

Community Services and Facilities Strategy

October 2025



City of Toronto

North York Centre - Community Services and Facilities Strategy

Project Webpage: [North York At the Centre - City of Toronto](#)

LAND ACKNOWLEDGEMENT

We acknowledge that North York Centre is located on lands within the City of Toronto that are the traditional territory of the Anishnabeg, Haudenosaunee and Wendat peoples, and now home to many diverse First Nations, Inuit and Metis peoples. We acknowledge that the area of Toronto where North York Centre is located is covered by Treaty 13 with the Mississaugas of the Credit First Nation.

AFRICAN ANCESTRAL ACKNOWLEDGEMENT

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

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In collaboration with:

Development Review
Children's Services
Parks & Recreation
Social Development
Toronto Public Library
Toronto District School Board
Toronto Catholic District School Board

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EXECUTIVE SUMMARY

The North York Centre Community Services & Facilities (CS&F) Strategy provides direction and a framework to secure spaces that reflect the needs, priorities, and opportunities of each of the five community service sectors – public schools, child care, libraries, community recreation centres, and community agency space – over the next 25 to 30 years. The CS&F Strategy supports the implementation of the Secondary Plan by linking its policies to the City’s capital and service plans, as well as the sectors’ strategic planning documents.

As outlined in the *North York at the Centre: Final Options and Directions Report*, the proposed area to be included in the updated North York Centre Secondary Plan (the “Recommended Option”) is roughly bounded by Drewry Avenue/Cummer Avenue in the north, Highway 401 in the south, Willowdale Avenue in the east, and streets just west of Beecroft Avenue in the west. The broader Community Services and Facilities Study Area (the “Study Area”) is roughly bounded by Steeles Avenue to the north, Highway 401 to the south, Bayview Avenue to the east, and Bathurst Street to the west.

Within the boundary of the Recommended Option for updating the Secondary Plan, there were approximately 64,000 residents and 38,000 workers in 2021. Based on the land use and built form direction set out in the Recommended Option, the area is expected to grow to approximately 170,000 residents and 44,000 jobs over the next 25 to 30 years.

To meet current demand and future needs based on this long-term growth estimate, the CS&F Strategy identifies the following community service facilities:

Public Schools

The Toronto District School Board estimates that up to eight new elementary schools and three new secondary schools may be required within the Study Area to accommodate both existing households and future growth. The Toronto Catholic District School Board anticipates the need for one additional elementary school and potentially one new secondary school to meet anticipated growth.

Child Care

The Children’s Services Division estimates a need for approximately 2,077 child care spaces, equivalent to 34 new child care centres based on the 62-space facility model, to address growth-related demand.

Public Libraries

North York Central Library recently underwent a multi-year revitalization and retrofit to enhance community spaces and services. Based on the population growth estimate and Toronto Public Library’s service provision targets, the library is expected to meet demand for the next 10 to 15 years. Toronto Public Library will continue to monitor the need for a new location beyond its current ten-year capital plan to support longer-term growth.

Community Recreation Centres

North York Centre is geographically well served by Community Recreation Centres (CRCs) and a range of indoor and outdoor recreational facilities. The Parks and Recreation Facilities Plan (2019) contemplates the delivery of the new mid-sized Newtonbrook CRC, as part of a private development application. The Parks and Recreation Division has also identified the following medium and long-term growth needs:

