 units (74%)
1-bedroom	63 units (26%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		*TIGP Fun and Games (Learn English through games) Weekly (10am-11am)		Flemington Park Ministries Food Delivery Weekly (9am-12pm)	The Neighbourhood Organization Social and Health Related Activities Weekly (10am-2pm)		
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM			Hemington Park Ministries Exercise Class Weekly (2pm-3pm)				
3:00 PM							
4:00 PM							
5:00 PM							

* TIGP - Toronto Intergenerational Partnerships in Community

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Woodgreen Community Services
(Personal Support Services and Care at Home)

Tenant Volunteers

Engaged at building planning meeting	35
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

12 Thorncliffe Park Drive – The Overlea



Units	219
Description	11 - Storey High Rise Apt Bldg
Building age	36 years
City Ward	Don Valley West
Location	Overlea Blvd. & Thorncliffe Park Dr.

Program Requests (2024/25)

- 1 Healthy Eating/Cooking Classes
- 2 Food Banks
- 3 Stretching, Yoga, Taichi
- 4 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 5 Walking Group

Preferred Spoken Language

English	45% of tenants
Gujarati	14%
Mandarin	5%
Farsi	4%
Greek	2%
Other	30%

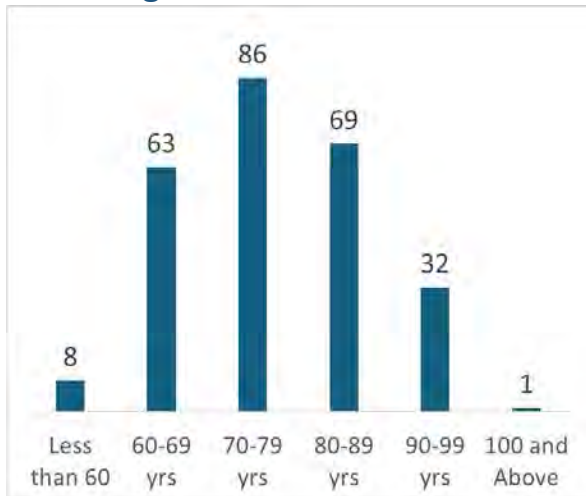
Community Activities Fund (CAF)

2024 budget	\$4,473.34
2024 spent to date	\$1,696.33

Unit Types

Bachelor	0 units (0%)
1-bedroom	219 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM				Tenant Led Breakfast Weekly (2pm-5pm)			
9:00 AM							
10:00 AM					Tenant Led Social Program (Fitness, Social Activities) Weekly (10am-11am)	The Neighbourhood Organization Social and Health Related Activities Weekly (10am-2pm)	
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM			Tenant Led Bingo Weekly (6pm-9pm)	Tenant Led Fitness and Yoga Weekly (2pm-5pm)			Tenant Led Volunteer Appreciation Monthly (6pm-10pm)
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Woodgreen Community Services
(Personal Support Services and Care at Home)

Tenant Volunteers

Engaged at building planning meeting	26
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

1420 Victoria Park Avenue – Sunrise Towers



Units	330
Description	10 - Storey High Rise Apt Bldg
Building age	47 years
City Ward	Don Valley East
Location	Victoria Park Ave. & Eglinton Ave. E.

Unit Types

Bachelor	251 units (76%)
1-bedroom	79 units (24%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Fire Prevention
- 3 Mental Health
- 4 English Lessons
- 5 Music Learning

Preferred Spoken Language

English	54% of tenants
Mandarin	10%
Cantonese	5%
Gujarati	3%
Other	28%

Community Activities Fund (CAF)

2024 budget	\$6,740.65
2024 spent to date	\$3,348.43

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM		Tenant Led Tai Chi Weekly (8:30am-9:30am)					
9:00 AM							
10:00 AM				Friends of Jesus Christ Church Food Bank Weekly (10am-5:30pm)			
11:00 AM		Tenant Led Sit and Stand (Exercise) Weekly (12pm-1pm)		Toronto Paramedic Services Medical Clinic (8:30am-1:30pm)			Tenant Led Sit and Stand (Exercise) Weekly (12pm-1pm)
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Woodgreen Community Services
(Personal Support Service and Care at Home)

Tenant Volunteers

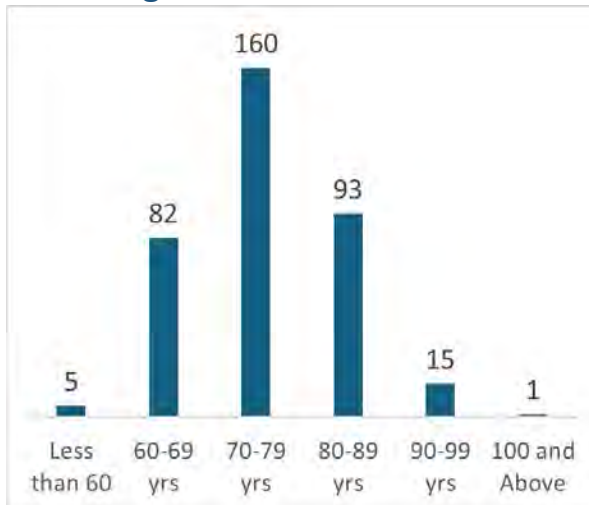
Engaged at building planning meeting	36
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

Tenant Age



Toronto Seniors Housing Corporation (TSHC)

The regional and building profiles for the NORTHWEST region.

North West

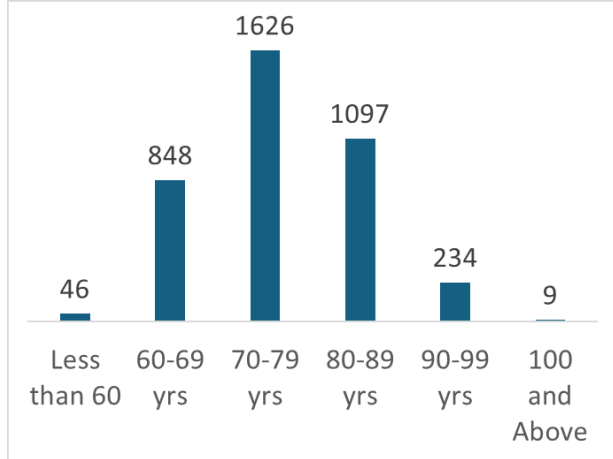
Unit Types

Bachelor	2,206 units (61%)
1-bedroom	1,429 units (39%)
2-bedroom	6 units (0%)
3-bedroom	0 units (0%)

City of Toronto Wards

1	Don Valley West
2	Eglinton-Lawrence
3	Humber River-Black Creek
4	Toronto-St. Paul's
5	Willowdale
6	York Centre
7	York South-Weston

Tenant Age



TSHC Buildings within House Calls Postal Code(s)

1.	130 Vaughan Rd.
2.	55 Outlook Ave.
3.	1775 Eglinton Ave. W.
4.	193 Wilson Ave.
5.	2567 Yonge St.
6.	3179 Yonge St.

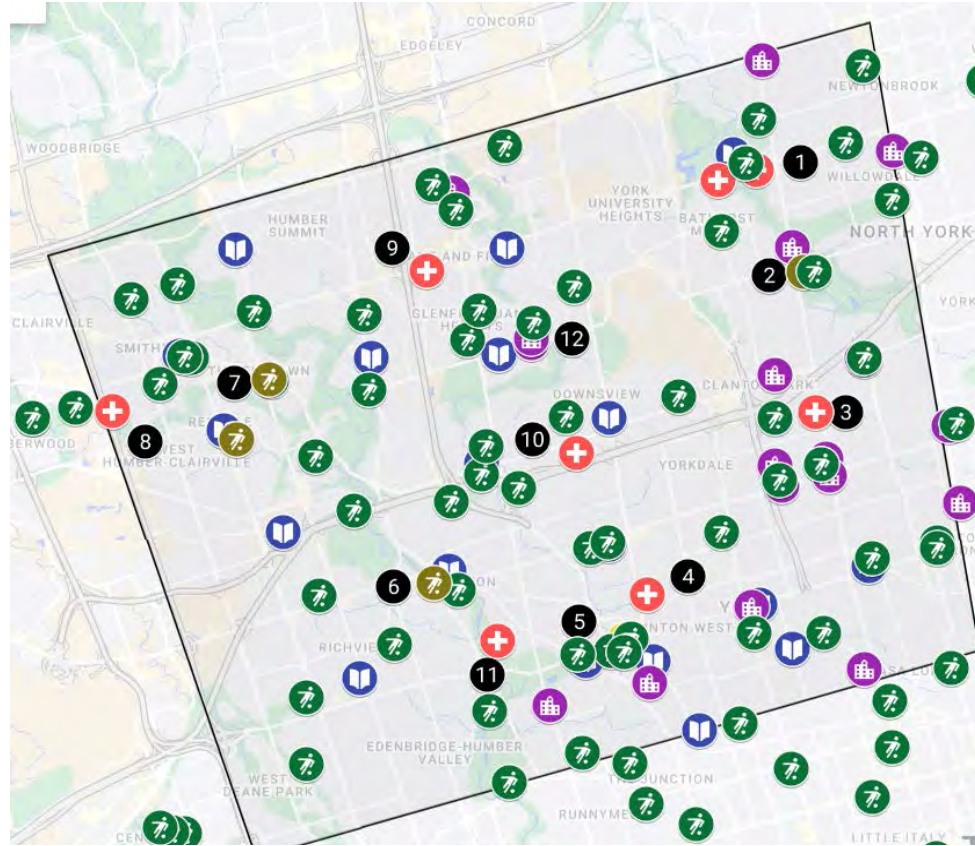
Preferred Spoken Language

English	39% of tenants
Russian	13%
Spanish	6%
Korean	3%
Farsi	2%
Other	37%

Number of Calls for Service (Community Safety Unit)

Year	2021	2022	% Change (2022)	2023	% Change (2023)
Number of Calls	1,389	1,413	2%	1,516	7%

Note: The data shown represents the best available information as of September 2024.



Regional Map

- TSHC Building
- Community Centre
- Seniors' Community Centre
- Hospital
- Library
- Civic Centre

Points of Interests

1 Edithvale Community Centre	7 Thistletown Seniors' Centre
2 Earl Bales Park Senior Centre	8 Etobicoke General Hospital
3 Baycrest Hospital	9 Humber River Hospital (Finch)
4 Humber River Hospital (Keele)	10 Humber River Hospital (Wilson)
5 York Civic Centre	11 West Park Healthcare Centre
6 Riverlea Italian Seniors' Centre	12 Northwood Community Centre

130 Vaughan Road – Louise Towers



Units	99
Description	9 - Storey High Rise Apt Bldg
Building age	47 years
City Ward	Toronto-St. Paul's
Location	St. Clair Ave. W. & Vaughan Rd.

Program Requests (2024/25)

- 1 Stretching, Yoga, Taichi
- 2 Food Bank/Freshfood Market
- 3 Cooking Class/Singing Lessons
- 4 Onsite health information (e.g., diabetes, mental health, heart health, medication management, addictions, dementia)
- 5 Fitness Classes

Preferred Spoken Language

English	48% of tenants
Russian	10%
Spanish	8%
Polish	3%
Amharic	3%
Other	28%

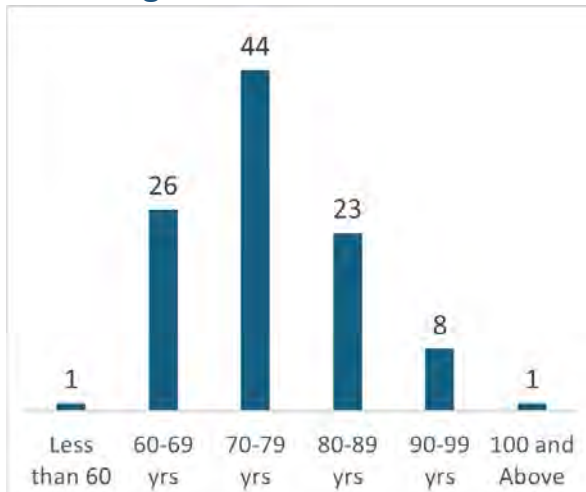
Community Activities Fund (CAF)

2024 budget	\$2,022.20
2024 spent to date	\$0.00

Unit Types

Bachelor	70 units (71%)
1-bedroom	29 units (29%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		Reconnect Community Health Services Exercise and Social Activities Bi-Weekly (10am-12pm)					
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Reconnect Community Health Services (Assisted Living Services)

Tenant Volunteers

Engaged at building planning meeting	18
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

4455 Bathurst Street – Sheppard Place



Units	301
Description	14 - Storey High Rise Apt Bldg
Building age	44 years
City Ward	York Centre
Location	Bathurst St. & Sheppard Ave. W.

Program Requests (2024/25)

- 1 Food Bank/Fresh Food Market
- 2 Health Care & Checkups
- 3 Tax Clinics
- 4 Information Session i.e goverment benefits, Seniors Safety
- 5 Healthy Eating

Preferred Spoken Language

Russian	41% of tenants
English	19%
Korean	3%
Spanish	2%
Mandarin	2%
Other	33%

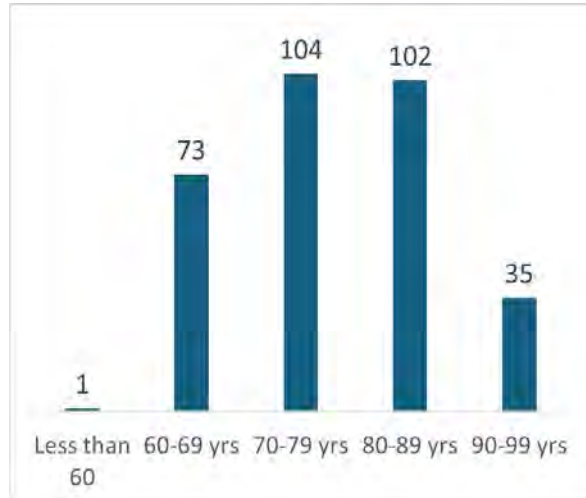
Community Activities Fund (CAF)

2024 budget	\$6,148.29
2024 spent to date	\$4,797.71

Unit Types

Bachelor	224 units (74%)
1-bedroom	77 units (26%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		🎓					
10:00 AM		Baycrest Digital Help 1:1 Weekly (10:30am-11:30am)		🤝			
11:00 AM				Lumacare Exercise and Fitness Weekly (11am-11:50am)			
12:00 PM					👥		
1:00 PM		🤝			Bernard Betel Centre Social and Cultural Program Bi-Weekly (1pm-2:30pm)		
2:00 PM		Lumacare Exercise and Fitness Weekly (2pm-2:50pm)					
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Reena (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	40
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

2567 Yonge Street – The Sherwood



Units	105
Description	6 - Storey Mid Rise Apt Bldg
Building age	37 years
City Ward	Don Valley West
Location	Yonge St. and Lawrence Ave.

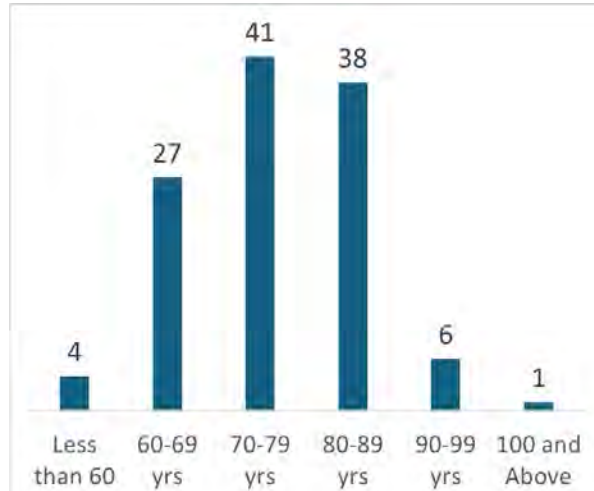
Program Requests (2024/25)

1	Healthy Eating Classes
2	Arts & Craft
3	Social & Health Services
4	Walking Group
5	ESL Classes

Unit Types

Bachelor	0 units (0%)
1-bedroom	105 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	42% of tenants
Korean	9%
Farsi	7%
Russian	4%
Spanish	4%
Other	34%

Community Activities Fund (CAF)

2024 budget	\$2,144.75
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		Reconnect Community Health Services Exercise and Social Activities Weekly (9am-12pm)					
10:00 AM						SPRINT Senior Care Morning Social Weekly (10:30am-11:30am)	
11:00 AM							
12:00 PM							
1:00 PM						Elspeth Heyworth Centre Exercise, Workshops, Computer Training Weekly (1:30pm-3:30pm)	
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	35
Tenant volunteers	3
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2

New	Enhanced
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3179 Yonge Street – Joseph Brown Manor



Units	110
Description	5 - Storey Mid Rise Apt Bldg
Building age	34 years
City Ward	Don Valley West
Location	Yonge St. & Lawrence Ave.

Program Requests (2024/25)

1	Computer Basics
2	English Lessons
3	Health Informations
4	Walking Group
5	Stretching, Yoga, Taichi

Preferred Spoken Language

English	40% of tenants
Russian	8%
Korean	6%
Spanish	4%
Farsi	3%
Other	39%

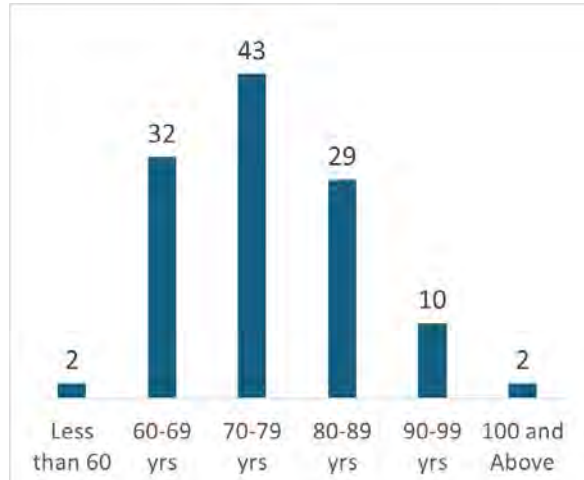
Community Activities Fund (CAF)

2024 budget	\$2,246.88
2024 spent to date	\$0.00

Unit Types

Bachelor	0 units (0%)
1-bedroom	110 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM			Reconnect Community Health Services				
10:00 AM			Exercise and Social Activities Weekly (9am-12pm)				
11:00 AM						Elsbeth Heyworth Centre Exercise, Workshops, Computer Training Weekly (11am-1pm)	
12:00 PM				SPRINT Senior Care Farmer's Market Monthly (12pm-3pm)			
1:00 PM							
2:00 PM			SPRINT Senior Care Afternoon Social Weekly (2pm-3pm)		SPRINT Senior Care Gentle Exercise Weekly (2pm-3pm)		
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	20
Tenant volunteers	4
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2

New	Enhanced
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12 King High Avenue – King Acres



Units	31
Description	3 - Storey Low Rise Apt Bldg Walk-Up
Building age	62 years
City Ward	York Centre
Location	Bathurst St. & Wilson Ave.

