

## **Attachment 2: 2025 Updates on OHOC Strategic Goals**

Our Health Our City (OHOC) encompasses actions led by multiple City divisions and agencies, community organizations, and residents across Toronto. A wide range of initiatives addressing mental health and substance use challenges are underway across the city.

This attachment presents selected initiatives and activities undertaken by City divisions and agencies, organized under OHOC's seven strategic goals.

### **1. Promote mental health and wellbeing across the lifespan.**

- Seniors Services and Long-Term Care has three existing community-based programs for seniors with components that support combatting loneliness and social isolation across the lifespan. In 2025, these included a Seniors Supportive Housing Program offered in eight TSHC and TCHC housing buildings; a Homemakers and Nurses Services Program supporting clients who live independently; and Adult Day Programs operated at Bendale Acres, Cummer Lodge and Kipling Acres for local seniors
- The Toronto Paramedic Services Community Paramedicine Program continues to run Community Paramedic-led Clinics (CPLC), where Paramedics offer wellness clinics in subsidized housing buildings, naturally occurring retirement communities, as well as shelters. Clinics are offered in 16 locations across the City of Toronto and rotate to new locations every 12-18 months.
- Economic Development and Culture offered Mental Health First Aid training to Art and Culture frontline staff, which equipped them with the skills to recognize when someone may be struggling and provided the tools/strategies needed to assist, enabling the frontline team to interact confidently with program participants, attendees, artists and fellow staff. This Mental Health First Aid training has been completed for 2025.
- In response to the negative impacts of the COVID-19 pandemic on the health and well-being of children and families, Toronto Public Health's Healthy Babies Health Children (HBHC) program successfully planned and restored all components of service delivery including in-person home and community visiting. HBHC public health nurses and family home visitors routinely provide health promotion education to families on topics related to nutrition, breast/infant feeding, mental health and overall health and well-being. Guided by a client/family-centered and strength-based approach, the HBHC program continues to focus on improving health outcomes of young children and empowering families with the support, information, strategies, and resources they need to support better outcomes for families and their children.

In addition, the program prioritized the reestablishment and development of partnerships with key internal and external stakeholders and community agencies to enhance service coordination, strengthen referral pathways, and ensure families receive comprehensive and integrated support.

## **2. Prevent and reduce harms and deaths related to substance use across the lifespan.**

- Toronto Public Health and Municipal Licensing and Standards continue to work together to enhance coordinated enforcement, compliance, and education/outreach activities to prevent the illegal sale of vapour products to children and youth.
- The Downtown CORE Team, launched as a pilot by the Toronto Police Service and Toronto Public Health, continues to address complex health, substance use, housing, and safety challenges in the Yonge and Dundas area.
- Toronto Public Health made a submission on the third legislative review of the Tobacco and Vaping Products Act. The submission provided recommendations related to compliance and enforcement to further strengthen tobacco and vapour product regulations in Canada.
- In 2025, Toronto Public Library's Library Safety Specialist team completed an Opioid Overdose Train-the-Trainer program delivered by Parkdale Queen West Community Health Centre.
- The Medical Officer of Health provided testimony and written submission to the Standing Senate Committee on Social Affairs, Science and Technology as a witness on Bill S-202, which proposes warning labels in alcoholic beverages.

## **3. Expand access to the full continuum of high-quality, evidence-based and client-centred services to address mental health and/or substance use issues, including prevention, harm reduction and treatment supports.**

- In early 2025, Toronto Shelter and Support Services partnered with the Canadian Mental Health Association Toronto to open a transitional shelter for refugee claimants dealing with mental health and substance use challenges, with a maximum capacity of up to 25 individuals. This program offers comprehensive wraparound supports, case management, and culturally appropriate mental health services and substance use treatment.
- Toronto Employment and Social Services continues to implement several Innovative Case Management pilots (ICMs), with funding from the City's Poverty Reduction Strategy Office to support life stabilization of longer-term Ontario Works clients. These focus on addressing issues such as social isolation, mental health challenges, and housing, and include "Intensive Person-Centered Supports for Clients with Complex Needs"; "Indigenous Mental Health Supports Pathway"; "Peers in Health Case Management Program"; and "Black Mental Health Supports".
- Toronto Public Health's Toronto Urban Health Fund has funded a project called "HQ Toronto HIV Prevention and Support for Newly Diagnosed Individuals". This project will work with BIPOC gay men to improve access to HIV care post diagnosis. The project will train peers to support mental health care service navigation to address underlying mental health challenges.