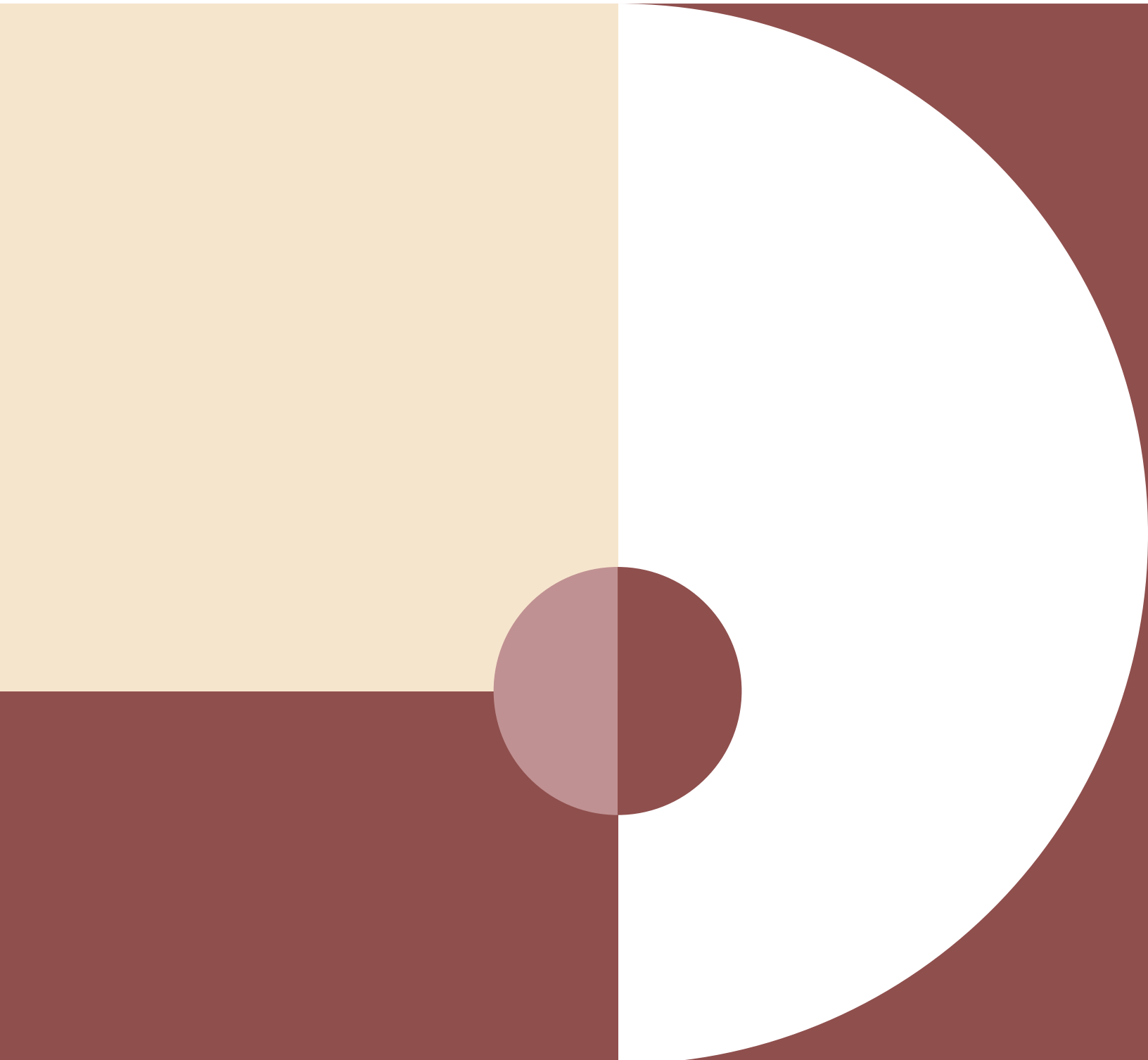
- New outdoor recreational facilities, including multi-sport/soccer fields, basketball courts, outdoor fitness equipment, and dog off-leash areas
- Improved and expanded indoor and outdoor recreational programming to reflect changing demographic needs
- Programs and services to improve access to recreational facilities for more vulnerable populations, including newcomers, low-income families, and racialized communities

Community Agency Space

Human services space in North York Centre will be planned and supported through the provision of below-market rent for non-profit organizations delivering community services. Based on the current inventory of community agency space, the population growth estimate, and local equity considerations, the Social Development Division recommends a target of 13,000 square metres (140,000 square feet) of net new community agency space. Priority should be given to the following programmatic, organizational, and community space needs:

- Language-based facilities and Language Instruction for Newcomers to Canada (LINC) programs
- Employment and poverty reduction programs and strategies
- Food accessibility and security initiatives
- Settlement and seniors' services
- Affordable, accessible, and culturally appropriate health and mental health services
- A robust community hub to support organizational collaboration and the delivery of complementary services

01. Introduction



01. INTRODUCTION

North York Centre is a dynamic, transit-oriented community; it is the largest office-based employment hub in Toronto outside of the Downtown, and one of four Centres identified in the Official Plan. With excellent access to rapid transit, the Centre is recognized as a focal point for mixed use development and growth, while also serving as a hub for civic uses and community services.

The North York Centre Secondary Plan was adopted by North York City Council in 1997 and established a planning framework to support the ongoing development of this mixed use community. Over the past three decades, the area has experienced transformational growth, which continues today.

The review of the North York Centre Secondary Plan – known as ‘North York at the Centre’ – was initiated in August 2023. This Community Services & Facilities (CS&F) Strategy has been prepared in support of the Secondary Plan update. More information about North York at the Centre is available at [North York At the Centre - City of Toronto](#).