Unit Types

Bachelor	31 units (100%)
1-bedroom	0 units (0%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	33% of tenants
Other	67%

Community Activities Fund (CAF)

2024 budget	\$633.21
2024 spent to date	\$0.00

Note: The data shown represents the best available information as of September 2024.

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM		Reconnect Community Health Services Exercise and Social Activities Weekly {1:30pm-4pm}					
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Reena (Supportive Housing)

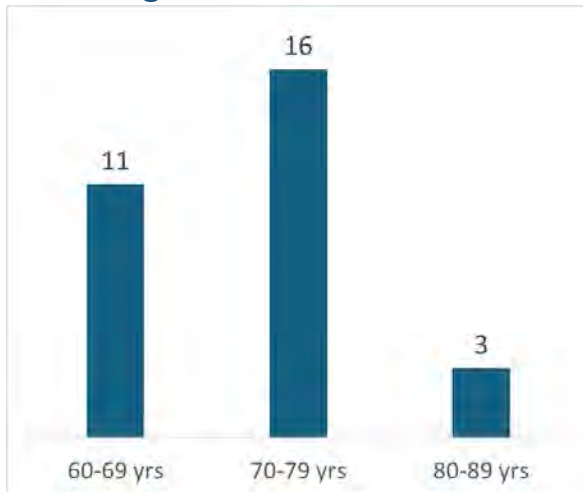
Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	N/A
Superintendent	1:2
New	Enhanced

Tenant Age



193 Wilson Avenue – Marjory Carton Apts.



Units	125
Description	5 - Storey Mid Rise Apt Bldg
Building age	42 years
City Ward	Eglinton-Lawrence
Location	Avenue Rd. & Wilson Ave.

Program Requests (2024/25)

- 1 English Lessons
- 2 Food Banks
- 3 Vaccine Clinics
- 4 Line Dancing
- 5 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)

Preferred Spoken Language

English	31% of tenants
Russian	21%
Spanish	7%
Romanian	3%
Other	38%

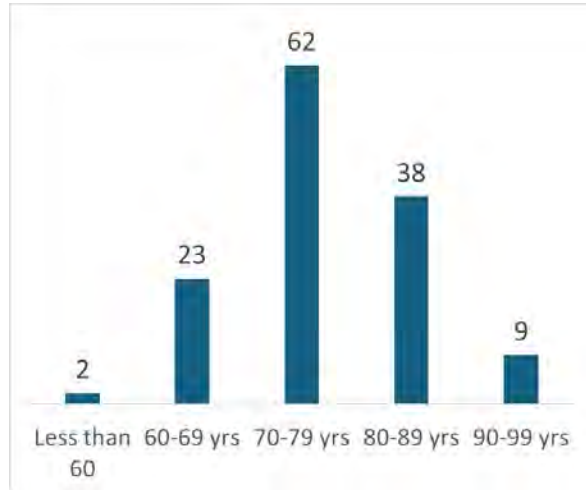
Community Activities Fund (CAF)

2024 budget	\$2,553.28
2024 spent to date	\$2,156.93

Unit Types

Bachelor	92 units (74%)
1-bedroom	33 units (26%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM			SPRINT Senior Care Farmer's Market Monthly (10:30am-12:30pm)			SPRINT Senior Care Morning Soical Weekly (10:30am-12:30pm)	
11:00 AM							
12:00 PM							
1:00 PM		Reconnect Community Health Services Exercise and Social Activities Weekly (1:30pm-4pm)					
2:00 PM						Tenant Led Karaoke Monthly (2pm-5pm)	
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Reena (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	32
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	N/A
Superintendent	1:2
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

55 Outlook Avenue – Outlook Manor



Units	275
Description	14 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	York South-Weston
Location	Eglinton Ave. W. & Jane St.

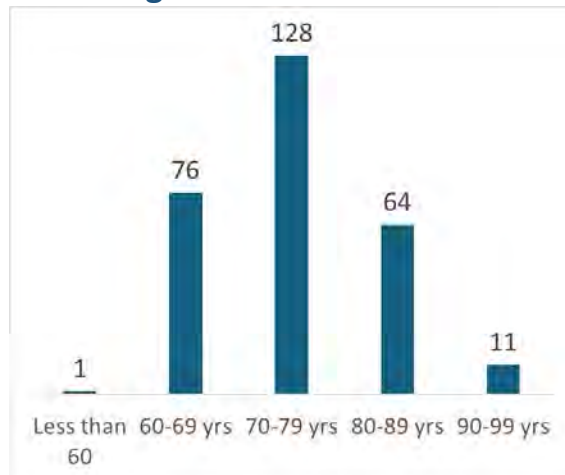
Program Requests (2024/25)

1	Computer Basics
2	Walking Group
3	Fresh Food Markets
4	Food Banks
5	Fraud Prevention and Safety

Unit Types

Bachelor	214 units (78%)
1-bedroom	61 units (22%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	57% of tenants
Spanish	10%
Polish	2%
Other	31%

Community Activities Fund (CAF)

2024 budget	\$5,617.21
2024 spent to date	\$3,716.86

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		🤝				👥	
11:00 AM		Tenant Led Exercise Weekly (11am-12pm)				Reconnect Community Health Services Exercise and Social Program Weekly (10am-3pm)	
12:00 PM		Tenant Led Games and Colouring Weekly (12:30pm-2pm)	👥	Tenant Led Knitting and Crochet Club Weekly (12pm-3pm)			
1:00 PM							
2:00 PM							
3:00 PM		Tenant Led Bingo Weekly (7pm-9pm)		Tenant Led Bingo Weekly (7pm-9pm)			
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏠	Faith Based
🟢	Agency Led	🟠	Tenant Led						

In-Home Care Program

Reconnect Community Health Services (Assisted Living Services)	
Reena (Supportive Housing)	

Tenant Volunteers

Engaged at building planning meeting	25
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

35 Park Home Avenue – Beecroft Manor



Units	283
Description	10 - Storey High Rise Apt Bldg
Building age	50 years
City Ward	Willowdale
Location	Sheppard Ave. & Yonge St.

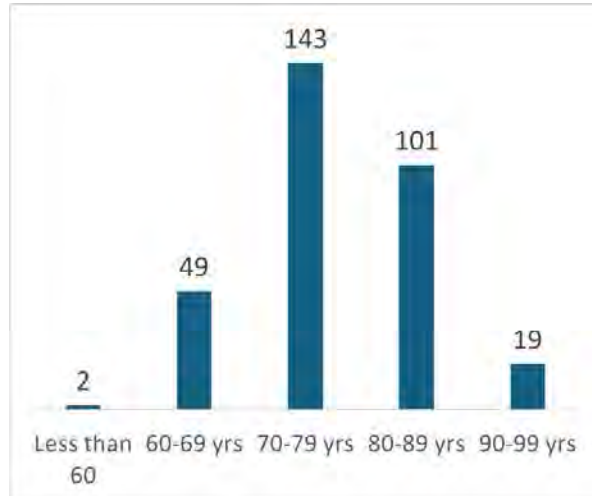
Program Requests (2024/25)

1	Exercise fitness
2	Food Banks
3	Fresh Food Markets
4	Computer Basics
5	Wifi

Unit Types

Bachelor	240 units (85%)
1-bedroom	43 units (15%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	23% of tenants
Russian	9%
Korean	9%
Cantonese	5%
Mandarin	5%
Other	49%

Community Activities Fund (CAF)

2024 budget	\$5,780.62
2024 spent to date	\$2,349.88

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM					Progress Place Rehabilitation Centre Stretches and Movements, Art Studio, and Bingo Games Weekly (10am-2pm)		
11:00 AM		North York Seniors Centre Exercise and Falls Prevention Weekly (11am-12pm)					
12:00 PM						North York Seniors Centre Exercise and Falls Prevention Weekly (12pm-1pm)	
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Carefirst Seniors and Community Services Assc. (Supportive Housing)	
North York Seniors Centre (Home Care)	
Progress Place (Supportive Housing)	

Tenant Volunteers

Engaged at building planning meeting	40
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

1775 Eglinton Avenue West – Doug Saunders Apts.



Units	300
Description	14 - Storey High Rise Apt Bldg
Building age	43 years
City Ward	Toronto-St. Paul's
Location	Eglinton Ave. W. & Dufferin Ave.

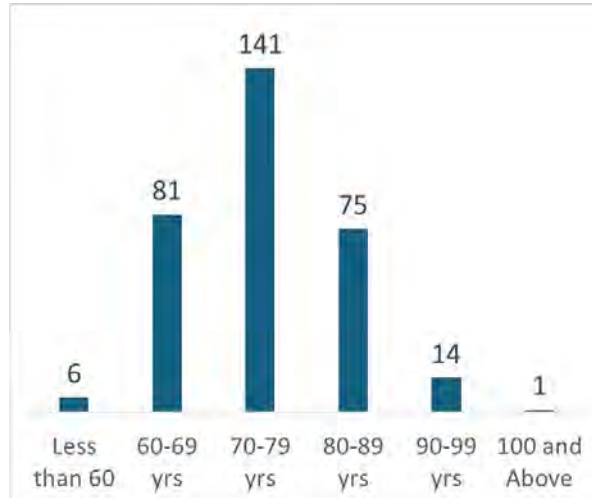
Program Requests (2024/25)

- 1 Fresh Food Markets
- 2 Food Banks
- 3 Social Activity; Games
- 4 Medical support onsite
- 5 Gardening Program

Unit Types

Bachelor	224 units (75%)
1-bedroom	76 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	47% of tenants
Spanish	10%
Other	43%

Community Activities Fund (CAF)

2024 budget	\$6,127.87
2024 spent to date	\$3,774.20

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM				🎓	🍰	🧑🏫	
10:00 AM			🤝	🎓			
11:00 AM			🤝	🎓	🍰	🧑🏫	
12:00 PM			🤝		🍰	🧑🏫	
1:00 PM			🤝	🎓	🍰	🧑🏫	
2:00 PM			🤝	🎓	🍰	🧑🏫	
3:00 PM			🤝	🎓	🍰	🧑🏫	
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	🧑🏫	Social Recreation	🏠	Faith Based
🟢	Agency Led	🟠	Tenant Led						

In-Home Care Program

Reconnect Community Health Services (Assisted Living Services)

Tenant Volunteers

Engaged at building planning meeting	70
Tenant volunteers	7
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

600 Rogers Road – Silverthorn Place



Units	207
Description	9 - Storey High Rise Apt Bldg
Building age	34 years
City Ward	York South-Weston
Location	Keele St. and Rogers Rd.

Program Requests (2024/25)

- 1 Computer Basics
- 2 Healthy Eating/Cooking Classes
- 3 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 4 Walking Group
- 5 Fraud Prevention and Safety

Preferred Spoken Language

English	52% of tenants
Spanish	11%
Vietnamese	6%
Portuguese	2%
Other	29%

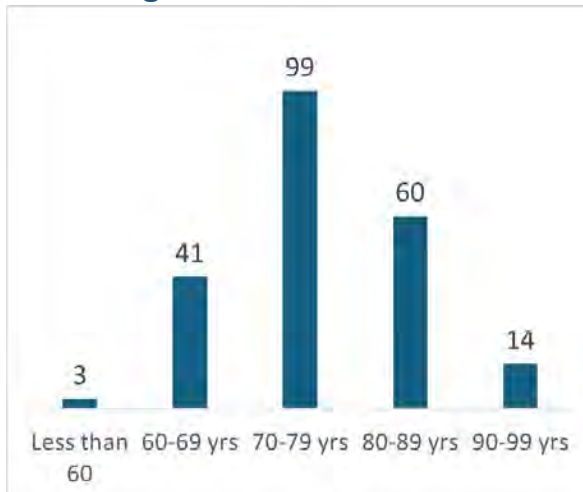
Community Activities Fund (CAF)

2024 budget	\$4,085.24
2024 spent to date	\$2,232.24

Unit Types

Bachelor	0 units (0%)
1-bedroom	201 units (97%)
2-bedroom	6 units (3%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM				Reconnect Community Health Centre Social and Recreation Weekly (11:30am-2:30pm)			
1:00 PM							
2:00 PM							
3:00 PM			Tenant Led Bingo and Dominos Weekly (7pm-10pm)		Tenant Led Bingo and Dominos Weekly (7pm-10pm)		
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- Reconnect Community Health Services** (Assisted Living Services)
- Community Living** (Supported Living)

Tenant Volunteers

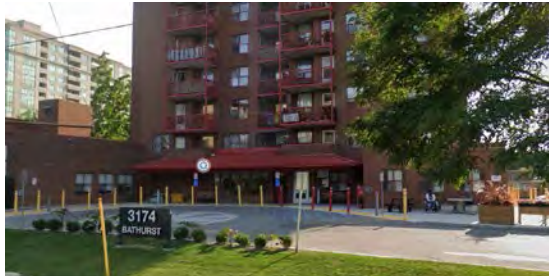
Engaged at building planning meeting	36
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

3174 Bathurst Street – Saranac Apts



Units	181
Description	12 - Storey High Rise Apt Bldg
Building age	41 years
City Ward	Eglinton-Lawrence
Location	Bathurst Ave. & Lawrence Ave. W.

Program Requests (2024/25)

- 1 Computer Training
- 2 Fitness/Yoga/Stretching/Taichi
- 3 Food Security/Fresh Food Market
- 4 Dancing
- 5 Information Sessions/Topics related to seniors workshop

Preferred Spoken Language

English	40% of tenants
Russian	25%
Spanish	3%
Other	32%

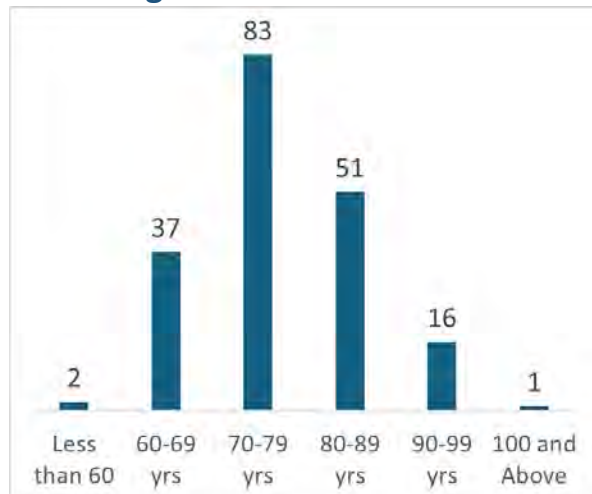
Community Activities Fund (CAF)

2024 budget	\$3,697.15
2024 spent to date	\$674.48

Unit Types

Bachelor	135 units (75%)
1-bedroom	46 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		🙌				🙌	🙌
10:00 AM		🙌 Baycrest Exercise and Fitness Weekly (10am-10:40am)	🙌	🙌	🙌	🙌 Baycrest Exercise and Fitness Weekly (1:30pm-3pm)	🙌 Jewish Russian Community Centre Religious Service Weekly (9:30am-1pm)
11:00 AM			🙌 Lumacare Exercise and Fitness Weekly (10:30am-11:30am)	🙌 Dancing with Parkinson's Dance and Movement Bi-Weekly (11:15am-12pm)	🙌 Lumacare Exercise and Fitness Weekly (11am-12pm)		
12:00 PM	🙌 Benard Betel Centre Social and Cultural Bi-Weekly (11:30am-1pm)						
1:00 PM			🙌	🙌 Canadian Red Cross Drop In Program Bi-Weekly (1pm-2:30pm)	🙌 Baycrest Exercise and Fitness Weekly (1:30pm-3pm)	🙌	
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

🎓 Learning and Development	🍰 Food Security	🙌 Health and Wellness	👥 Social Recreation	🙌 Faith Based
🟢 Agency Led	🟠 Tenant Led			

In-Home Care Program

Reena (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	29
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

35 Shoreham Drive – Edgeley Apts.



Units	323
Description	11 - Storey High Rise Apt Bldg & attached 2 - Storey wing
Building age	55 years
City Ward	Humber River-Black Creek
Location	Jane St. & Steeles Ave.

Program Requests (2024/25)

- Tea & Coffee Socials
- Health & Social Services
- Outreach Welcome Group/Welcoming New Tenants
- English Lessons
- Aerobic Activities/Dancing/ Zumba fitness

Preferred Spoken Language

English	55% of tenants
Spanish	8%
Vietnamese	3%
Other	34%

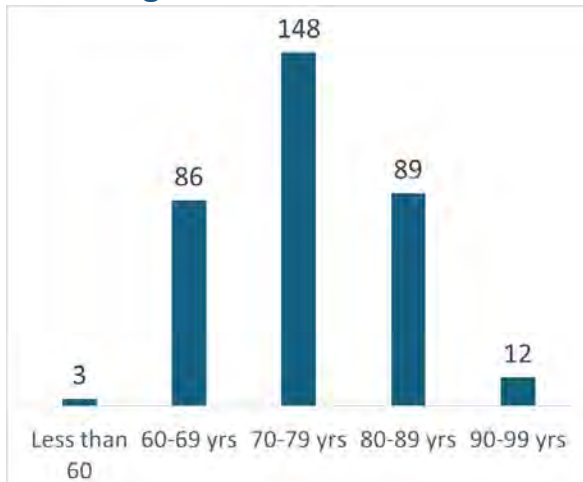
Community Activities Fund (CAF)

2024 budget	\$6,597.67
2024 spent to date	\$2,773.63

Unit Types

Bachelor	265 units (82%)
1-bedroom	58 units (18%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM	North York Vedic Sabha Religious Service Weekly (10am-2pm)		LOFT Community Services Social Recreation Weekly (10am-5pm)		LOFT Community Services Social Recreation Weekly (10am-5pm)	Destiny Pavilion Church Food Bank Weekly (10am-1pm)	
11:00 AM							
12:00 PM		Elsbeth Heyworth Centre Exercise Class Weekly (12pm-2pm)		Tenant Led Social and Recreation Bi Weekly (12pm-4pm)			
1:00 PM							
2:00 PM						Black Creek Community Health Centre Social Recreation Weekly (2pm-5pm)	
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

LOFT Community Services (Housing Services)	
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Tenant Volunteers

Engaged at building planning meeting	13
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

7- 11 Arleta Avenue – Arleta Manor



Units	372
Description	4 - Storey Low Rise Apt. Bldg.
Building age	52 years
City Ward	Humber River-Black Creek
Location	Keele St. W. & Sheppard Ave.