#### **4. Advance community safety and wellbeing for everyone**

- Based on the success of Social Service Team Pilot, Toronto Public Library has partnered with Gerstein Crisis Centre to expand the renamed Social & Crisis Support Services to 12 downtown library branches in 2025. All locations hosted group programming and 7 of those locations host drop-in crisis counselling services. This partnership continues to offer low-barrier mental health and crisis support to vulnerable individuals accessing the library while building library capacity to support vulnerable persons and providing much-needed support for TPL staff working in complicated public service environments. Over 1300 one-on-one crisis intervention supports; and over 4000 participants in over 590 group programming sessions (January – July 2025)
- Social Development, with the support of its community anchor partners and the TTC, will begin a pilot program to deploy Toronto Community Crisis Service (TCCS) workers directly within the transit network for a six-month period starting November 15, 2025. The teams will be located at Spadina, Union and Bloor-Yonge stations and will respond to crisis calls at all 15 stations within the downtown “U”. The deployment is based on stations that experience a high number of mental health and crisis-related calls, specifically Person in Crisis calls. The crisis workers will be available 24/7 and provide mental health crisis intervention and connect individuals to appropriate supports.
- In July 2025, through a collaboration between Social Development and the Housing Secretariat, the City launched STAR (Situation Table for Housing-at-Risk). Formerly known as SPIDER (Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability), STAR is a city-wide situation table that serves tenants and others who are facing housing instability due to acutely elevated risk and increased vulnerability such as aging, physical and mental health challenges, substance use, diminished capacity and social isolation. While the core functions of SPIDER remain, the renewed STAR model places a stronger emphasis on housing stability, eviction prevention, and preventing displacement.

In 2024 Social Development supported 47 SPIDER situations and completed 81 Enhanced Service Coordination (complete year).

In 2025 (as of October 15th, 2025) Social Development, in collaboration with the Housing Secretariat, have supported 34 STAR situations, and have completed 61 Enhanced Service Coordination.

#### **5. Improve access to housing and other social determinants of health.**

- In 2025, Toronto Shelter and Support Services expanded the number of shelter sites with embedded peer supports provided by The Neighbourhood Group and increased funding to priority day-time drop-ins to hire additional harm reduction-focused staff. These enhancements were intended to address service delivery gaps left by the closure of around half supervised consumption services in Ontario over 2025.
- The City is making major investments (including land, financial incentives, and funding), implementing transformational housing programs and working with

intersectoral partners to respond to the housing crisis and increase access to safe, affordable and adequate homes across the housing continuum. Of significance in 2025, the City opened Dunn House – Canada’s first-ever social medicine supportive housing initiative, in partnership with the University Health Network, United Way Greater Toronto, and Fred Victor. Dunn House provides 51 rent-g geared-to-income and supportive homes for people experiencing homelessness who are also UHN patients with frequent emergency department and in-patient admissions, offering wrap-around social and health services to improve well-being and housing stability.

- Toronto Children’s Services and Toronto Public Health, with the Toronto Child and Family Network are working with SafeTO to explore how to advance psycho-social supports for children impacted by community violence. Initiatives currently in development include service mapping, resource development, and exploration of strengthened connections between services for children and community crisis response efforts.
- City divisions and agencies are reviewing the impacts of Bill 60, the *Fighting Delays, Building Faster Act*, 2025, (in Second Reading as of October 27), which in part would amend the *Residential Tenancies Act* and includes significant changes for tenants and renters in Ontario.

## **6. Support mentally healthy workplaces and optimize the mental health of workers.**

- Seniors Services and Long-Term Care is implementing the CareTO initiative to enhance the experiences of all those who live, work and visit City operated long-term care homes. CareTO values a healthy workplace culture. Person-centred care cannot happen without collaborative teamwork because the conditions of work are the conditions of care.
- TSSS is supporting the development of a grief and loss train-the-trainer curriculum to build sector knowledge and response capacity to staff and client grief and bereavement, with a focus on the impacts of the drug toxicity crisis and the homelessness service setting context. Training of Trainers will be rolled out in 2026.
- The Toronto Transit Commission has launched specialized wellness webinars for employees and mandatory mental health training for leaders as well as engaged 345 TTC employees through 16-nurse led health promotion clinics across 14 TTC locations
- Through the 2025 Budget, Toronto Fire Services was approved for a second full-time Staff Psychologist.

## **7. Proactively identify and respond to emerging mental health and substance use issues.**

- Toronto Public Health's Community Health and Wellbeing Team is supporting the development, launch and promotion of the Ontario Early Adversity and Resilience Framework. The goal is to mobilize communities to work together to develop

meaningful solutions that prevent adversity, strengthen protective factors, build resilience and support healing in families and communities.

- Toronto Public Health has also partnered with Canadian Research Initiative in Substance Matters at CAMH to evaluate the closure of The Works at 277 Victoria Street, including its supervised consumption services, which includes assessing neighbourhood-level indicators (e.g., perceptions of safety, public drug use), and identifying service delivery gaps and opportunities.