1.1. Study Area

As described in the *North York at the Centre: Final Options and Directions Report*, the proposed area to be included in the updated North York Centre Secondary Plan (the “Recommended Option”) is roughly bounded by Drewry Avenue/Cummer Avenue in the north, Highway 401 in the south, Willowdale Avenue in the east, and streets just west of Beecroft Avenue in the west. The existing North York Centre Secondary Plan (“NYCSP”) Area is bounded by Drewry/Cummer Avenue to the north, Highway 401 to the south, Doris Avenue to the east, and Beecroft Road to the west.

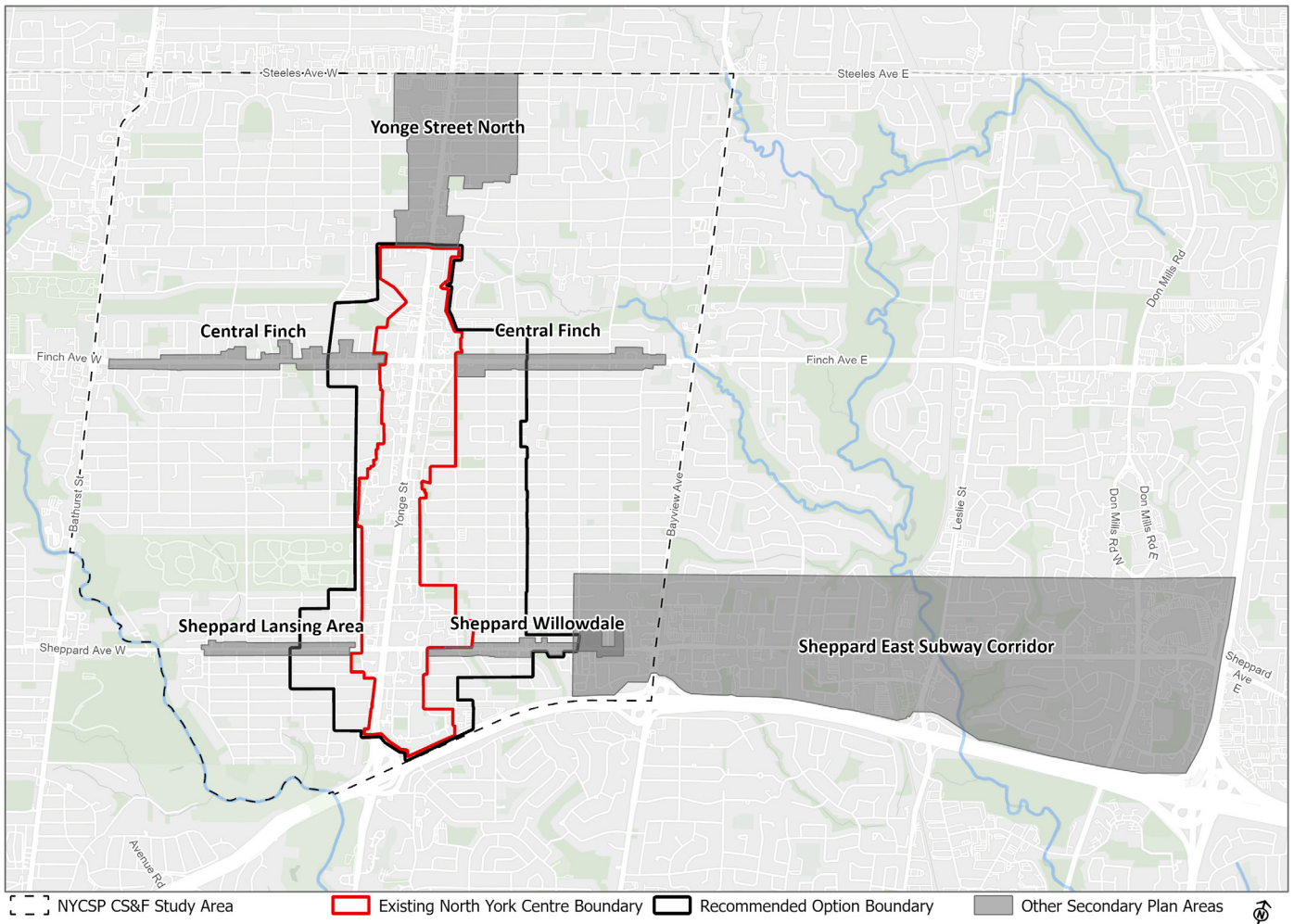
The boundaries of the broader CS&F Study Area (the “Study Area”) are generally bounded by Steeles Avenue to the north, Highway 401 to the south, Bayview Avenue to the east, and Bathurst Street to the west. These boundaries extend beyond both the existing NYCSP Area and the Recommended Option Secondary Plan Area to capture the full range of services and facilities that serve the Centre’s residents. See Map 1 for the boundaries of the Study Area, the Recommended Option, and the existing NYCSP Area.