Unit Types

Bachelor	313 units (84%)
1-bedroom	59 units (16%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Senior Abuse Workshop
- 2 Fresh Food Market
- 3 Health Checkup and Information
- 4 English lesson
- 5 Arts and Crafts

Preferred Spoken Language

English	45% of tenants
Spanish	14%
Vietnamese	4%
Russian	2%
Korean	2%
Other	33%

Community Activities Fund (CAF)

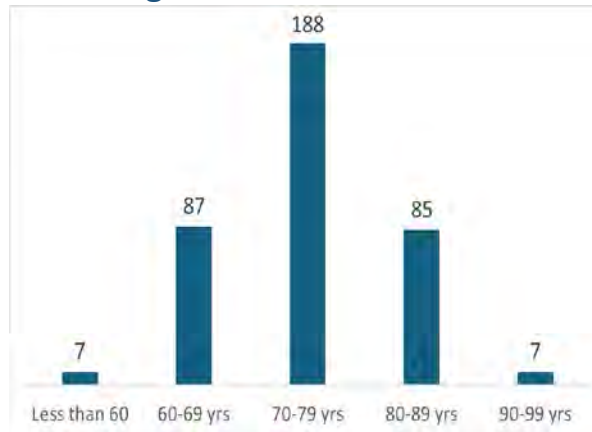
2024 budget	\$7,598.55
2024 spent to date	\$5,361.65

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM				LOFT Community Services Social Recreation Weekly (10am-5pm)		LOFT Community Services Social Recreation Weekly (10am-5pm)	
11:00 AM					Northwood Neighbourhood Services Social Recreation Weekly (12pm-3pm)		
12:00 PM							Tenant Led Bingo Weekly (12pm-3pm)
1:00 PM		Mozia Women's Network Society Educational Activities Weekly (2pm-4pm)					
2:00 PM							Mozia Women's Network Society Food Bank Delivery Weekly (4pm-9pm)
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

LOFT Community Services
 (Housing Services)

Tenant Volunteers

Engaged at building planning meeting	20
Tenant volunteers	3
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:16
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

6250 Bathurst Street – West Don Apts.



Units	389
Description	14 - Storey High Rise Apt Bldg
Building age	52 years
City Ward	York Centre
Location	Bathurst Ave. & Lawrence Ave. W.

Program Requests (2024/25)

- 1 Computer Basics
- 2 Dancing/Zumba
- 3 Healthy Eating/Cooking Classes
- 4 Craft/Knitting
- 5 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)

Preferred Spoken Language

Russian	31% of tenants
English	31%
Korean	4%
Farsi	2%
Other	32%

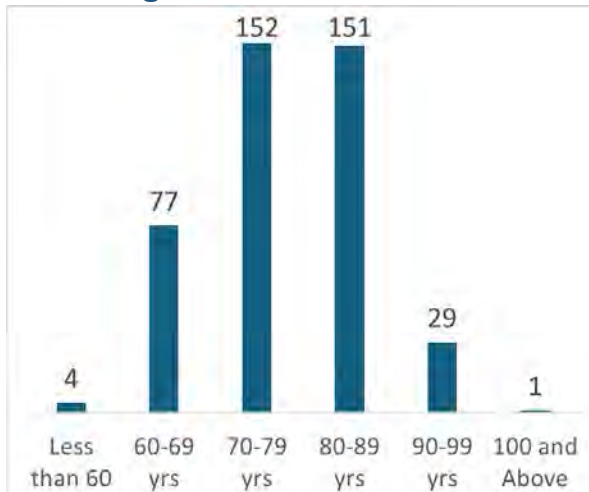
Community Activities Fund (CAF)

2024 budget	\$7,945.80
2024 spent to date	\$3,282.13

Unit Types

Bachelor	335 units (86%)
1-bedroom	54 units (14%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM	🕍						🕍
9:00 AM							
10:00 AM	Ohalei Yoseph Yitzchak Religious Programming Weekly (8am-2pm)		Bernard Betel Centre Social and Cultural Weekly (10am-11am)				Ohalei Yoseph Yitzchak Religious Programming Weekly (8am-2pm)
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👥	Social Recreation	🕍	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Senior Services and Long-Term Care
(Supportive Housing)
Reena (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	37
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

3036 Bathurst Street – Bathurst Place



Units	160
Description	7 - Storey High Rise Apt Bldg
Building age	32 years
City Ward	Eglinton-Lawrence
Location	Bathurst St. & Lawrence Ave. W.

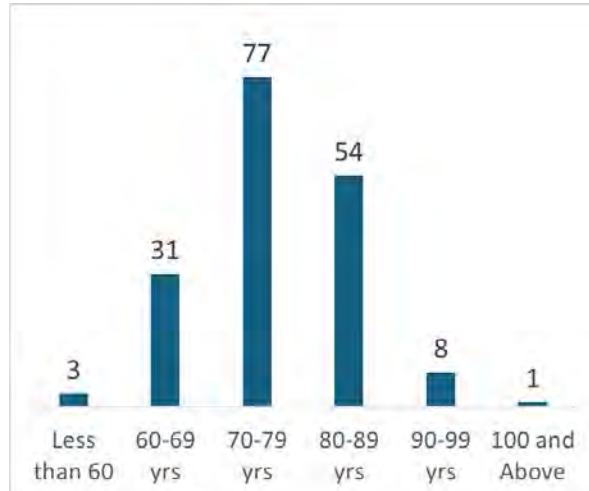
Program Requests (2024/25)

- 1 Computer Basics
- 2 Healthy Eating/Cooking Classes
- 3 English Lessons
- 4 Tax Clinics
- 5 Stretching, Yoga, Taichi

Unit Types

Bachelor	0 units (0%)
1-bedroom	160 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	41% of tenants
Russian	21%
Spanish	6%
Polish	3%
Other	29%

Community Activities Fund (CAF)

2024 budget	\$3,268.20
2024 spent to date	\$2,183.73

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM					🤝		
10:00 AM		🤝	🎓		Lumacare Exercise and Fitness Weekly (10am-10:50am)	🤝	
11:00 AM		Baycrest Exercise Class Weekly (10:45am-11:30am)	Baycrest Digital Help 1:1 Weekly (10:30am-12pm)	👥		Baycrest Exercise Class Weekly (10:45am-11:30am)	
12:00 PM				Bernard Betel Centre Social and Cultural Monthly (12pm-1:30pm)	🤝		
1:00 PM			🤝		Dancing with Parkinson's Dance and Movement Class Bi-Weekly (1pm-2pm)		
2:00 PM			Lumacare Exercise and Fitness Weekly (2pm-2:50pm)				
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	30
Tenant volunteers	3
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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5430 Yonge Street – The Kempford



Units	239
Description	14 - Storey High Rise Apt Bldg
Building age	38 years
City Ward	Willowdale
Location	Yonge St. & Finch Ave.

Program Requests (2024/25)

- 1 Onsite health information (e.g., diabetes, mental health, heart health, medication management, addictions, dementia)
- 2 Food Banks
- 3 Fitness
- 4 English Lessons
- 5 Healthy Eating Classes

Preferred Spoken Language

English	24% of tenants
Russian	23%
Farsi	12%
Korean	10%
Cantonese	2%
Other	29%

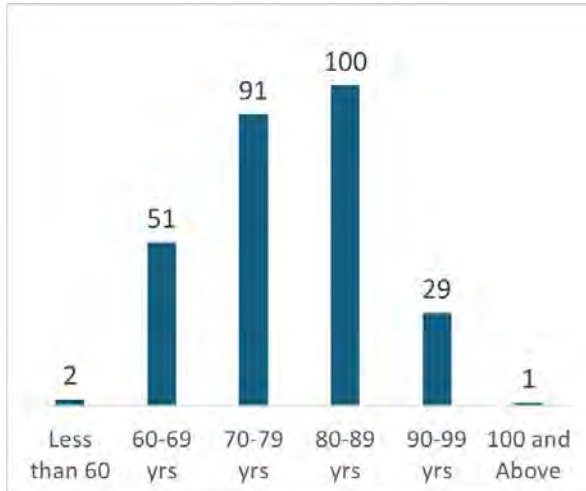
Community Activities Fund (CAF)

2024 budget	\$4,881.87
2024 spent to date	\$2,248.70

Unit Types

Bachelor	0 units (0%)
1-bedroom	239 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM	🤝					🤝	
11:00 AM	North York Seniors Centre Exercise and Falls Prevention Weekly (11am-12pm)					North York Seniors Centre Exercise and Falls Prevention Weekly (11am-12pm)	
12:00 PM					Bernard Betel Centre Social and Cultural Program Monthly (2pm-4pm)		
1:00 PM							
2:00 PM							
3:00 PM				Tenant Led Social Group Bi-Weekly (3pm-6:30pm)	Jewish Russian Community Centre Religious Service Weekly (7:30pm-9:30pm)		
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍷	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- Carefirst Seniors and Community Services Association (Supportive Housing)
- North York Seniors Centre (Home Care)

Tenant Volunteers

Engaged at building planning meeting	42
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

650 Lawrence Avenue West – Lawrence Ave



Units	14
Description	8 - Storey High Rise Apt Bldg
Building age	N/A
City Ward	Eglinton-Lawrence
Location	Lawrence Ave. W. & Allen Rd.

Unit Types

Bachelor	0 units (0%)
1-bedroom	14 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	60% of tenants
Other	40%

Community Activities Fund (CAF)

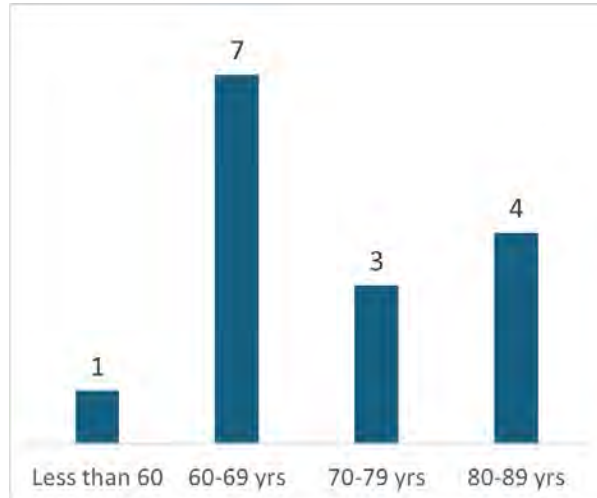
2024 budget	\$306.39
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:6
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

2, 4, 6, 8, 14, 16, 18, 20 Flemington Road – Northacres Apts



Units	127
Description	2 - Storey Walk-Up Apt Bldg
Building age	66 years
City Ward	Eglinton-Lawrence
Location	Lawrence Ave. W. & Allen Rd.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Exercise Fitness Class
- 3 Food Banks and Nutrition
- 4 English lesson and Computer Basic
- 5 Meditation and Mindfulness

Preferred Spoken Language

English	47% of tenants
Russian	4%
Spanish	4%
Farsi	3%
Mandarin	3%
Other	39%

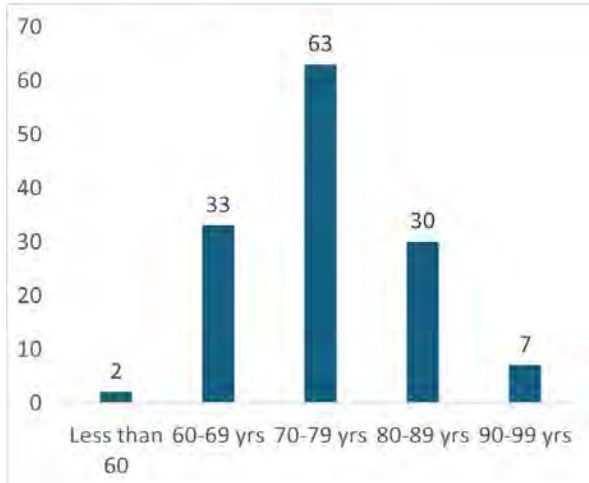
Community Activities Fund (CAF)

2024 budget	\$2,594.13
2024 spent to date	\$0.00

Unit Types

Bachelor	63 units (50%)
1-bedroom	64 units (50%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		 Tenant Led Arts and Crafts, Knitting, Music, and Hot Meals Weekly (Space: 10 Old Meadow Lane) (9am-5pm)					
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	4
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2
New	Enhanced

Toronto Seniors Housing Corporation (TSHC)

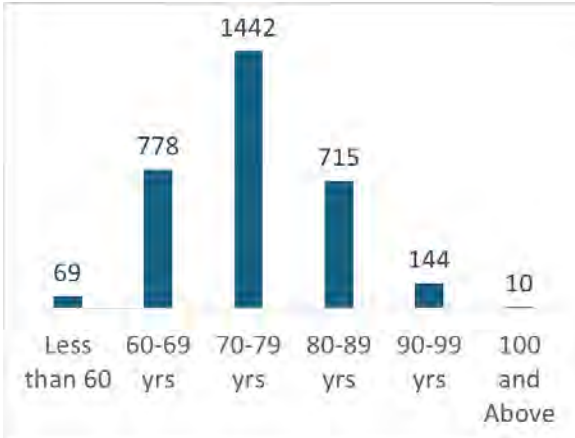
The regional and building profiles for the SOUTHEAST region.

South East

Unit Types

Bachelor	1,588 units (55%)
1-bedroom	1,274 units (44%)
2-bedroom	29 units (1%)
3-bedroom	2 units (0%)

Tenant Age



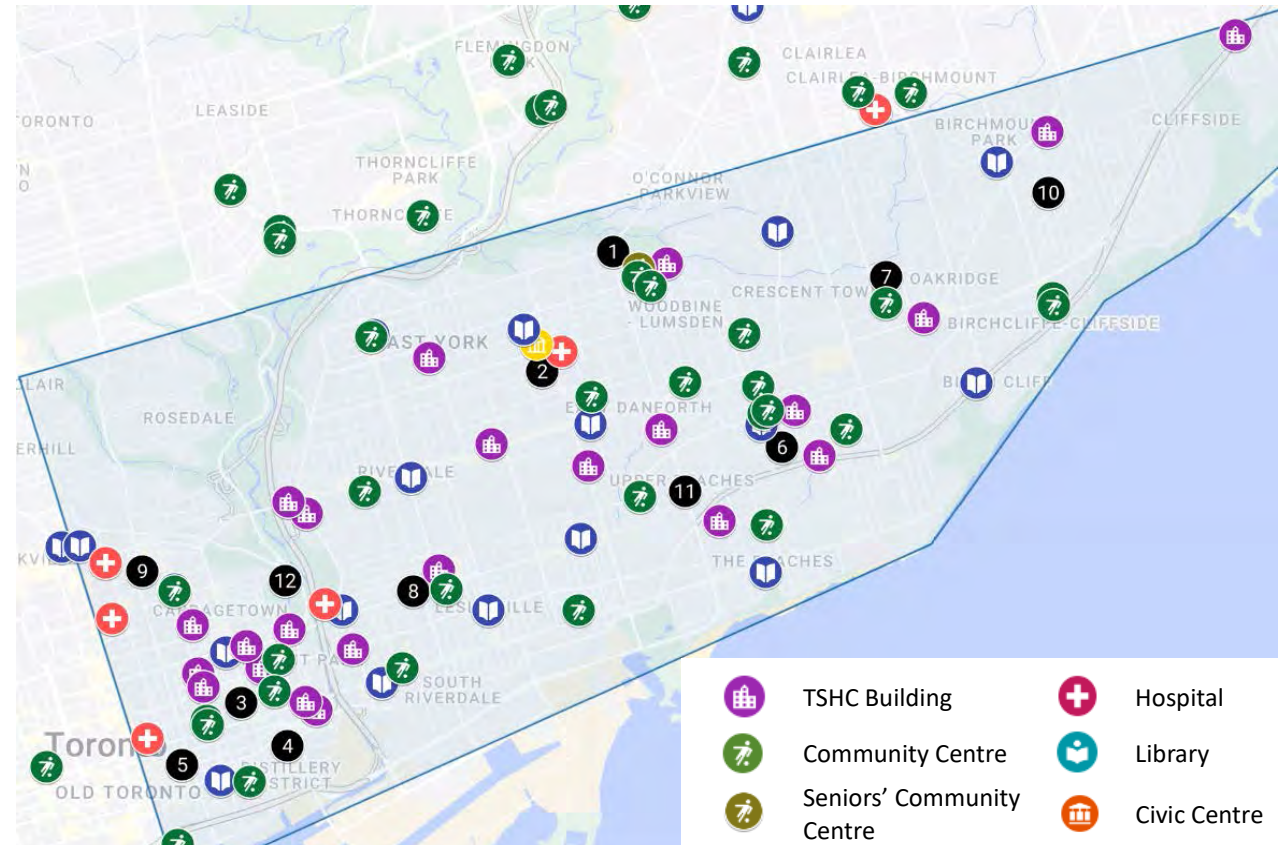
City of Toronto Wards

1	Beaches-East York
2	Scarborough Southwest
3	Toronto Centre
4	Toronto-Danforth

TSHC Buildings within House Calls Postal Code

1. 55 Bleecker St.

Regional Map



Preferred Spoken Language

English	49% of tenants
Cantonese	6%
Mandarin	5%
Vietnamese	2%
Greek	1%
Other	37%

Number of Calls for Service (Community Safety Unit)

Year	2021	2022	% Change (2022)	2023	% Change (2023)
Number of Calls	1,524	1,657	9%	1,722	4%

Note: The data shown represents the best available information as of September 2024.