Other secondary plan areas located within the Study Area include Yonge Street North, Central Finch, Sheppard Lansing, Sheppard Willowdale, and a portion of the Sheppard Avenue East Subway Corridor.

In 2001, the Recommended Option area was home to approximately 30,000 residents and 34,000 workers. By 2021, the population had grown to 64,000 residents and nearly 38,000 workers.¹ Over this twenty-year period, the residential population increased by 113%, while employment grew by 11%.

To learn more about the residents of North York Centre, an updated demographic profile has been prepared for both the Recommended Option and the CS&F Study Area. The profile can be found in [Appendix A](#) of this Report.

¹ These population statistics are for the area covered by the Recommended Option for updating the North York Centre Secondary Plan, using “Best-Fit” Census dissemination areas along with the City of Toronto’s Employment Survey statistics.



Map 1: Community Services & Facilities Study Area

1.2. What is a Community Services & Facilities Strategy?

The North York Centre Community Services & Facilities Strategy provides direction and a framework to secure spaces that reflect the needs, priorities, and opportunities of each of the five community service sectors – schools, child care, public libraries, recreation and human services – over the next 25 to 30 years.

Community Services & Facilities are vital social infrastructure that support equitable, accessible, healthy, safe, and liveable communities. These are publicly accessible, non-profit spaces where City Divisions, Boards, and Agencies deliver programs and services that contribute to quality of life and foster community by creating neighbourhood focal points where people gather, learn, socialize, and access services. These facilities and the services they provide are fundamental to a neighbourhood's livability and must be planned and delivered in a timely manner to support future growth.

The policy directions outlined in *North York at the Centre: Options and Directions Report* recognize the importance of CS&F in maintaining the vitality of North York Centre. These policies acknowledge that meeting future community needs will require creative solutions that maximize the use of existing public assets, advance partnerships, emphasize integration and co-location, and respond to identified priorities.

The CS&F Strategy is the result of a comprehensive review and engagement process completed in collaboration with service providers and representatives from the following City Divisions, Boards and Agencies (“the sectors”):

- City Planning
- Development Review
- Parks and Recreation (P&R)
- Social Development (SD)
- Toronto Children’s Services (TCS)
- Toronto Public Library (TPL)
- Toronto District School Board (TDSB)
- Toronto Catholic District School Board (TCDSB)

The CS&F Strategy will be reviewed and updated periodically, in collaboration with each sector, to ensure its continued relevance as North York Centre grows over the coming decades.

1.3. How to use the CS&F Strategy

The Community Services & Facilities Strategy (“the Strategy”) identifies needs, priorities, and opportunities to align space requirements with capital funding. It should be used by all stakeholders – including City staff, CS&F sectors, and development applicants – as part of the development review process, and to inform the City’s future service and facility planning and capital budgeting process. The CS&F Strategy supports the implementation of the Secondary Plan by linking its policies to the City’s capital and service plans, as well as the sectors’ strategic planning documents.

The school boards, Toronto Public Library, Children’s Services, and the Parks and Recreation Division are circulated on development applications for review and comment. Where opportunities arise to support the implementation of identified future facilities or needs outside the circulated divisions and agencies, City Planning acts as a liaison to connect relevant stakeholders and City Divisions.

This Strategy reflects the current (2025) capital and service plans of service-providing Divisions, Boards, and Agencies and includes:

- An estimate of population and employment growth for the Recommended Option to update the Secondary Plan
- For each CS&F sector, a high-level overview of:
 - Key documents used to determine service levels and capital allocations
 - Service targets and triggers (where available)
 - Facility and space needs, priorities and opportunities
 - Recommended key directions and actions
- Appendices with additional demographic and sectoral information