Points of Interests

1 Stan Wadlow Clubhouse	7 Oakridge Community Centre
2 Toronto East General Hospital	8 Matty Eckler Recreation Centre
3 Parliament Street Library	9 The Salvation Army Toronto Grace Health Centre
4 Regent Park Community Centre	10 Albert Campbell Library
5 St. Michael's Hospital	11 Fairmount Park Community Centre
6 Main Street Library	12 Bridgepoint Health

3330 Danforth Avenue – Byng Towers



Units	194
Description	10 - Storey High Rise Apt Bldg
Building age	46 years
City Ward	Scarborough Southwest
Location	Danforth Ave. & Warden Ave.

Program Requests (2024/25)

1	Dancing/fitness
2	walking Club
3	Health Checks
4	Advanced Care Planning/wills workshop
5	lonliness/Grief workshop

Preferred Spoken Language

English	58% of tenants
Russian	2%
Mandarin	2%
Other	38%

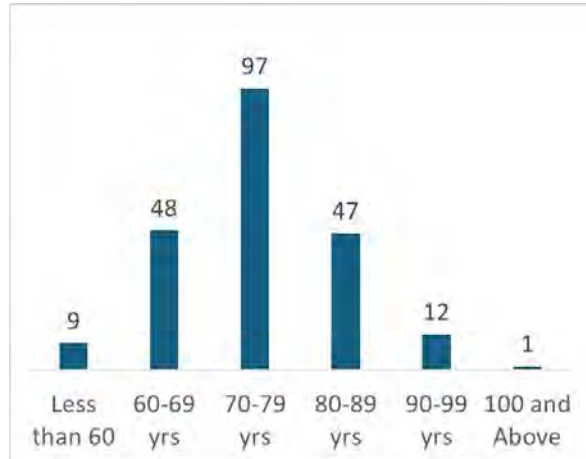
Community Activities Fund (CAF)

2024 budget	\$3,963
2024 spent to date	\$1,930.18

Unit Types

Bachelor	146 units (75%)
1-bedroom	48 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM				 Scarborough Food Security Food Bank Weekly (11am-4pm)			
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Warden Woods Community Centre
(Assisted Living and Home Help)

Tenant Volunteers

Engaged at building planning meeting	14
Tenant volunteers	3
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:2
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

2287 Gerrard Street East – Kinsmen Manor



Units	38
Description	5 - Storey Mid Rise Apt Bldg
Building age	57 years
City Ward	Beaches-East York
Location	Gerrard St. E. & Main St.

Unit Types

Bachelor	12 units (32%)
1-bedroom	20 units (53%)
2-bedroom	4 units (11%)
3-bedroom	2 units (5%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	54% of tenants
Cantonese	4%
Mandarin	3%
Bengali	2%
Arabic	1%
Other	36%

Community Activities Fund (CAF)

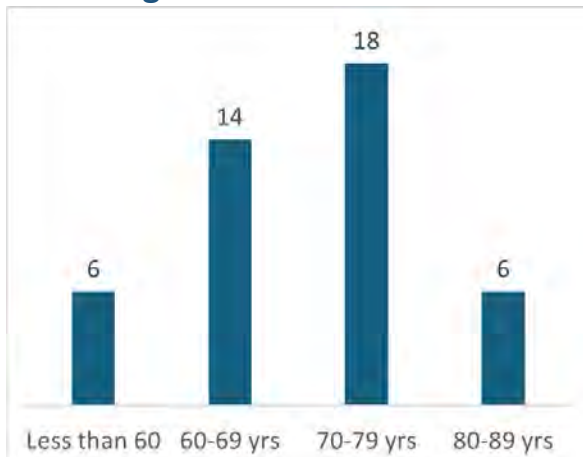
2024 budget	\$776
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	1
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:2

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

266 Donlands Avenue – Blair Court



Units	254
Description	8 - Storey High Rise Apt Bldg & 6 - Storey Mid Rise Apt Bldg
Building age	38 years
City Ward	Toronto-Danforth
Location	Cosburn Ave. & Donlands Ave.

Unit Types

Bachelor	0 units (0%)
1-bedroom	248 units (98%)
2-bedroom	6 units (2%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Bingo
- 2 Community Bus
- 3 English as a Second Language
- 4 Pot Luck (monthly) meal
- 5 Social Night

Preferred Spoken Language

English	46% of tenants
Greek	5%
Cantonese	3%
Albanian	2%
Mandarin	2%
Other	42%

Community Activities Fund (CAF)

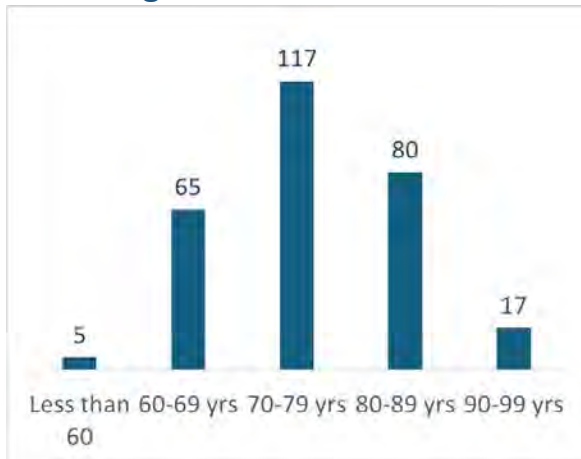
2024 budget	\$5,188.26
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM					TIGP Exercise and Social Activities Weekly (9am-11am)		
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM					Woodgreen Low Impact Exercise Weekly (1:30pm-2:30pm)		
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

Woodgreen Community Services
 (Personal Support Service and Care at Home)

Tenant Volunteers

Engaged at building planning meeting	40
Tenant volunteers	5
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

145 Strathmore Boulevard – Greenwood Towers



Units	350
Description	14 - Storey High Rise Apt Bldg
Building age	50 years
City Ward	Toronto-Danforth
Location	Danforth Ave. & Greenwood Ave.

Unit Types

Bachelor	302 units (86%)
1-bedroom	48 units (14%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

1	Weekly Coffee Club Social
----------	---------------------------

Preferred Spoken Language

English	50% of tenants
Vietnamese	3%
Greek	3%
Cantonese	3%
Mandarin	3%
Other	38%

Community Activities Fund (CAF)

2024 budget	\$7,128.75
2024 spent to date	\$1,266.76

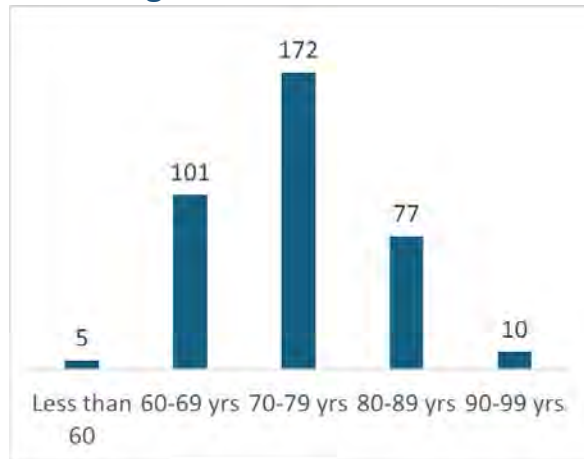
Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM						Sunshine Centres for Seniors Arts and Crafts, Gentle Exercise, and Games Weekly (9:30am-2:30pm)	
11:00 AM							
12:00 PM					*TIGP Exercise and Social Activities Weekly (11:30am-2pm)		
1:00 PM							
2:00 PM							
3:00 PM			Eastview Community Centre Social Recreation Weekly (3pm-5:30pm)				
4:00 PM					Tenant Led Bingo Weekly (6:30pm-9pm)		
5:00 PM							

*TIGP - Toronto Intergenerational Partnerships in Community

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

LOFT Community Services (Housing Services)

Tenant Volunteers

Engaged at building planning meeting	3
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

7 Coatsworth Crescent – Hanson House



Units	48
Description	6 - Storey Mid Rise Apt Bldg
Building age	31 years
City Ward	Beaches-East York
Location	Hanson St. & Coxwell Ave.

Unit Types

Bachelor	0 units (0%)
1-bedroom	48 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

1	Gentle Fitness
2	Tai-Chi fitness
3	Health Checks
4	Speaker - Police/safety
5	Card Games

Preferred Spoken Language

English	62% of tenants
Cantonese	12%
Korean	4%
Mandarin	2%
Other	20%

Community Activities Fund (CAF)

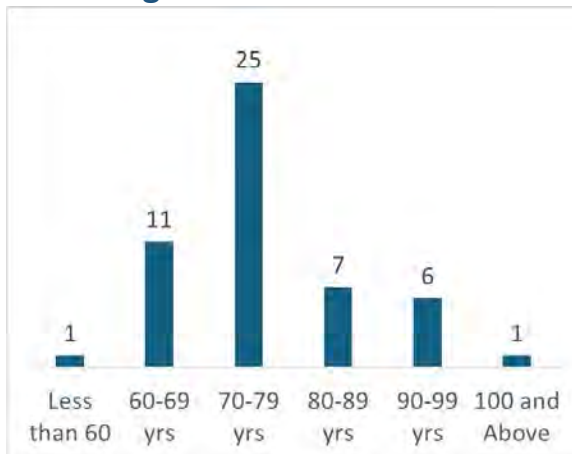
2024 budget	\$980.46
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	6
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	3:4
Superintendent	1:4
New	Enhanced

828 Kingston Road – Glen Stewart Acres



Units	147
Description	7 - Storey High Rise Apt Bldg
Building age	62 years
City Ward	Beaches-East York
Location	Kingston Rd. & Main St.

Program Requests (2024/25)

1	Gentle Fitness
2	Health Checks
3	Computer Literacy
4	Bingo
5	Movie Nights

Preferred Spoken Language

English	64% of tenants
Mandarin	3%
Farsi	2%
Polish	1%
Cantonese	1%
Other	29%

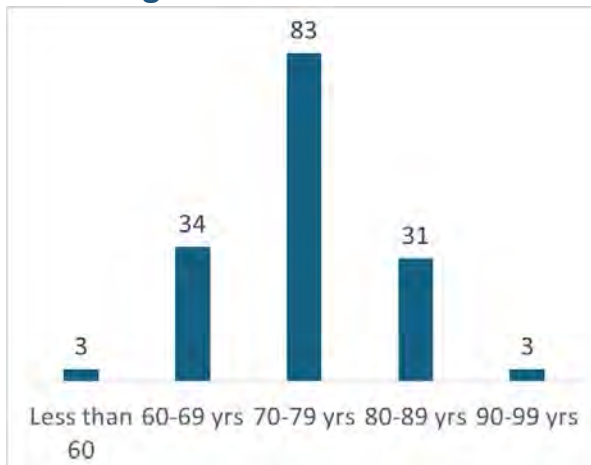
Community Activities Fund (CAF)

2024 budget	\$3,002.65
2024 spent to date	\$1,771.70

Unit Types

Bachelor	94 units (64%)
1-bedroom	53 units (36%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	17
Tenant volunteers	4
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	3:4
Superintendent	1:4
New	Enhanced

133 Merrill Avenue – Woodbine Acres



Units	42
Description	3 - Storey Low Rise Apt Bldg Walk-Up
Building age	64 years
City Ward	Beaches-East York
Location	Danforth Ave. & Woodbine Ave.

Unit Types

Bachelor	25 units (60%)
1-bedroom	17 units (40%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Morning Coffee Club social
- 2 Book Exchange/Club
- 3 Nail Care
- 4 Pet Therapy
- 5 Gentle Fitness

Preferred Spoken Language

English	60% of tenants
Cantonese	2%
Korean	2%
Other	36%

Community Activities Fund (CAF)

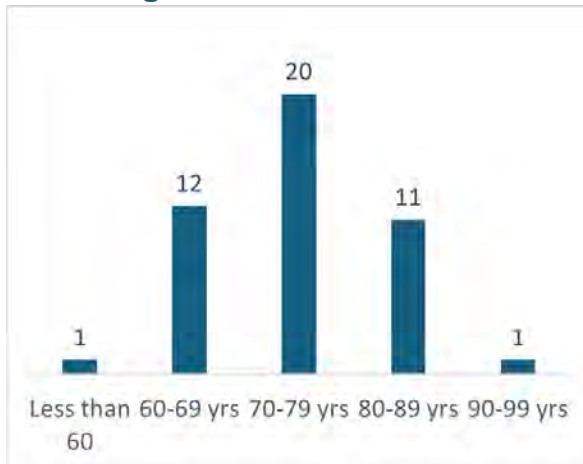
2024 budget	\$857.90
2024 spent to date	\$153.43

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	8
Tenant volunteers	3
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	3:4
Superintendent	1:4
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

50 Norway Avenue – Beaches Lions Centennial Apartments



Units	43
Description	2 - Storey Walk-Up Apt Bldg
Building age	57 years
City Ward	Beaches-East York
Location	Kingston Rd. & Woodbine Ave.

Unit Types

Bachelor	30 units (70%)
1-bedroom	13 units (30%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	70% of tenants
Mandarin	2%
Serbian	2%
Russian	2%
Other	24%

Community Activities Fund (CAF)

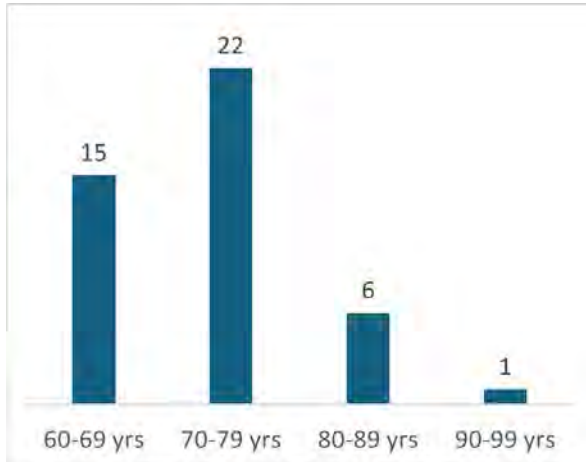
2024 budget	\$878.33
2024 spent to date	\$150.99

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	3
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	3:4
Superintendent	1:4
New	Enhanced

575 Danforth Road – Scarborough Acres



Units	16
Description	2 - Storey Walk-Up Apt Bldg
Building age	66 years
City Ward	Scarborough Southwest
Location	Danforth Rd. & Birchmount Ave.

Unit Types

Bachelor	8 units (50%)
1-bedroom	8 units (50%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	56% of tenants
Mandarin	6%
Japanese	6%
Armenian	6%
Greek	6%
Other	20%

Community Activities Fund (CAF)

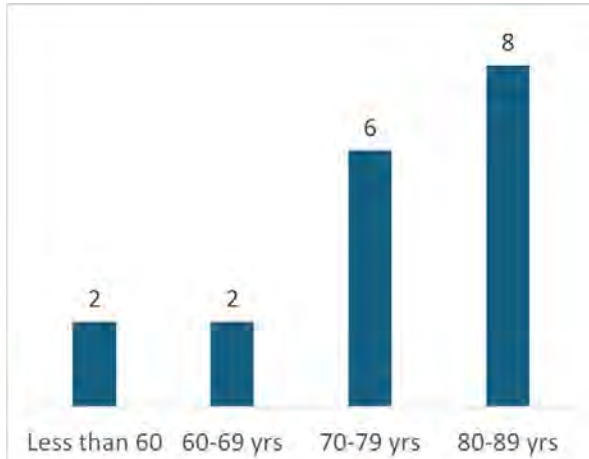
2024 budget	\$326.82
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

17 Brimley Road – St. Georges Manor



Units	330
Description	11 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	Scarborough Southwest
Location	Kingston Rd. & Brimley Ave.

Unit Types

Bachelor	248 units (75%)
1-bedroom	82 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Movie Night
- 2 Computer Basics
- 3 Gentle Fitness
- 4 Senior Talent Show
- 5 Dancing/DJ

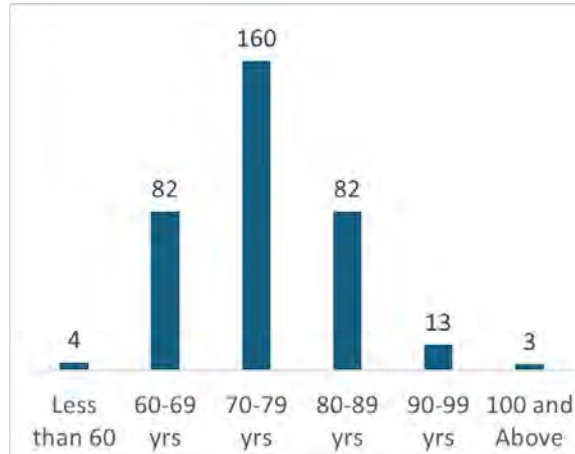
Preferred Spoken Language

English	59% of tenants
Cantonese	2%
Mandarin	2%
Tamil	2%
Greek	2%
Other	33%

Community Activities Fund (CAF)

2024 budget	\$6,740.65
2024 spent to date	\$2,323.11

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM	South Scarborough Chinese Alliance Drop In Social Weekly (10am-12pm)	Tenant Led Cake Decorating Weekly (10am-12pm)	Toronto Paramedics Services Medical Clinic Bi-Weekly (8:30am-1:30pm)				
11:00 AM						Transcare Community Support Services Exercise and Falls Prevention Weekly (11am-2pm)	
12:00 PM							
1:00 PM		Tenant Led Bible Study Weekly (1pm-3pm)	Transcare Community Support Services Exercise and Falls Prevention Weekly (11am-2pm)				
2:00 PM							
3:00 PM							
4:00 PM			Tenant Led Bingo Weekly (6pm-11pm)			Tenant Led Bingo Weekly (6pm-11pm)	Tenant Led Dancing Monthly (6pm-11pm) / Bingo Weekly (7pm-10pm)
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Transcare Community Support Services (Personal Care and Homemaking)

Tenant Volunteers

Engaged at building planning meeting	35
Tenant volunteers	3
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

717 Broadview Avenue – 717 Broadview



Units	69
Description	8 - Storey High Rise Apt Bldg
Building age	13 years
City Ward	Toronto-Danforth
Location	Danforth Ave. & Broadview Ave.

Unit Types

Bachelor	0 units (0%)
1-bedroom	62 units (90%)
2-bedroom	7 units (10%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Speaker - Aging in Place workshop
- 2 Falls Prevention fitness
- 3 Remote Care Monitoring
- 4 Crafts
- 5 Speaker: Elder Abuse/Bullying workshop

Preferred Spoken Language

English	66% of tenants
Cantonese	3%
Korean	1%
Other	30%

Community Activities Fund (CAF)

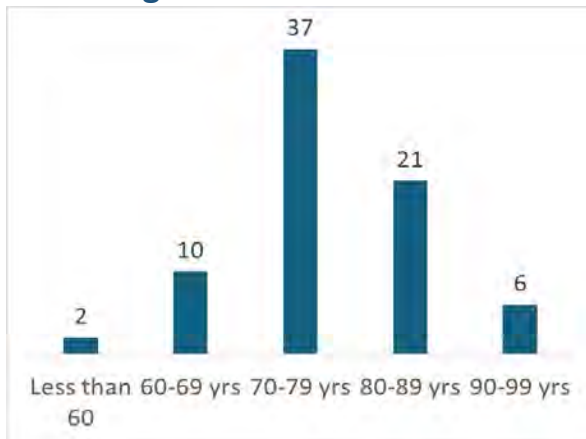
2024 budget	\$1,409.41
2024 spent to date	\$0.00

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM		One Health Partners Pet Therapy Monthly Date/Time: Based on the Availability of the Animals					
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	16
Tenant volunteers	3
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

80 Danforth Avenue – Broadview Manor



Units	131
Description	5 - Storey Mid Rise Apt Bldg
Building age	46 years
City Ward	Toronto-Danforth
Location	Danforth Ave. & Broadview Ave.

Unit Types

Bachelor	95 units (73%)
1-bedroom	36 units (27%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- Dental Clinic/Presentation gov program
- Foot/Nail Care
- Advance Care PLanning
- Remote Care Monitoring
- Fitness Program

Preferred Spoken Language

English	50% of tenants
Cantonese	11%
Mandarin	8%
Greek	4%
Farsi	2%
Other	25%

Community Activities Fund (CAF)

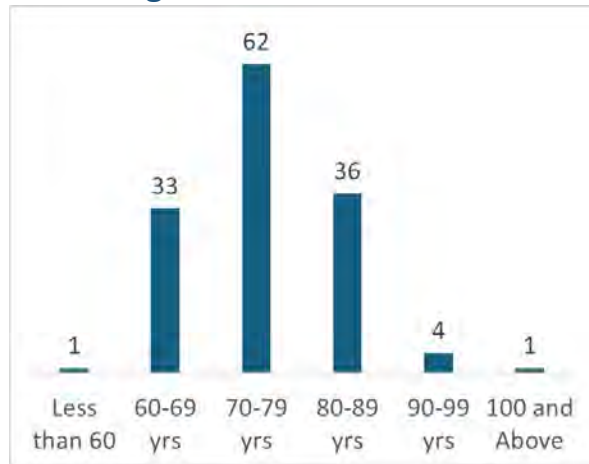
2024 budget	\$2,675.83
2024 spent to date	\$2,175.61

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM				Sunshine Centres for Seniors Social Recreation Weekly (9am-1pm)			
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM		Tenant Led Bingo Weekly (1pm-4pm)			Senior Services Long-Term Care Wellness Education Monthly (2pm-3:30pm)	Tenant Led Bingo Weekly (1pm-4pm)	
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

Senior Services and Long-Term Care
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	15
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

230 River Street – Riverdale Acres



Units	25
Description	3 - Storey Low Rise Apt Bldg Walk-Up
Building age	63 years
City Ward	Toronto Centre
Location	Gerrard St. E. & River St.

Program Requests (2024/25)

1	Games Night
2	Computer Basics
3	Bingo
4	Arts/Crafts
5	Movie Night

Preferred Spoken Language

English	80% of tenants
Cantonese	8%
Russian	4%
Other	8%

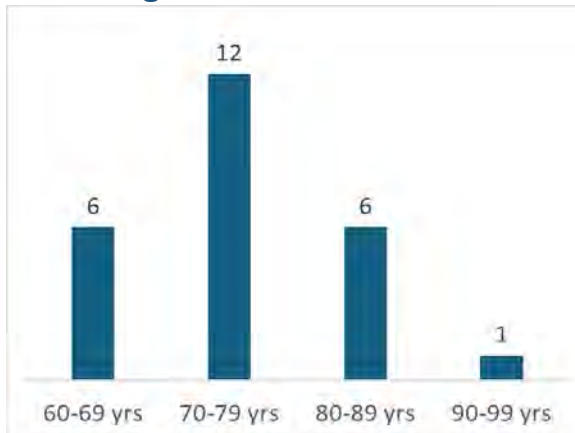
Community Activities Fund (CAF)

2024 budget	\$510.66
2024 spent to date	\$0.00

Unit Types

Bachelor	25 units (100%)
1-bedroom	0 units (0%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	8
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

330 Gerrard Street East – Donvale Manor



Units	81
Description	7 - Storey High Rise Apt Bldg
Building age	48 years
City Ward	Toronto Centre
Location	Gerrard St. E. & Parliament St.

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	36% of tenants
Cantonese	13%
Vietnamese	4%
Mandarin	4%
Tamil	1%
Other	42%

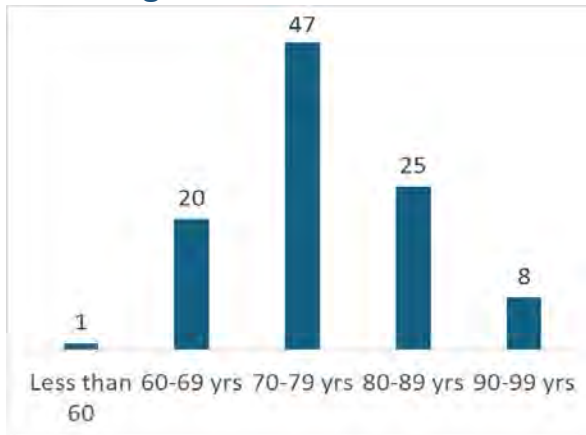
Community Activities Fund (CAF)

2024 budget	\$1,654.52
2024 spent to date	\$950.76

Unit Types

Bachelor	0 units (0%)
1-bedroom	81 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

9 Haldon Avenue – East York Acres



Units	200
Description	6 - Storey Mid Rise Apt Bldg
Building age	62 years
City Ward	Beaches-East York
Location	Woodbine Ave. & Cosburn Ave.

Unit Types

Bachelor	112 units (56%)
1-bedroom	88 units (44%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

1	Pot Luck
2	Diabetes Education
3	Gentle Exercise
4	Paramedicine
5	Food Share

Preferred Spoken Language

English	55% of tenants
Mandarin	3%
Farsi	3%
Spanish	2%
Bengali	1%
Other	36%

Community Activities Fund (CAF)

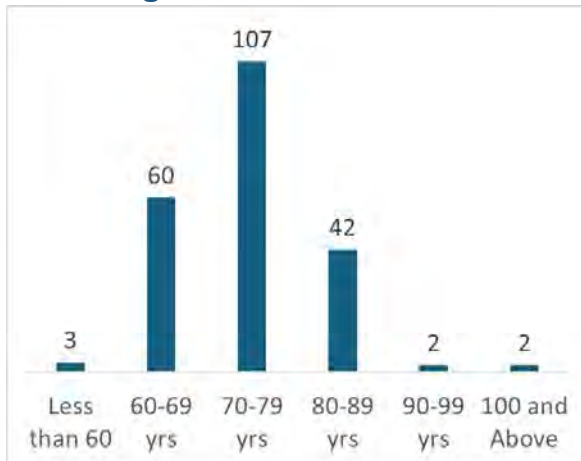
2024 budget	\$4,085.24
2024 spent to date	\$769.86

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



In-Home Care Program

Woodgreen Community Services
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	15
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

310 Dundas Street East – William Dennison Apts



Units	155
Description	7 - Storey High Rise Apt Bldg
Building age	44 years
City Ward	Toronto Centre
Location	Dundas St. E. & Sherbourne St.

Unit Types

Bachelor	125 units (81%)
1-bedroom	30 units (19%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	31% of tenants
Cantonese	16%
Mandarin	10%
Vietnamese	5%
Other	38%

Community Activities Fund (CAF)

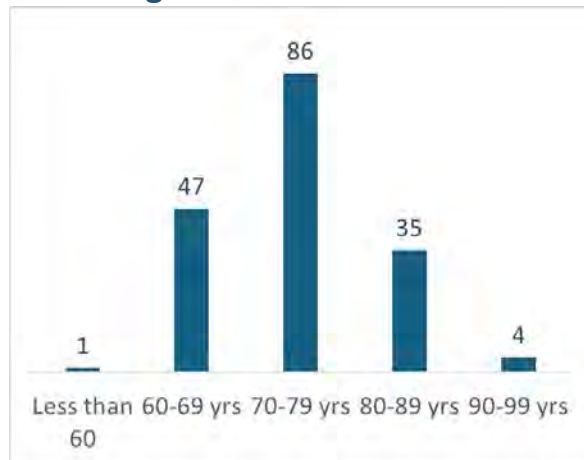
2024 budget	\$3,390.75
2024 spent to date	\$948.45

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM				🤝			
12:00 PM				Progress Place - Integrated Health Services Social, Lifeskills, and Mental Health Weekly (12pm-2pm)			
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	2
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

55 Bleecker Street – Winchester Square



Units	260
Description	14 - Storey High Rise Apt Bldg
Building age	44 years
City Ward	Toronto Centre
Location	Sherbourne Ave. & Carlton St.

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	37% of tenants
Mandarin	17%
Cantonese	6%
Korean	2%
Tamil	1%
Other	37%

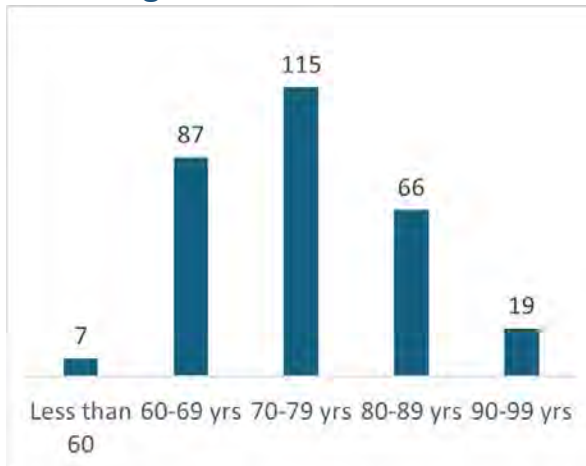
Community Activities Fund (CAF)

2024 budget	\$5,310.82
2024 spent to date	\$3,403.69

Unit Types

Bachelor	195 units (75%)
1-bedroom	65 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM					🤝		
10:00 AM			🤝		👤 Novo Peak Health Exercise and Falls Prevention Weekly (10am-11am)		
11:00 AM			👤 Novo Peak Health Exercise and Falls Prevention Weekly (11:30am-12:30pm)				
12:00 PM		🤝			👤 Dixon Hall Bingo, Educational Sessions Weekly (11am-3pm)		
1:00 PM		👤 Novo Peak Health Exercise and Falls Prevention Weekly (1pm-2pm)					
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍰	Food Security	🤝	Health and Wellness	👤	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Senior Services and Long-Term Care
(Supportive Housing)

Progress Place (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	0
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:3
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

859 Dundas Street East – May Birchard Apartments



Units	29
Description	4 - Storey Low Rise Apt Bldg
Building age	51 years
City Ward	Toronto-Danforth
Location	Dundas St. E. & Broadview Ave.

Program Requests (2024/25)

1 Meaningful day program

Preferred Spoken Language

Cantonese	27% of tenants
English	22%
Mandarin	22%
Other	29%

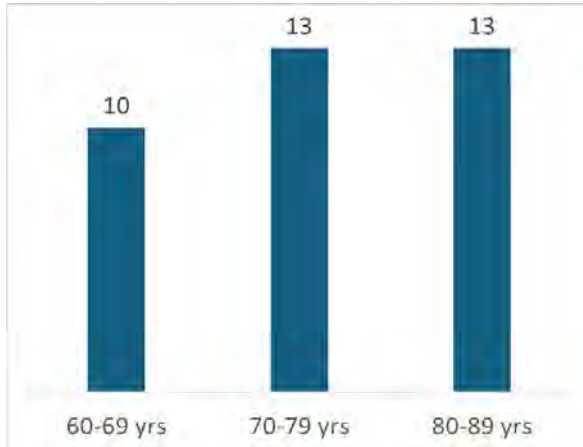
Community Activities Fund (CAF)

2024 budget	\$592.36
2024 spent to date	\$0.00

Unit Types

Bachelor	26 units (90%)
1-bedroom	3 units (10%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	5
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:2
New	Enhanced

369 Pape Avenue – Frances Beavis Manor



Units	139
Description	8 - Storey High Rise Apt Bldg
Building age	43 years
City Ward	Toronto-Danforth
Location	Gerrard St. E. & Pape Ave.

Program Requests (2024/25)

- 1 Remote Care Monitoring health
- 2 Mobile - Nail Care
- 3 Onsite health checkups and screenings
- 4 Meeting with Metrolink to review impact on building
- 5 'Birthday' month Celebrations

Preferred Spoken Language

English	27% of tenants
Cantonese	22%
Mandarin	6%
Korean	3%
Greek	3%
Other	39%

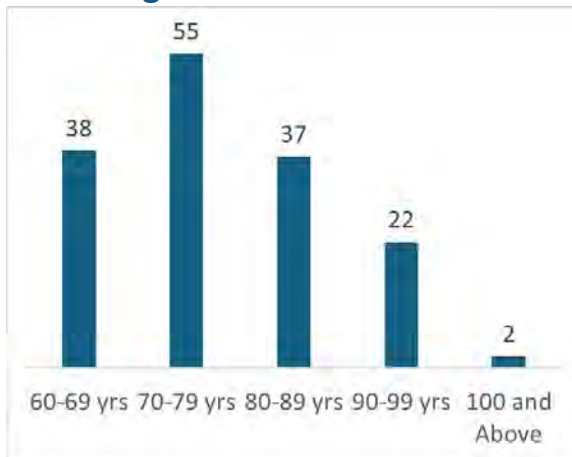
Community Activities Fund (CAF)

2024 budget	\$2,839.24
2024 spent to date	\$1,423.43

Unit Types

Bachelor	105 units (76%)
1-bedroom	34 units (24%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		Eastview Community Centre Social Recreation Programs Weekly (8:30am-12:30pm)					
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM				Eastview Community Centre Social Recreation Program Weekly (2:30pm-4:30pm)			
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	24
Tenant volunteers	1
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:2

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

252 Sackville Street – 252 Sackville St (Senior)



Units	159
Description	22 - Storey High Rise Apt Bldg
Building age	15 years
City Ward	Toronto Centre
Location	Dundas St. & Parliament St.

Program Requests (2024/25)

1	Weekly Coffe club social
2	Mobile Dental
3	Nail Care
4	Walking Group
5	Knitting group

Preferred Spoken Language

English	37% of tenants
Vietnamese	10%
Cantonese	9%
Mandarin	7%
Other	37%

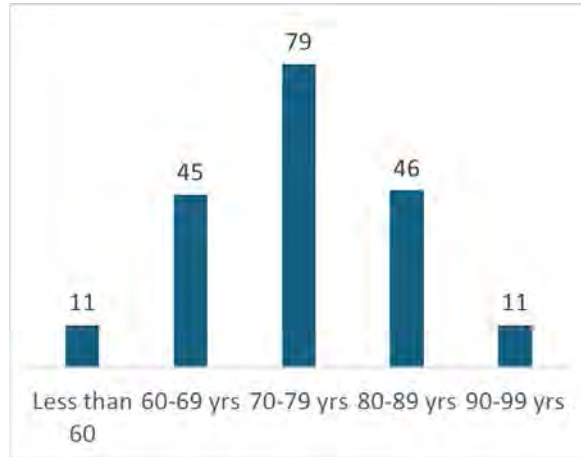
Community Activities Fund (CAF)

2024 budget	\$3,247.77
2024 spent to date	\$181.48

Unit Types

Bachelor	0 units (0%)
1-bedroom	147 units (92%)
2-bedroom	12 units (8%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		Sunshine Centres for Seniors Arts and Crafts, Games, and Exercise Weekly (10am-12pm)					
11:00 AM							
12:00 PM							
1:00 PM			Novo Peak Health Exercise / Falls Prevention Weekly (1pm-2pm)				
2:00 PM							Neighbourhood Group Bingo Weekly (1pm-3pm)
3:00 PM				Sunshine Centres for Seniors Arts/crafts, Games, and Exercise Weekly - (3pm-4pm)			
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	10
Tenant volunteers	2
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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540 Queen Street East – Edna Dixon Apartments



Units	44
Description	6 - Storey Mid Rise Apt Bldg
Building age	40 years
City Ward	Toronto Centre
Location	Queen St. E. & River St.

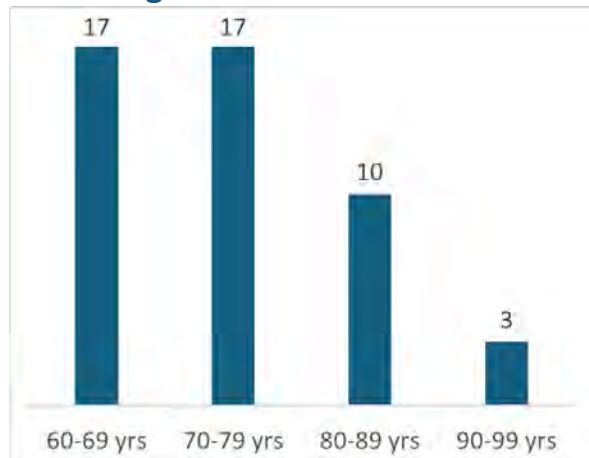
Program Requests (2024/25)

1	Cognitive Impairment Health Workshop
2	Gentle Fitness
3	Yoga/Tai Chi Fitness
4	Choir/Singing group
5	Buddy System

Unit Types

Bachelor	33 units (75%)
1-bedroom	11 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Preferred Spoken Language

English	49% of tenants
Mandarin	8%
Cantonese	6%
Other	37%

Community Activities Fund (CAF)

2024 budget	\$898.75
2024 spent to date	\$474.60

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	5
Tenant volunteers	3
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:3
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2
New	Enhanced

585 King Street East – 585 King Street East



Units	128
Description	8 - Storey High Rise Apt Bldg
Building age	10 years
City Ward	Toronto Centre
Location	King St. E. & River St.