02. Population Growth Estimate

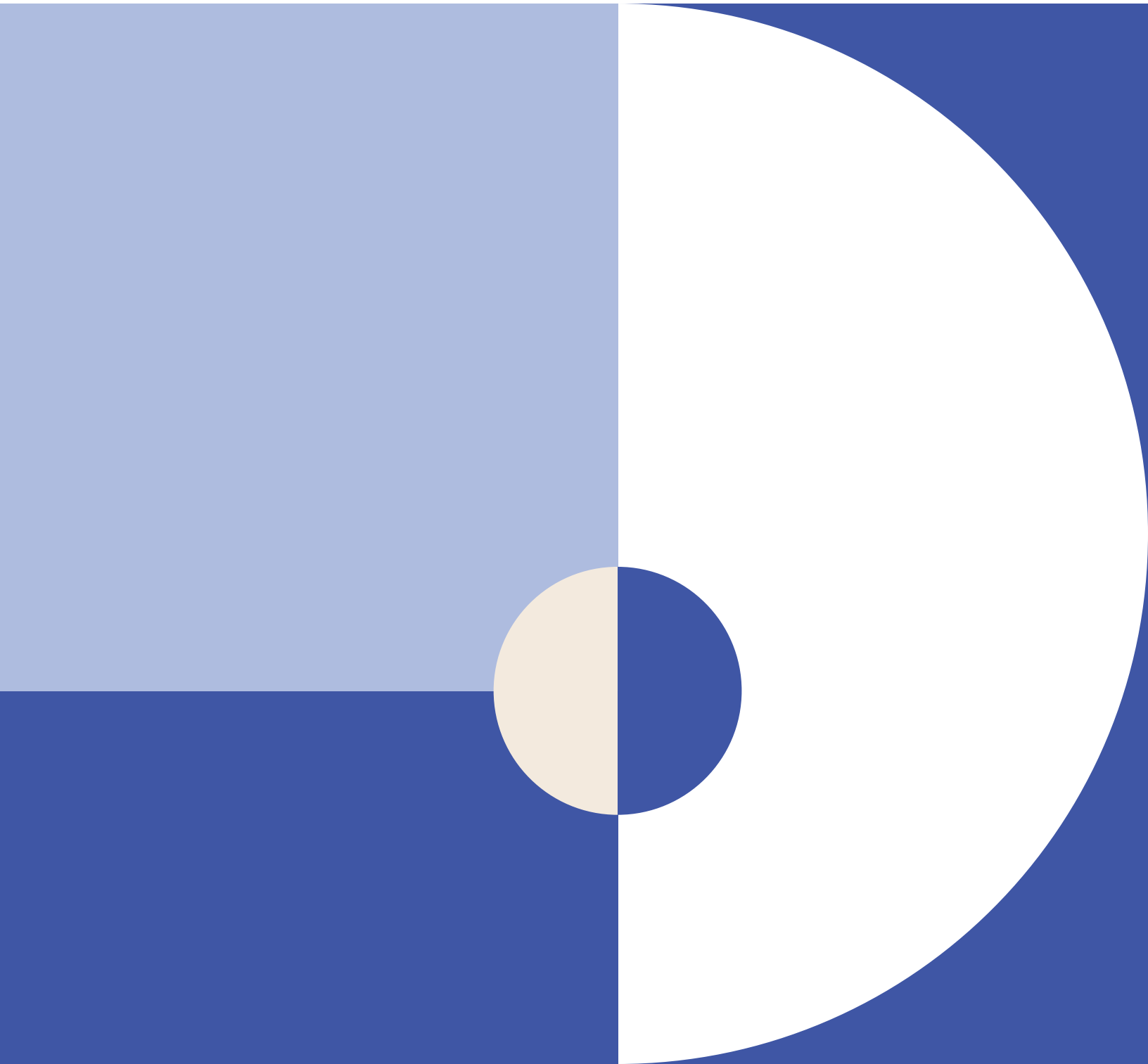


02. POPULATION GROWTH ESTIMATE

Based on the land use and built form direction outlined in the *North York at the Centre: Options and Directions Report*, it is estimated that the Recommended Option could accommodate a total population of approximately 170,000 residents and 44,000 jobs at full build out, effectively tripling the current population over the coming decades. This growth will be concentrated around the Sheppard-Yonge, North York Centre and Finch subway stations, along the Yonge Street Spine, and within new mid-rise buildings located along Major Streets and Neighbourhood Main Streets.

The growth estimate is used to help plan improvements to community services and facilities, the transportation system, and underground infrastructure such as sewers and watermain. It provides a long-term perspective for capital planning, while ongoing monitoring of actual development helps identify near- and mid-term infrastructure investments needed to support growth.

03. Background



03. BACKGROUND

3.1. Policy Rationale

The provincial policy framework recognizes the importance of Community Services & Facilities. The Provincial Planning Statement 2024 (“PPS”) directs municipalities to plan for CS&F to promote complete communities and support strategic growth areas, as appropriate. The PPS uses the term *public service facilities* and identifies that these facilities will be coordinated and integrated with land use planning to ensure financial viability, leverage the capacity of development proponents where appropriate, and are available to meet current and projected needs. The PPS supports the optimization and adaptive reuse of existing facilities and directs that new facilities be planned and co-located to promote cost-effectiveness and facilitate service integration. Additionally, the PPS directs municipalities to collaborate with school boards to facilitate early and integrated planning for schools and child care, and encourages innovative approaches in school design, such as integrating schools into high-rise developments.