Unit Types

Bachelor	0 units (0%)
1-bedroom	128 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

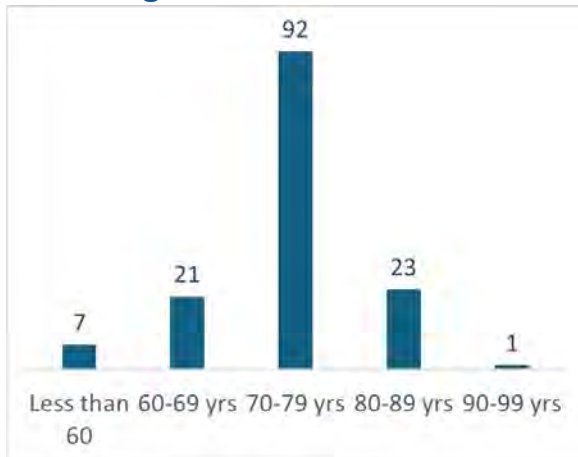
- Gentle Fitness
- Advanced Care Planning workshop
- Health Checks
- Choir sing

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM						Progress Place Integrated Health Services Social, Lifeskills, and Mental Health Weekly (12pm-2pm)	
1:00 PM							
2:00 PM		Tenant Led Painting Class Weekly (2pm-3:30pm)					
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Age



Preferred Spoken Language

English	74% of tenants
Other	26%

Community Activities Fund (CAF)

2024 budget	\$2,614.56
2024 spent to date	\$156.96

In-Home Care Program

Community Living
(Supported Living)

Tenant Volunteers

Engaged at building planning meeting	8
Tenant volunteers	5
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:14
Seniors Services Coordinator	1:4
Tenant Services Administrator	1:4
Community Safety Advisor	1:39
Custodial Maintenance Person 1	1:2
Superintendent	1:2
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

Toronto Seniors Housing Corporation (TSHC)

The regional and building profiles for the SOUTHWEST region.

South West

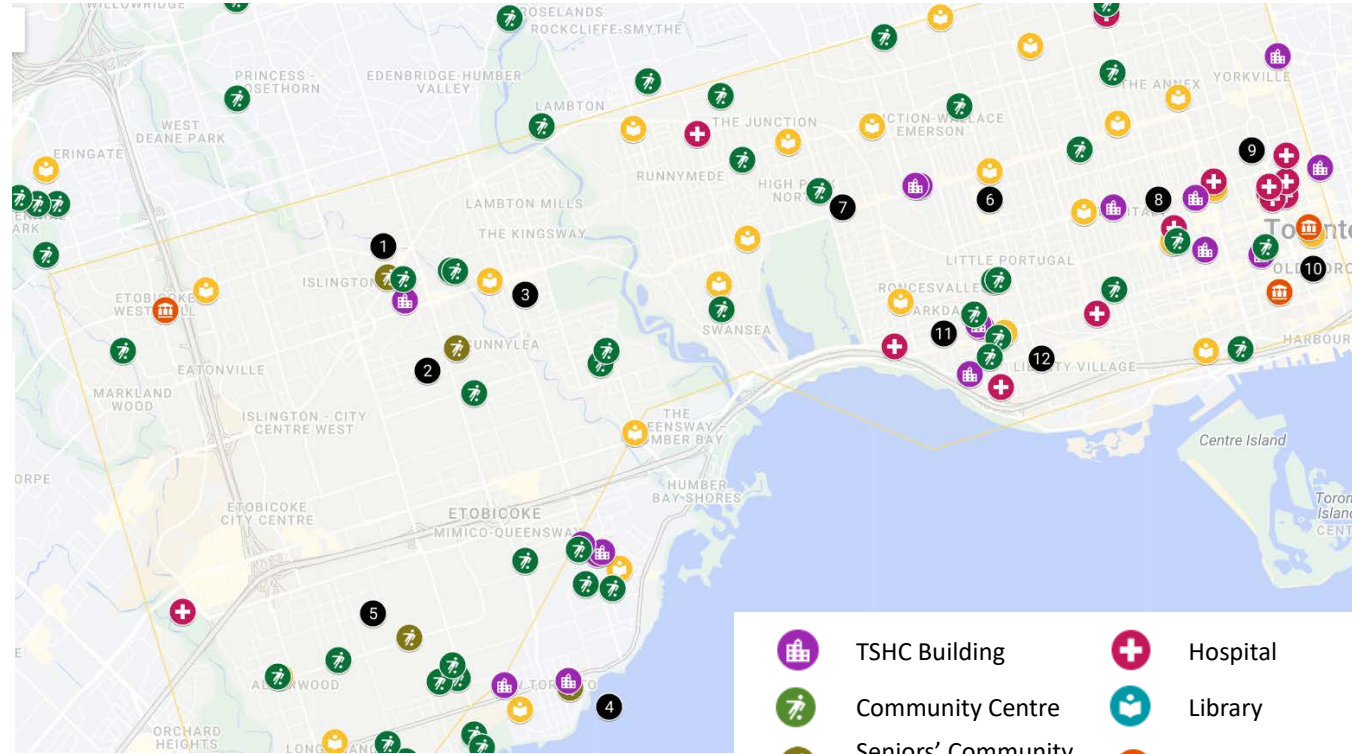
Regional Map

Unit Types

Bachelor	1,755 units (52%)
1-bedroom	1,624 units (48%)
2-bedroom	8 units (0%)
3-bedroom	0 units (0%)

City of Toronto Wards

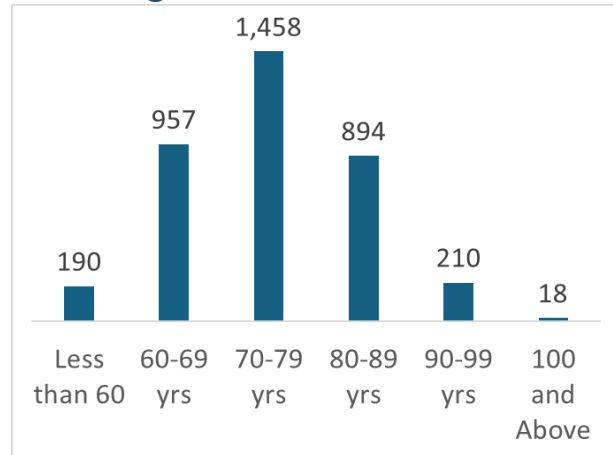
- 1 Davenport
- 2 Etobicoke-Lakeshore
- 3 Parkdale-High Park
- 4 Spadina-Fort York
- 5 Toronto Centre
- 6 University-Rosedale



TSHC Buildings within House Calls Postal Code(s)

1. 91 Augusta Ave.
2. 423 Yonge St.
3. 18 Davenport Rd.
4. 34 Oxford St.
5. 168 John St.
6. 72 Clinton St.
7. 55-77 Rankin Cres.

Tenant Age



Preferred Spoken Language

English	35% of tenants
Cantonese	7%
Mandarin	5%
Polish	4%
Korean	3%
Other	46%

Number of Calls for Service (Community Safety Unit)

Year	2021	2022	% Change (2022)	2023	% Change (2023)
Number of Calls	1,773	2,156	22%	2,279	6%

Note: The data shown represents the best available information as of September 2024.

Points of Interests

- | | |
|---------------------------------|-------------------------------|
| 1 Islington Seniors' Centre | 7 Kelle Community Centre |
| 2 Fairfield Seniors' Centre | 8 Toronto Western Hospital |
| 3 Brentwood Library | 9 Toronto General Hospital |
| 4 New Toronto Seniors' Centre | 10 City Hall / Metro Hall |
| 5 Horner Avenue Seniors' Centre | 11 St. Joseph's Health Centre |
| 6 Bloor-Gladstone Library | 12 Parkdale Library |

168 John Street – Beverley Manor



Units	180
Description	7 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	Spadina-Fort York
Location	Queen St. W. & Spadina Ave.

Program Requests (2024/25)

- 1 Strength and Fall Prevention health
- 2 Fraud Prevention and Safety
- 3 Food Banks
- 4 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 5 Vaccine Clinics

Preferred Spoken Language

English	18% of tenants
Cantonese	17%
Mandarin	14%
Vietnamese	2%
Other	49%

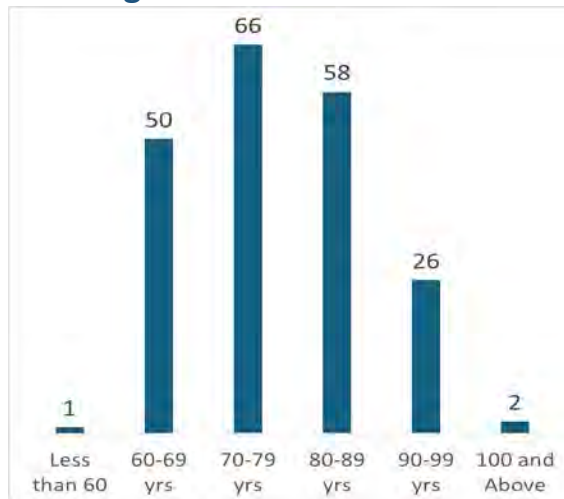
Community Activities Fund (CAF)

2024 budget	\$3,676.72
2024 spent to date	\$0.00

Unit Types

Bachelor	138 units (77%)
1-bedroom	42 units (23%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	26
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

423 Yonge Street – College View Apartments



Units	340
Description	20 - Storey High Rise Apt Bldg
Building age	54 years
City Ward	Toronto Centre
Location	Carlton St. & Yonge St.

Unit Types

Bachelor	272 units (80%)
1-bedroom	68 units (20%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Computer Basics
- 2 Stretching, Yoga, Taichi fitness
- 3 Fraud Prevention and Safety
- 4 Food Banks
- 5 Healthy Eating/Cooking Classes

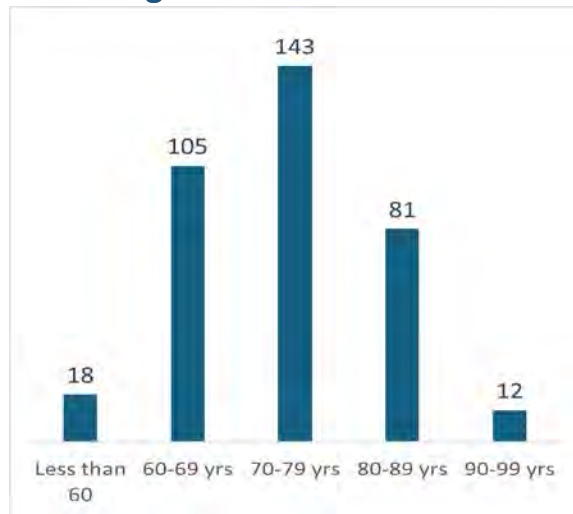
Preferred Spoken Language

English	42% of tenants
Cantonese	4%
Mandarin	4%
Spanish	2%
Russian	2%
Other	46%

Community Activities Fund (CAF)

2024 budget	\$6,944.91
2024 spent to date	\$0.00

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM		Toronto Paramedics Services Medical Clinic	🤝				
9:00 AM		Bi-Weekly (8:30am-1:30pm)					
10:00 AM			👥	👥	👥	👥	
11:00 AM	👥	LOFT - Social-Rec Programs - Weekly (11am-12pm)	LOFT - Social-Rec Programs - Weekly (11am-12pm)	LOFT - Social-Rec Programs - Weekly (11am-12pm)	LOFT - Social-Rec Programs - Weekly (11am-12pm)	LOFT - Social-Rec Programs - Weekly (11am-12pm)	
12:00 PM		Toronto Paramedics Services - Medical Clinic (8:30am-1:30pm)			Tenant Led Spiritual Teachings Weekly (12:30pm-1:30pm)	🏛️	
1:00 PM			👥				
2:00 PM			Society of Sharing Tenant Socialization Weekly (2pm-4pm)				
3:00 PM		👥		👥	👥	👥	
4:00 PM		LOFT Community Service - Social Recreation Programs Weekly (4:30pm-5:30pm)	LOFT Community Service - Social Recreation Programs Weekly (4:30pm-5:30pm)	LOFT Community Service - Social Recreation Programs Weekly (4:30pm-5:30pm)	LOFT Community Service - Social Recreation Programs Weekly (4:30pm-5:30pm)	LOFT Community Service - Social Recreation Programs Weekly (4:30pm-5:30pm)	
5:00 PM							

🎓	Learning and Development	🍷	Food Security	🤝	Health and Wellness	👥	Social Recreation	🏛️	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- COTA Health (Supportive Housing)
- LOFT Community Services (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	19
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

41 Mabelle Street – Islington Manor



Units	350
Description	19 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	Etobicoke-Lakeshore
Location	Bloor St. W. & Islington Ave.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Walking Group
- 3 Strength and Fall Prevention
- 4 Seniors Abuse workshop
- 5 Healthy Eating/Cooking Classes

Preferred Spoken Language

English	36% of tenants
Korean	11%
Russian	5%
Serbian	5%
Polish	4%
Other	39%

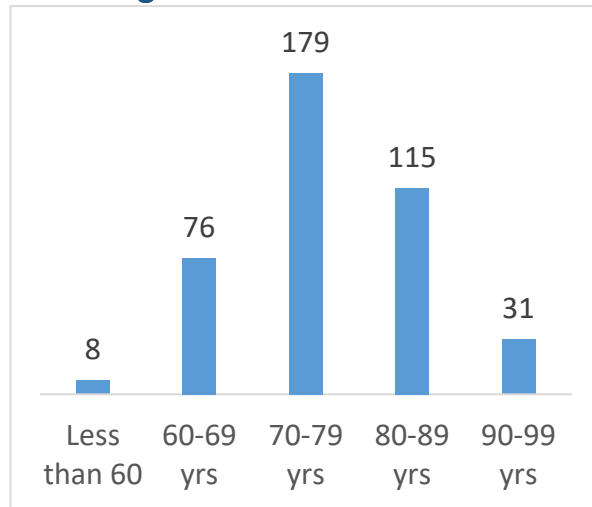
Community Activities Fund (CAF)

2024 budget	\$7,149.18
2024 spent to date	\$4,149.91

Unit Types

Bachelor	38 units (11%)
1-bedroom	312 units (89%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM			MABELLEarts - Seniors on the Move: Expressive Movement Weekly (9am-1pm)				
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM			MABELLEarts - Elder Dance Program - Weekly (1pm-5pm)		Reconnect - Exercise and Socialization Weekly - (1:30pm-4pm)		
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Storefront Humber (Supportive Housing)	
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Tenant Volunteers

Engaged at building planning meeting	25
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:12
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

20-25 West Lodge Avenue – May Robinson Apts



Units	397
Description	11 - Storey High Rise Apt Bldg & 1 - Storey wing connected to 2 - Storey Low-Rise Wing
Building age	65 years
City Ward	Parkdale-High Park

Program Requests (2024/25)

- 1 Computer Basics
- 2 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 3 Seniors Abuse
- 4 Managing Money workshop
- 5 Healthy Eating Classes

Preferred Spoken Language

English	41% of tenants
Polish	3%
Spanish	3%
Vietnamese	3%
portuguese	2%
Other	48%

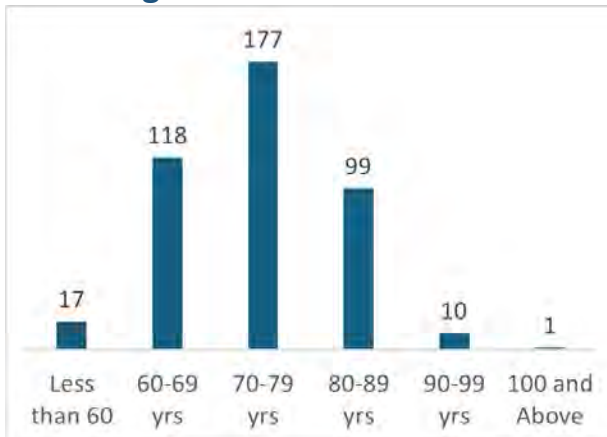
Community Activities Fund (CAF)

2024 budget	\$8,109.21
2024 spent to date	\$2,993.33

Unit Types

Bachelor	244 units (61%)
1-bedroom	153 units (39%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM						
9:00 AM						
10:00 AM		*WNH - Chair Yoga - Bi-Weekly (10am-12pm)	Toronto Paramedic Services - Medical Clinics - Bi-Weekly (8:30am-1:30pm)	*WNH - New Horizons for Seniors - Weekly Space: Blue Room (9am-11am)	Parkdale Golden Age Foundation - Tai Chi, Arts and Crafts, Presentations - Weekly (9am-4pm)	
11:00 AM						
12:00 PM						
1:00 PM		*WNH - Discussion: Aging in Place - Weekly (1pm-3pm)				
2:00 PM			*WNH - West Active Living Learning Centre - Bi-Weekly (1pm-7pm)	Parkdale Golden Age Foundation - Bingo (and other games) and Tai Chi - Weekly (9am-4pm)		
3:00 PM						
4:00 PM						*WNH - West Active Living Learning Centre - Bi-Weekly (1pm-7pm)
5:00 PM						

*WNH - West Neighbourhood House;

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

West Neighbourhood House
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	17
Tenant volunteers	6
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:11
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

18 Davenport Road – McMurrich Place



Units	128
Description	16 - Storey High Rise Apt Bldg
Building age	44 years
City Ward	University-Rosedale
Location	Yonge St. & Davenport Rd.

Program Requests (2024/25)

- 1 Computer Basics
- 2 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 3 Food Banks
- 4 Fraud Prevention and Safety
- 5 Walking Group

Preferred Spoken Language

English	44% of tenants
Mandarin	8%
Korean	6%
Russian	5%
Serbian	4%
Other	33%

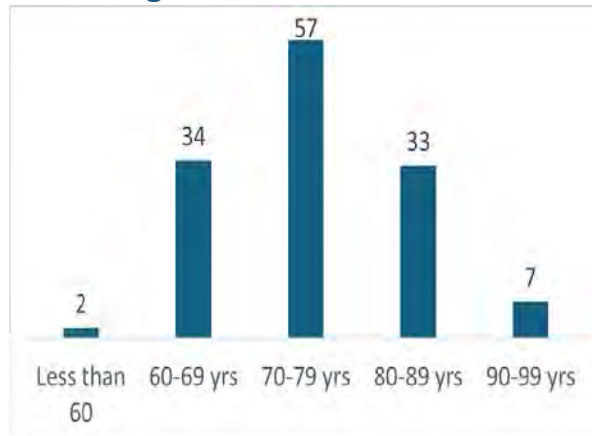
Community Activities Fund (CAF)

2024 budget	\$2,614.56
2024 spent to date	\$0.00

Unit Types

Bachelor	98 units (77%)
1-bedroom	30 units (23%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	9
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:33
Custodial Maintenance Person 1	N/A
Superintendent	1:1

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

55-77 Rankin Avenue – Rankin Apartments



Units	297
Description	9 - Storey High Rise Apt Bldg
Building age	32 years
City Ward	Davenport
Location	Bloor St. W. & Lansdowne Ave.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Food Banks
- 3 Walking Group
- 4 Community Meals
- 5 Tax Clinics

Preferred Spoken Language

English	57% of tenants
Korean	5%
Spanish	3%
Portuguese	3%
Vietnamese	2%
Other	32%

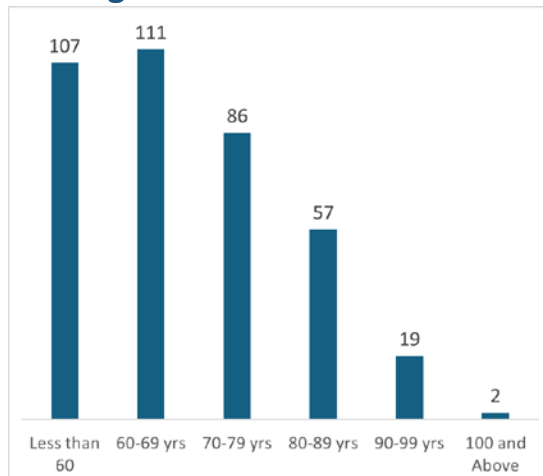
Community Activities Fund (CAF)

2024 budget	\$6,046.16
2024 spent to date	\$2,591.43

Unit Types

Bachelor	0 units (0%)
1-bedroom	297 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM						
9:00 AM						
10:00 AM						
11:00 AM		LA Centre for Seniors Food Drive - Weekly (9am-2pm)	LA Centre for Seniors Workshops/ Movie Screenings - Weekly (11am-1pm)			LA Centre - Zumba - Weekly (11am-12pm)
12:00 PM						LA Centre - Chair Yoga - Weekly (12pm-1pm)
1:00 PM						LA Centre - Community Lunch - Weekly (1pm-2pm)
2:00 PM		LA Centre for Seniors Exercise Program - Weekly (2pm-4pm)	LA Centre for Seniors Bingo - Weekly (2:30pm-4pm)	LA Centre for Seniors Exercise Program Weekly (2pm-4pm)		
3:00 PM						
4:00 PM						Tenant Led - Family Movie Nights Bi-Weekly (6pm-8pm)
5:00 PM						

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

LA Centre for Seniors (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	19
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

1447 King St West – Springhurst Manor



Units	59
Description	6 - Storey Mid Rise Apt Bldg
Building age	32 years
City Ward	Parkdale-High Park
Location	King St. W. & Springhurst Ave.

Program Requests (2024/25)

- 1 Stretching, Yoga, Taichi
- 2 Aerobic Activities/Dancing/ Zumba
- 3 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 4 Food Banks
- 5 Community Meals

Preferred Spoken Language

English	50% of tenants
Polish	12%
Spanish	3%
Other	35%

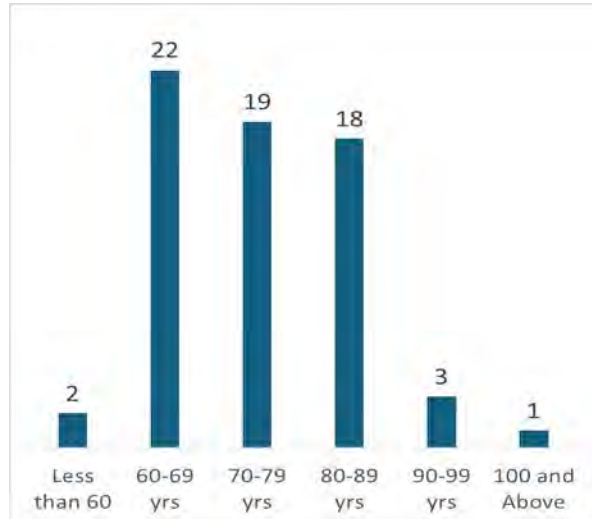
Community Activities Fund (CAF)

2024 budget	\$1,205.15
2024 spent to date	\$153.43

Unit Types

Bachelor	0 units (0%)
1-bedroom	59 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM					West Neighbourhood House - West Active Living Learning Centre - Weekly (1pm-7pm)		
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	2
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:33
Custodial Maintenance Person 1	N/A
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

91 Augusta Street – Alexandra Park Apts.



Units	257
Description	14 - Storey High Rise Apt Bldg
Building age	56 years
City Ward	Spadina-Fort York
Location	Queen St. W. & Spadina Ave.

Program Requests (2024/25)

- 1 Healthy Eating/Cooking Classes
- 2 Computer Basics
- 3 Fraud Prevention and Safety
- 4 Onsite health information (e.g., diabetes, mental health, heart health, medication management, addictions, dementia)
- 5 Seniors Abuse

Preferred Spoken Language

Cantonese	40% of tenants
Mandarin	21%
English	8%
Vietnamese	6%
Spanish	3%
Other	22%

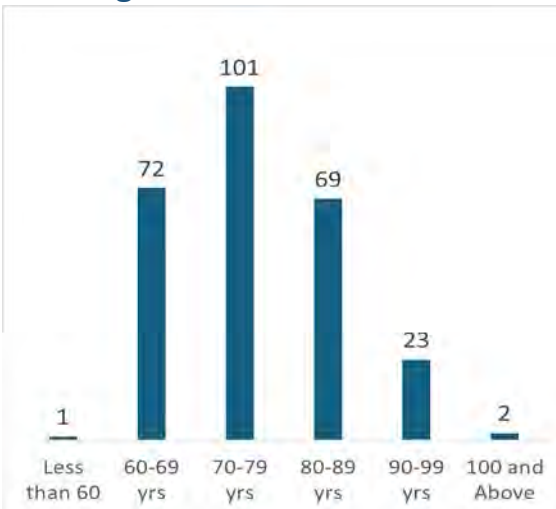
Community Activities Fund (CAF)

2024 budget	\$5,249.54
2024 spent to date	\$3,048.88

Unit Types

Bachelor	204 units (79%)
1-bedroom	53 units (21%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		Fort York Food Bank - Food Delivery Service - Bi-Weekly (9:30am-1:30pm)	Tenant Led Walking Group Weekly (10:30am-11:30am)				
10:00 AM							
11:00 AM					Tenant Led Mandarin Reading Group Weekly (12pm-2pm)		
12:00 PM							
1:00 PM						Toronto Chinese Baptist Church Spiritual Teaching Monthly (2pm-3:30pm)	
2:00 PM							
3:00 PM							
4:00 PM		Novo Peak Health Exercise Class Weekly (4pm-5pm)		Novo Peak Health Falls Prevention Weekly (4pm-5pm)		Novo Peak Health Exercise Class / Falls Prevention Weekly (3:30pm-5:30pm)	
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Carefirst Seniors and Community Services Association
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	13
Tenant volunteers	2
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

340 Royal York Avenue – Edwards Manor



Units	307
Description	16 - Storey High Rise Apt Bldg
Building age	52 years
City Ward	Etobicoke-Lakeshore
Location	Royal York Rd. & Newcastle St.

Program Requests (2024/25)

- 1 Fraud Prevention and Safety workshop
- 2 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 3 Tax Clinics
- 4 Community Meals
- 5 Strength and Fall Prevention

Preferred Spoken Language

English	42% of tenants
Polish	7%
Russian	4%
Ukrainian	3%
Spanish	2%
Other	42%

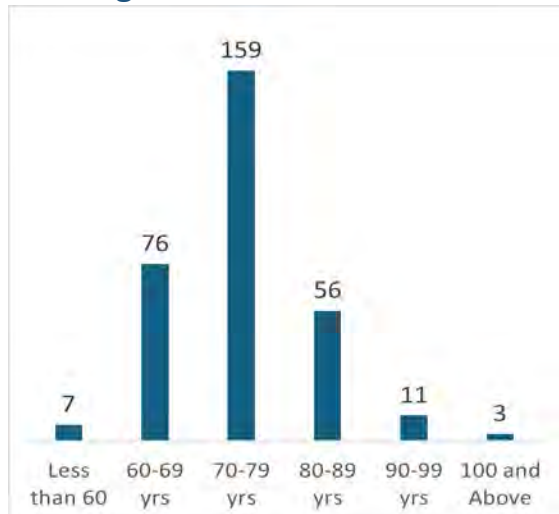
Community Activities Fund (CAF)

2024 budget	\$6,270.85
2024 spent to date	\$2,536.84

Unit Types

Bachelor	281 units (92%)
1-bedroom	26 units (8%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM		Reconnect - Exercise and Socialization Weekly (9:30am-12pm)					
10:00 AM							
11:00 AM							
12:00 PM							Hope Church - Food Delivery Monthly (11am-2pm)
1:00 PM							
2:00 PM			Tenant Led Crochet Group Weekly (2pm-4pm)				
3:00 PM							
4:00 PM				PACE Exercise Class Weekly (4:30pm-5:30pm)			
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- ABI Possibilities Inc.** (Supportive Housing)
- PACE Independent Living** (Supportive Housing)
- Storefront Humber** (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	30
Tenant volunteers	5
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:1

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

98-100 Cavell Avenue – Griggs Manor



Units	400
Description	7 & 6 - Storey High Rise Apt. Bldg.
Building age	47 years
City Ward	Etobicoke-Lakeshore
Location	Royal York & Cavell

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Seniors Abuse workshop
- 3 Tax Clinics
- 4 Computer Basics
- 5 Fraud Prevention and Safety

Preferred Spoken Language

English	38% of tenants
Polish	12%
Russian	6%
Ukrainian	4%
Spanish	3%
Other	37%

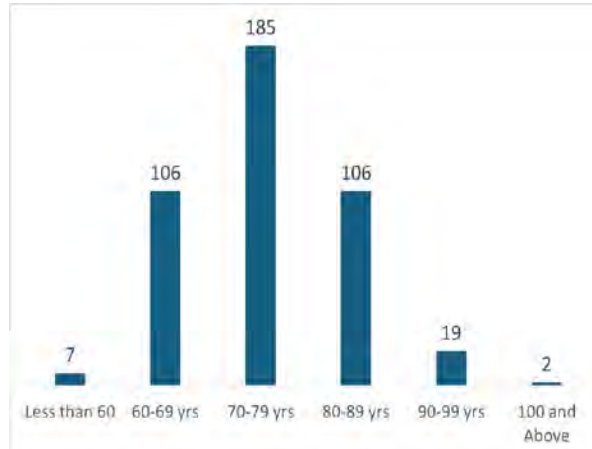
Community Activities Fund (CAF)

2024 budget	\$8,170.49
2024 spent to date	\$2,519.82

Unit Types

Bachelor	229 units (57%)
1-bedroom	165 units (41%)
2-bedroom	6 units (2%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM					Reconnect - Cognitive Behaviour Therapy Class Weekly		
10:00 AM			Reconnect - Mindfulness Class Weekly		Library Room (11am-12pm)		Hope Church Food Delivery Monthly (11am-2pm)
11:00 AM			Library Room (11am-12pm)				
12:00 PM		Reconnect - Exercise and Socialization Weekly (1:30pm-4:30pm)					
1:00 PM				Tenant Led Games and Craft Weekly (2pm-4pm)	Tenant Led Weights Class Weekly (2pm-3:30pm)		
2:00 PM							
3:00 PM	Tenant Led Billiard Lessons (4pm-6pm) and Piano (7:30pm-8:30pm) Weekly	Tenant Led Piano Lesson Weekly (7pm-8pm)	Tenant Led Weights Class Weekly (6pm-7pm)				
4:00 PM						Tenant Led Bingo Weekly (7pm-9pm)	Tenant Led Movie Night Monthly (7:30pm-10pm)
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

Stormfront Humber
(Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	26
Tenant volunteers	6
Tenant Circles	1

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	2:1
Superintendent	1:1
New	Enhanced

Note: The data shown represents the best available information as of September 2024.

34 Oxford Street – Kensington Manor



Units	189
Description	7 - Storey High Rise Apt Bldg
Building age	45 years
City Ward	University-Rosedale
Location	College St. & Spadina Ave.

Program Requests (2024/25)

- 1 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 2 Healthy Eating Classes
- 3 English Lessons
- 4 Fraud Prevention and Safety
- 5 Tax Clinics

Preferred Spoken Language

Cantonese	39% of tenants
Mandarin	20%
English	12%
Vietnamese	4%
portuguese	4%
Other	21%

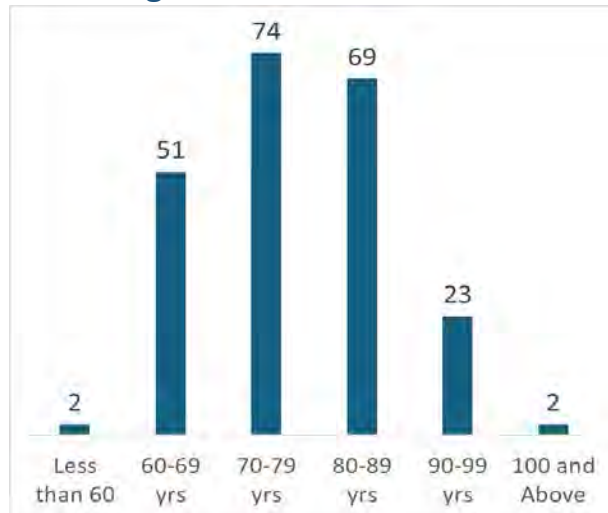
Community Activities Fund (CAF)

2024 budget	\$3,860.56
2024 spent to date	\$0.00

Unit Types

Bachelor	141 units (75%)
1-bedroom	48 units (25%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM		Toronto Evergreen Alliance Church Spiritual Teaching Weekly (12pm-2:30pm)		Novo Peak Health Exercise (1:30pm-2:30pm) and Falls Prevention (2:30pm-3:30pm) Weekly			
1:00 PM							Novo Peak Health Falls Prevention (1:30pm-2:30pm) Weekly
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	32
Tenant volunteers	0
Tenant Circles	0

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:3
Community Safety Advisor	1:33
Custodial Maintenance Person 1	N/A
Superintendent	1:2
New	Enhanced

72 Clinton Street – Leonardo Court



Units	157
Description	7 - Storey High Rise Apt Bldg
Building age	35 years
City Ward	University-Rosedale
Location	College St. & Bathurst St.

Program Requests (2024/25)

- 1 Computer Basics
- 2 Strength and Fall Prevention
- 3 Healthy Eating Classes
- 4 Community Meals
- 5 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)

Preferred Spoken Language

English	28% of tenants
Mandarin	14%
Cantonese	12%
Portuguese	9%
Vietnamese	6%
Other	31%

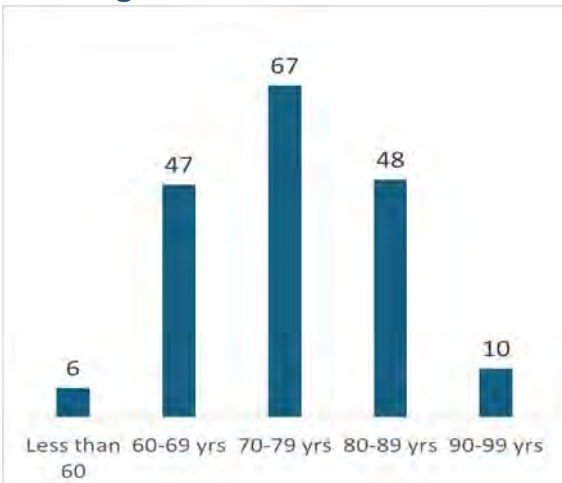
Community Activities Fund (CAF)

2024 budget	\$3,206.92
2024 spent to date	\$2,443.78

Unit Types

Bachelor	0 units (0%)
1-bedroom	157 units (100%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM		🤝		🤝		🤝	
11:00 AM		Novo Peak Health Exercise Class / Falls Prevention Weekly (11am-1pm)		Novo Peak Health Falls Prevention Weekly (11am-12pm)		Novo Peak Health Falls Prevention Weekly (11am-12pm)	
12:00 PM							
1:00 PM		👥		👥			
2:00 PM		Society of Sharing Tenant Socialization Weekly (2pm-4pm)	Tenant Led Karaoke Weekly (2pm-5pm)	Tenant Led Puzzle and Board Games Weekly (2pm-4pm)	Tenant Led Karaoke Weekly (2pm-5pm)		
3:00 PM							
4:00 PM							
5:00 PM							

🎓	Learning and Development	🍽️	Food Security	🤝	Health and Wellness	👥	Social Recreation	🕯️	Faith Based
🟢	Agency Led	🟠	Tenant Led						

Tenant Volunteers

Engaged at building planning meeting	19
Tenant volunteers	3
Tenant Circles	1

Note: The data shown represents the best available information as of September 2024.

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:2
New	Enhanced

250 Twelfth Avenue – Lurette Manor



Units	178
Description	14 - Storey High Rise Apt Bldg
Building age	31 years
City Ward	Etobicoke-Lakeshore
Location	Lakeshore Blvd. W. & Islington Ave.

Program Requests (2024/25)

N/A

Preferred Spoken Language

English	26% of tenants
Polish	18%
Korean	8%
Spanish	5%
Ukrainian	4%
Other	39%

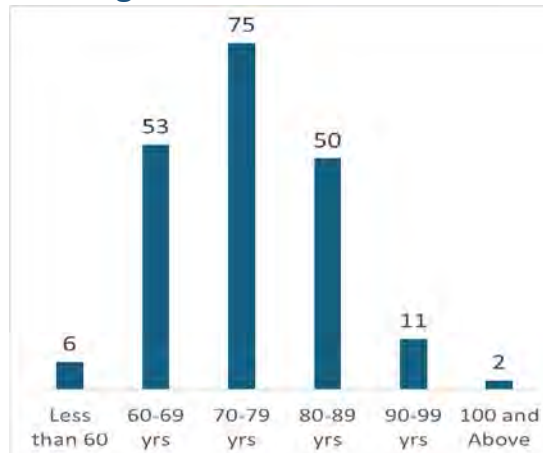
Community Activities Fund (CAF)

2024 budget	\$3,635.87
2024 spent to date	\$0.00

Unit Types

Bachelor	0 units (0%)
1-bedroom	176 units (99%)
2-bedroom	2 units (1%)
3-bedroom	0 units (0%)

Tenant Age



Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM			 Parkdale Golden Age Foundation Social Hour, Games, and Board Games Weekly (9am-4pm)				
10:00 AM							
11:00 AM							 Hope Church Food Delivery Monthly (11am-2pm)
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

	Learning and Development		Food Security		Health and Wellness		Social Recreation		Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- Canadian Mental Health (Supportive Housing)
- Supportive Housing in Peel (Supportive Housing)
- Storefront Humber (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	11
Tenant volunteers	0
Tenant Circles	0

Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:2
Tenant Services Administrator	1:4
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:2

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

2835 Lakeshore Boulevard West – Woods Manor



Units	148
Description	9 - Storey High Rise Apt Bldg & 5 - Storey Wing
Building age	44 years
City Ward	Etobicoke-Lakeshore
Location	Fourth Ave. & Lakeshore Blvd. W.