Toronto’s Official Plan identifies CS&F as an essential part of the City’s social infrastructure, just as vital to people’s well-being as hard infrastructure like sewers, water, roads, and transit. Ensuring that CS&F provision meets both current and future needs is fundamental to planning for growth and development in communities. The Official Plan sets out a policy framework for CS&F planning within the land use planning process, including the completion of background studies and CS&F strategies for areas experiencing significant growth or change.

Policy 2.3.1.7 of the Official Plan states that community and neighbourhood amenities will be enhanced where needed by improving and expanding facilities, creating new facilities, and adapting existing services to meet changing neighbourhood needs. Section 3.2.2 calls for adequate and equitable access to community services and local institutions and includes policies that encourage the inclusion of community service facilities as part of private development.

Guided by its Official Plan and provincial direction, the City takes a place-based approach to planning. It works collaboratively with Divisions, Boards, Agencies, and community stakeholders to assess existing CS&F conditions, confirm facility capacity, and identify current and future gaps in CS&F needed to support growth and change.

3.2. North York Centre CS&F Study Background Report

As part of Phase 1 of North York at the Centre, the City undertook a CS&F Study to inventory and document existing and planned community services and facilities within the Study Area. The Background Report was informed by a review of existing services, capital plans, and data provided by CS&F sectors. Where relevant, key trends and observations on provision levels for various community facility types were included.

The Background Report also includes demographic analysis of the local population within both the CS&F Study Area and the existing NYCSP Area. Key findings from the Background Report include:

Child Care

There is a strong need for additional child care centres in both the NYCSP Area and the broader CS&F Study Area. Key challenges include insufficient funding and difficulty securing space in new developments due to outdoor space requirements. Opportunities exist to explore creative design and co-location solutions.

Public Libraries

North York Central Library recently underwent a revitalization and retrofit to expand spaces and services in response to growing demand. It offers opportunities for community organizations to partner with the library for arts, cultural activities, and other interactive events.

Schools

Toronto District School Board (TDSB) schools at both the elementary and secondary levels are experiencing accommodation pressures, with funding and capacity being major concerns. Toronto Catholic District School Board (TCDSB) schools are operating within an acceptable capacity both currently as well as projected to 2028. A potential site for a new TCDSB elementary school has been identified near the Yonge Street North corridor, just outside the NYCSP Area.

Community Recreation Facilities

The City's Parks & Recreation (P&R) Facilities Plan does not identify the replacement of existing community recreation facilities within the NYCSP Area. However, a new community recreation centre is planned for Willowdale - Ward 18. Additional priorities for investment within North York and Ward 18 have been identified in the P&R Facilities Plan, including new gymnasiums, arena facility replacement, new community level skateparks, and additional skating trails.

Human Services

Agencies continue to face increasing demand and require additional space. Rising rents and renovation costs present significant challenges. Health services have been identified as a gap in the Study Area. Demographic data shows a higher proportion of immigrants and a growing seniors population in North York Centre compared to the city overall. Providing below-market rents and additional space for agencies serving these populations will be essential. There are opportunities to explore co-location and collaborative approaches across sectors and agencies.

3.3. Key Strategic Directions

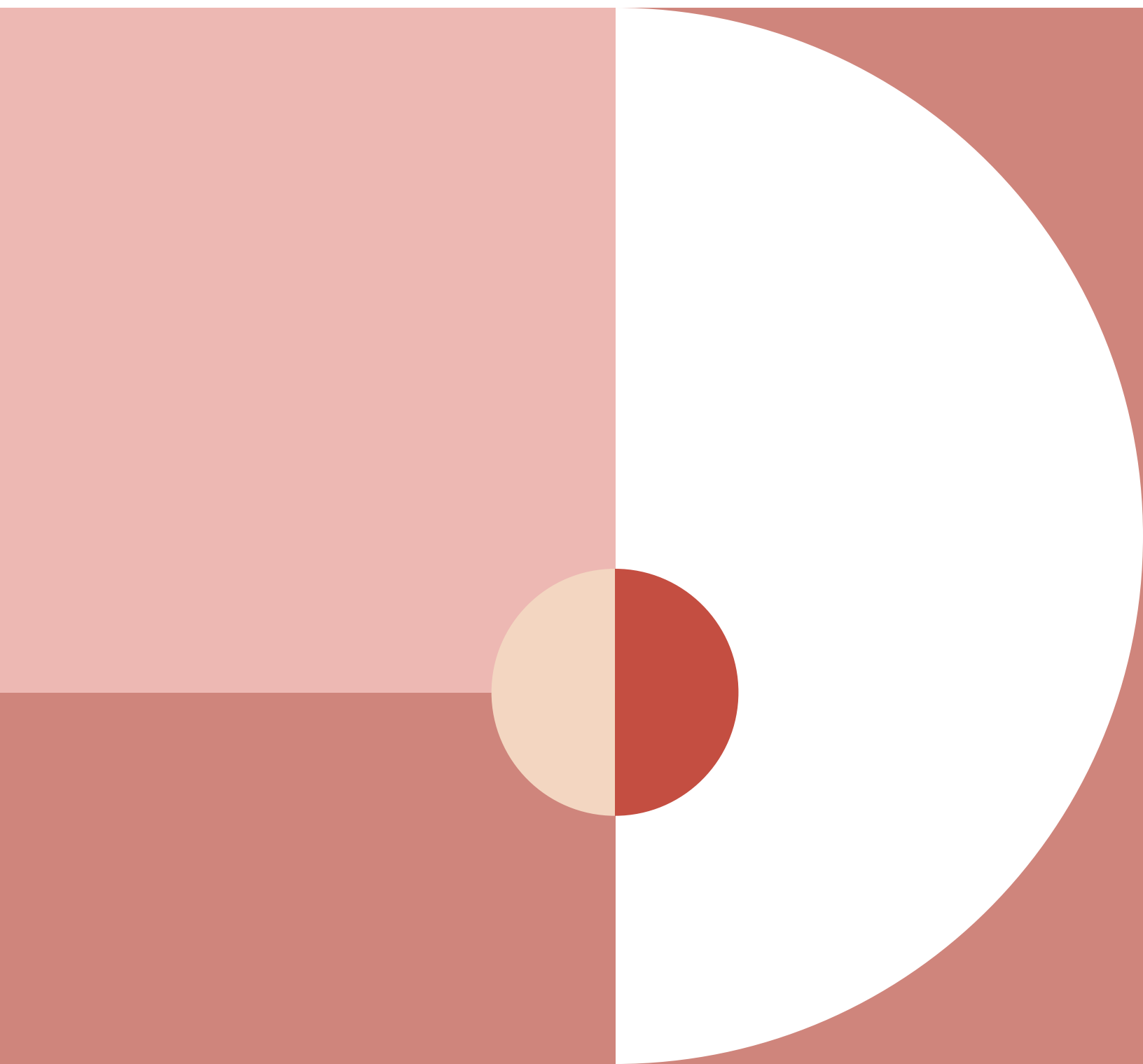
The Phase 1 CS&F Background Report undertook a comprehensive inventory of existing assets, capacity, and emerging gaps in community services and facilities. Based on these findings and in consultation with local stakeholders and sector representatives, the strategic directions below guided the development of this CS&F Strategy to support future growth in North York Centre. These directions inform the actions and priorities described in each of the individual sector strategies that follow.

Strategic Directions

1. Create new community service facilities to meet existing and future growth-related needs, including schools, child care centres, community agency space, community hubs, and/or Association of Community Centres (AOCC) facilities.
2. Encourage new development and redevelopment to leverage all available tools to meet identified community services and facilities needs through on-site community benefits.
3. Ensure that development on parcels with existing community service facilities replaces the gross floor area (GFA) of the facility on-site.
4. Encourage partnerships and co-location opportunities among public, private and non-profit sectors, including the co-location of community service facilities, affordable and/or supportive housing, arts and culture facilities, and institutional uses.
5. Maintain and enhance existing community service facilities to meet evolving community needs.
6. Design buildings to incorporate facilities on the ground floor or second storey of multi-storey buildings wherever possible; and include flexible, multi-purpose spaces that can be adapted to varied needs and support diverse programming.
7. Identify innovative and integrated service delivery models to address CS&F needs.

Section 4 of the CS&F Strategy contains the policy rationale and summary tables outlining the planned and proposed facilities for each sector. Each sector's chapter concludes with strategic directions to guide the implementation of planned, proposed, and future facilities.

04. Sector Strategies



04. SECTOR STRATEGIES

4.1. Schools

Schools play a vital role as learning institutions and provide instructional space, play areas, and green/open spaces that support complete communities. This Strategy focuses on publicly funded English-language elementary and secondary schools operated by the Toronto District School Board (TDSB) and Toronto Catholic District School Board (TCDSB). French-language schools are not addressed in this Strategy.