Unit Types

Bachelor	110 units (74%)
1-bedroom	38 units (26%)
2-bedroom	0 units (0%)
3-bedroom	0 units (0%)

Program Requests (2024/25)

- 1 Computer Basics
- 2 Stretching, Yoga, Taichi fitness
- 3 Onsite health checkups and screenings (e.g., blood pressure, hearing, vision, foot care)
- 4 Healthy Eating/Cooking Classes
- 5 Tax Clinics

Preferred Spoken Language

English	47% of tenants
Polish	8%
Spanish	4%
Ukrainian	4%
Russian	2%
Other	35%

Community Activities Fund (CAF)

2024 budget	\$3,023.08
2024 spent to date	\$434.53

Recurring Agency-Led and Tenant-Led Programs

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM					👏		
12:00 PM			👥		Dancing with Parkinsons Chair Exercise Weekly (11am-12pm)		
1:00 PM			Parkdale Golden Age Foundation Social Hour (Games, Crafts) Weekly (1:30pm-3pm)				
2:00 PM							
3:00 PM							👥
4:00 PM							Tenant Led Movie Nights Weekly (7pm-9pm)
5:00 PM							

🎓	Learning and Development	🍰	Food Security	👏	Health and Wellness	👥	Social Recreation	🏠	Faith Based
	Agency Led		Tenant Led						

In-Home Care Program

- Canadian Mental Health Association (Supportive Housing)
- Storefront Humber (Supportive Housing)
- Supportive Housing in Peel (Supportive Housing)

Tenant Volunteers

Engaged at building planning meeting	11
Tenant volunteers	3
Tenant Circles	1

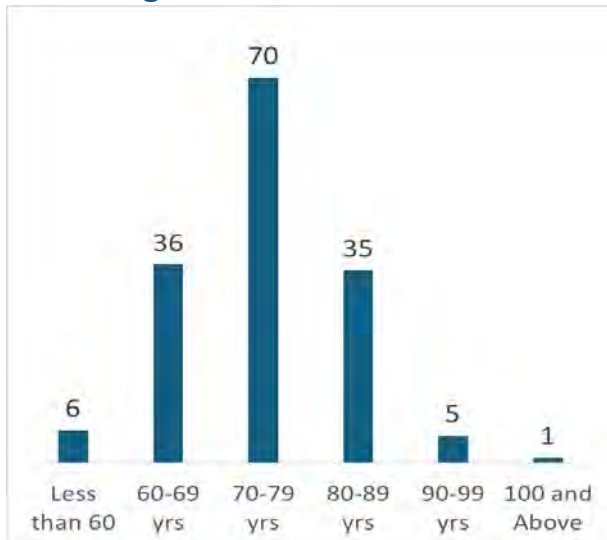
Staff to Building Ratio for Support

Community Services Coordinator	1:15
Seniors Services Coordinator	1:1
Tenant Services Administrator	1:2
Community Safety Advisor	1:33
Custodial Maintenance Person 1	1:1
Superintendent	1:2

New	Enhanced
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Note: The data shown represents the best available information as of September 2024.

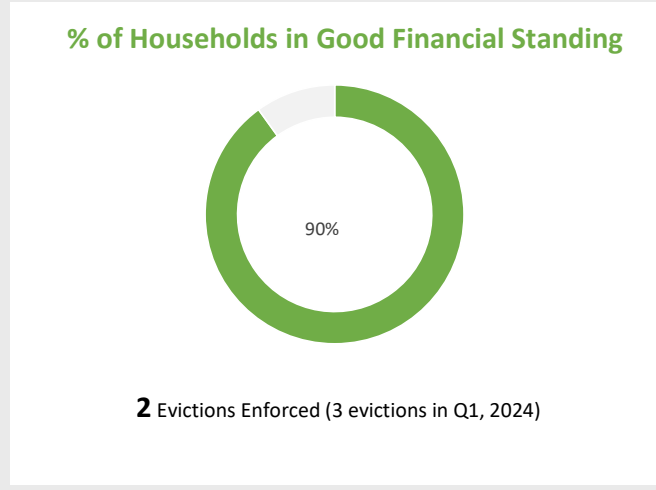
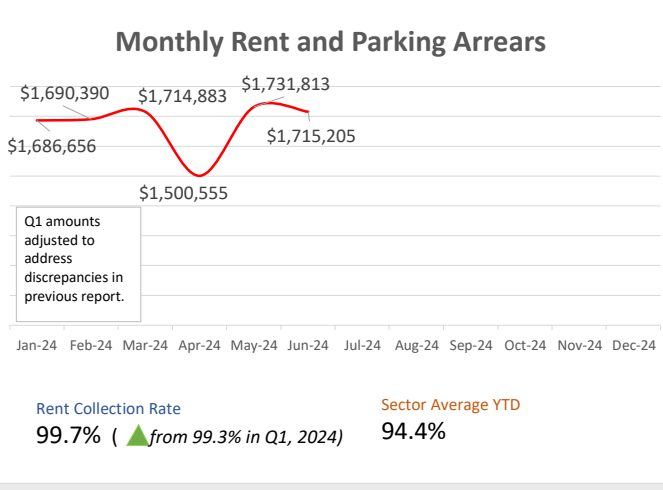
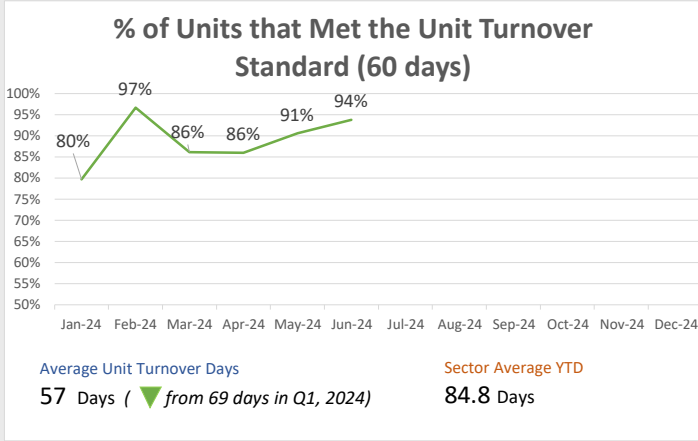
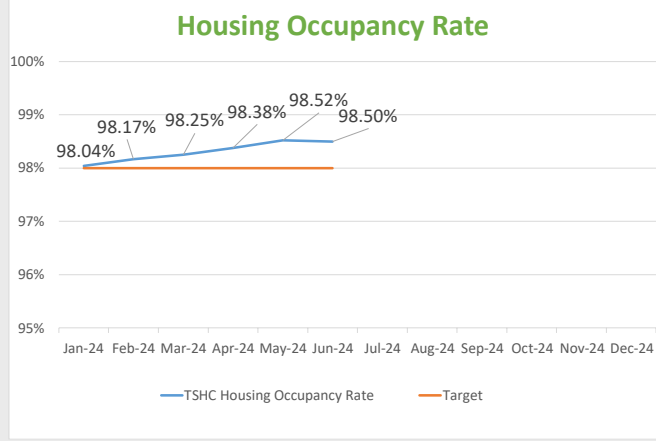
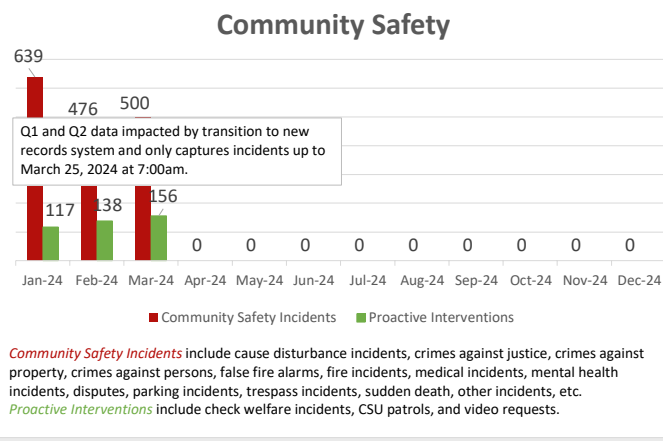
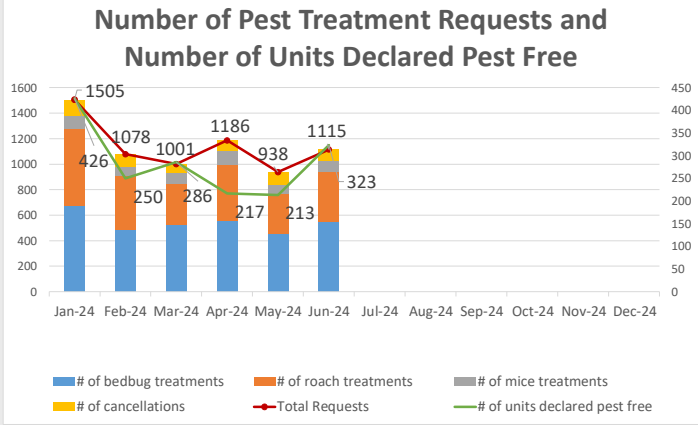
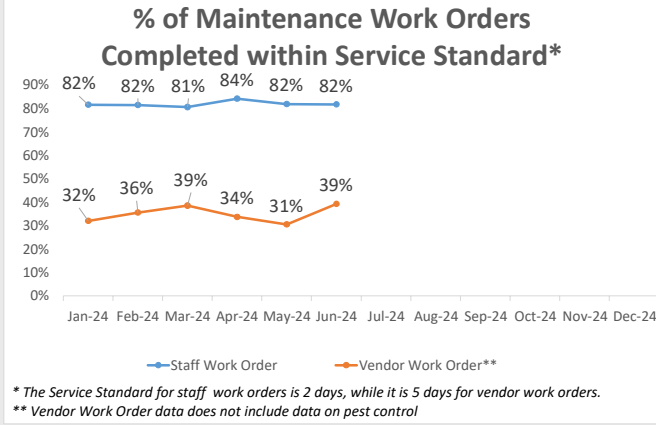
Tenant Age



Strategic Objective 1: To provide safe, clean and well-maintained buildings and to support stable tenancies

Highlights:

- **Work Orders:** the percentage of work orders completed within Service Standards remained steady, where staff achieved a rate of 82% compliance and vendors achieved 39% compliance in June.
- **Pest Management:** In Q2, a total of 753 units were declared pest free. Staff have assisted 24 tenants in preparation for treatment and coordinated the preparation of 13 units with Toronto Public Health.
- **The housing occupancy rate** at the end of June stood at 98.5%, reaching the target of 98%. The average unit turnover days in Q2 were at 57 days, decreasing from 69 days in the previous quarter.
- **Arrears:** TSHC achieved almost 100% rent collection rate in Q2. The arrears level has remained stable during Q2, with 90% of households maintaining good financial standing. A majority of households in arrears fell within the \$1 - \$2,000 range.



Households in Arrears

Rent and Parking Balance Range	No. of Tenant Accounts with Arrears
\$1-\$2,000	1142
\$2,001-\$4,000	102
\$4,001-\$6,000	49
\$6,001-\$8,000	29
\$8,001-\$10,000	16
\$10,001 and above	30
Grand Total	1368

Strategic Objective 2: To enhance tenant engagement and inclusion in their communities and provide opportunities for tenants to have a voice

Highlights:

- Two-year anniversary of TSHC: celebrated and featured in all-staff emails, the staff bulletin, as well as TSHC's website and social media.
- Mental Health Awareness week: issues of Staff Bulletin and Seniors Speak included features, and Seniors Speak also highlighted partnerships related to mental health awareness.
- Tenant Complaints process: TSHC website updated to include information, and posters about the process were put up in buildings.
- Tenant Experience Survey: an update on the results of the Survey was shared to tenants in Seniors Speak.
- CEO participated in On the Way Home podcast, joining industry leaders to explore pressing issues, innovative solutions, and their outlook for seniors housing in Canada.
- Q1 dashboard correction-number of equipment requests: 321

Community Activities Fund Distribution

\$ Community Activities Fund Distributed in this quarter: **\$22,364**

\$ Tenant Action Fund Distributed in the same quarter last year: **\$17,796 reported in Q2 2023**

Number of Community Activities Fund Applications Approved: **207**

Communications with Tenants:

1 issue of Seniors Speak and **1** Community Letter with Video
27 posters translated into top 8 languages and distributed

Tenant Engagement Activities

- 7** CEO Tours
- 4** Regional Tenant Meetings
- 1** Senior Tenants Advisory Committee Meeting
- 2** Community Connect+ Implementation Table Meetings
- 140** tenants participated

Online Engagement

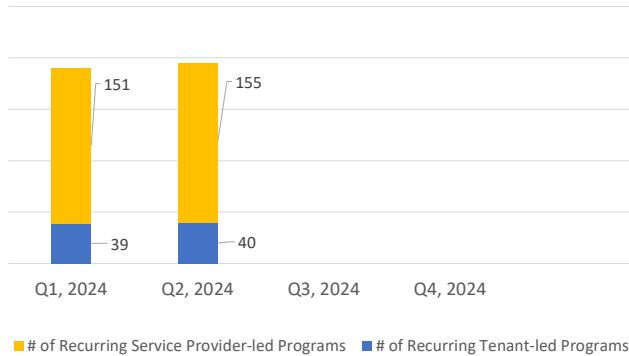
Website Users: **12,235**
Social Media Audience: **1,921**
Social Media Audience Growth: **192**

Strategic Objective 3: To facilitate access to services and programs that tenants need and want

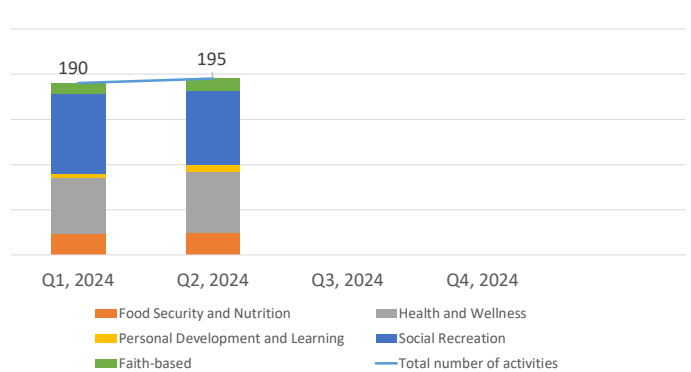
Highlights:

- Community Connect+ Implementation Table: drafted Tenant Volunteers Code of Conduct; published four regional updates post April Regional Meetings; initiated planning for four Regional Meetings in July
- One STAC meeting with updates on CAF and Community Connect+ and inputs on draft STAC Terms of Reference
- Three temporary staff hired: two Community Services Coordinators and one Contracts Management Specialist
- Coordinated 44 tenant led luncheons/BBQ events and four Dragon Boat Festival through CAF
- Partnerships Table meeting held with tenant volunteers
- 20 TSHC sites will receive internet in community rooms this year, ConnectTO to deliver access to 80 sites over four years.
- Coordinating with City of Toronto Piano City initiative to repair existing pianos and source possible donations

Recurring Programs



Building Activities

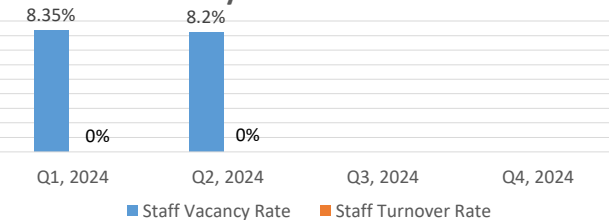


Strategic Objective 4: To promote innovation

1 innovation implemented across the organization

Enabler: Employer of Choice

Staff Vacancy Rate and Turnover Rate



Enabler: Employer of Choice

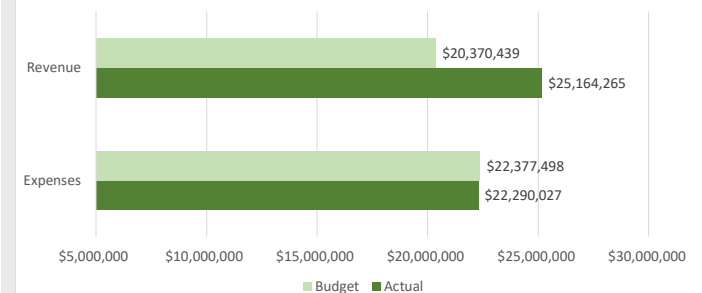
Highlights:

- 2023 Performance Management Program closed.
- Joint Health and Safety Committee awards in partnership with TCHC, where one committee member from each of the region was recognized for their work and dedication to health and safety.
- Inclusion, Diversity, Equity, and Accessibility (IDEA) Committees celebrated days of significance in June, including Filipino Heritage month, Pride Monday and National Indigenous History Month.
- Mental Health First Aid for Seniors Training completed. Training offered on Conflict Management/Alternative Dispute Resolution in partnership with Humber College. AODA training rolled out for all staff.
- Three issues of Staff Bulletins were published.
- Two staff town halls were held virtually.

Enabler: Organizational Excellence

Statement of Operations

As of June 30, 2024



Community Connect+

Our Approach

Community Connect+ is an approach to develop closer collaboration between tenants, staff, service providers, and community partners at Toronto Seniors Housing buildings, in the regions, and across the city.



Our Collaboration

The Community Connect+ approach describes what strategies and actions are critical at different levels for implementing new ways of working together, encouraging participation, and building on the strengths of all collaborators.