Existing Schools

There are a total of 30 schools in the Study Area; 19 are operated by TDSB and 11 by TCDSB. Twelve of these schools also house child care centres.

Toronto District School Board

Within the Study Area, TDSB operates 14 elementary schools (including one with special programming) and five secondary schools (including two alternative/special programming schools). Two additional schools are located outside but also serve parts of the Study Area.

At the time this Strategy was prepared, TDSB indicated that existing accommodation pressures in North York Centre require the school board to redirect elementary and secondary students from new residential developments away from certain local schools to schools outside the area. These pressures are compounded by growth in adjacent secondary plan areas, notably Yonge Street North and Sheppard East. The TDSB currently has capital projects underway at Hollywood Public School and McKee Public School to add classrooms and increase student capacity in the near term.

For more information on existing TDSB elementary and secondary schools and their current capacity, refer to [Table 9](#) and [Table 10](#) in Appendix B.

Toronto Catholic District School Board

Within the Study Area, TCDSB operates seven elementary and four secondary schools. At the time of this Strategy, all schools were operating within acceptable capacity levels, with projections indicating they will continue to do so until at least 2029. Enrollment pressures are expected to be addressed through the TCDSB Long-Term Accommodation Plan, which may include operational changes such as adding portables or conducting boundary change studies.

TCDSB currently has one capital project underway: St. Antoine Daniel Catholic Elementary School is being rebuilt to increase capacity from 216 to 510 pupils, with completion expected in early 2026.

For more information on existing TCDSB schools and their current capacity, refer to [Table 11](#) in Appendix B.

Planning for Schools

Each school board conducts ongoing evaluation and monitoring to inform program and accommodation planning. Responses to enrollment changes may include adjusting catchment boundaries, modifying grade and program offerings, or expanding school space through additions or new schools. School boards apply for funding for construction projects through the Ontario Ministry of Education.

The City circulates development applications to both TDSB and TCDSB for review and comment. Development data and other inputs are used to prepare and update the boards' long-term accommodation plans to guide school delivery.

Toronto District School Board

The **Long-Term Program and Accommodation Strategy (LTPAS)** is a ten-year rolling plan that outlines program and accommodation planning priorities. It is reviewed annually, including an annual planning document that is presented to the Board for approval, and includes studies to address issues, gaps and needs throughout the system. The document includes potential future capital projects to address capacity and facility condition issues throughout the city.

TDSB's approach to growth is guided by provincial requirements. These regulations require the board to maximize the use of existing space – through boundary, program, or grade changes – before requesting new capital projects such as additions, new schools, or replacement schools.

TDSB also strives to locate schools and plan attendance boundaries that support active, safe, and sustainable transportation. Elementary schools are ideally located within 1.6 kilometre walking distance of homes, and secondary schools are located near public transit.

Toronto Catholic District School Board

The **TCDSB Long-Term Accommodation and Program Plan (LTAPP)** outlines the Board's facility direction for the next 15 years and is generally reviewed and updated annually. Pupil Accommodation Reviews (PARS) are conducted to determine the future of a school, or group of schools, and may result in school consolidations or closures. The LTAPP proposes 2-3 PARS per year, based on current and projected rates

of enrollment. TCDSB Planning Services staff monitor development growth and use the City's development pipeline data to inform enrollment projections.

Service Targets

For a typical new elementary school, both boards recognize a range of 400-600 pupil places as an ideal size. At the secondary level, TDSB plans for 1000-1500 pupil places, while the TCDSB plans for 1000-1200 pupil places.

Future Needs to Support Growth

Toronto District School Board

TDSB estimates that up to eight new elementary schools (Junior Kindergarten to Grade 8) and three new secondary schools may be required within the Study Area to accommodate both existing households and anticipated growth.² The actual number of new schools required will depend on whether existing TDSB school sites can accommodate additional students through future capital projects or by utilizing TDSB's real estate holdings within the Study Area. Current TDSB real estate assets include schools, non-instructional sites, leased sites, and vacant land. See Table 1 and Map 2 for additional information.

TDSB will continue to monitor residential development activity and collaborate with the City to periodically review and update the CS&F Strategy, taking into account new development activity and school service levels.

² The TDSB analyzed the Recommended Option growth estimate for all dissemination areas that intersect the proposed Secondary Plan boundary. This approach considers entire school attendance boundaries and given existing accommodation pressures at some schools within the Study Area, it allows the TDSB to more accurately determine long-term school space needs.

Toronto Catholic District School Board

TCDSB anticipates the need for one new elementary school and potentially one new secondary school to support the full build out of the Secondary Plan. Several approved and potential

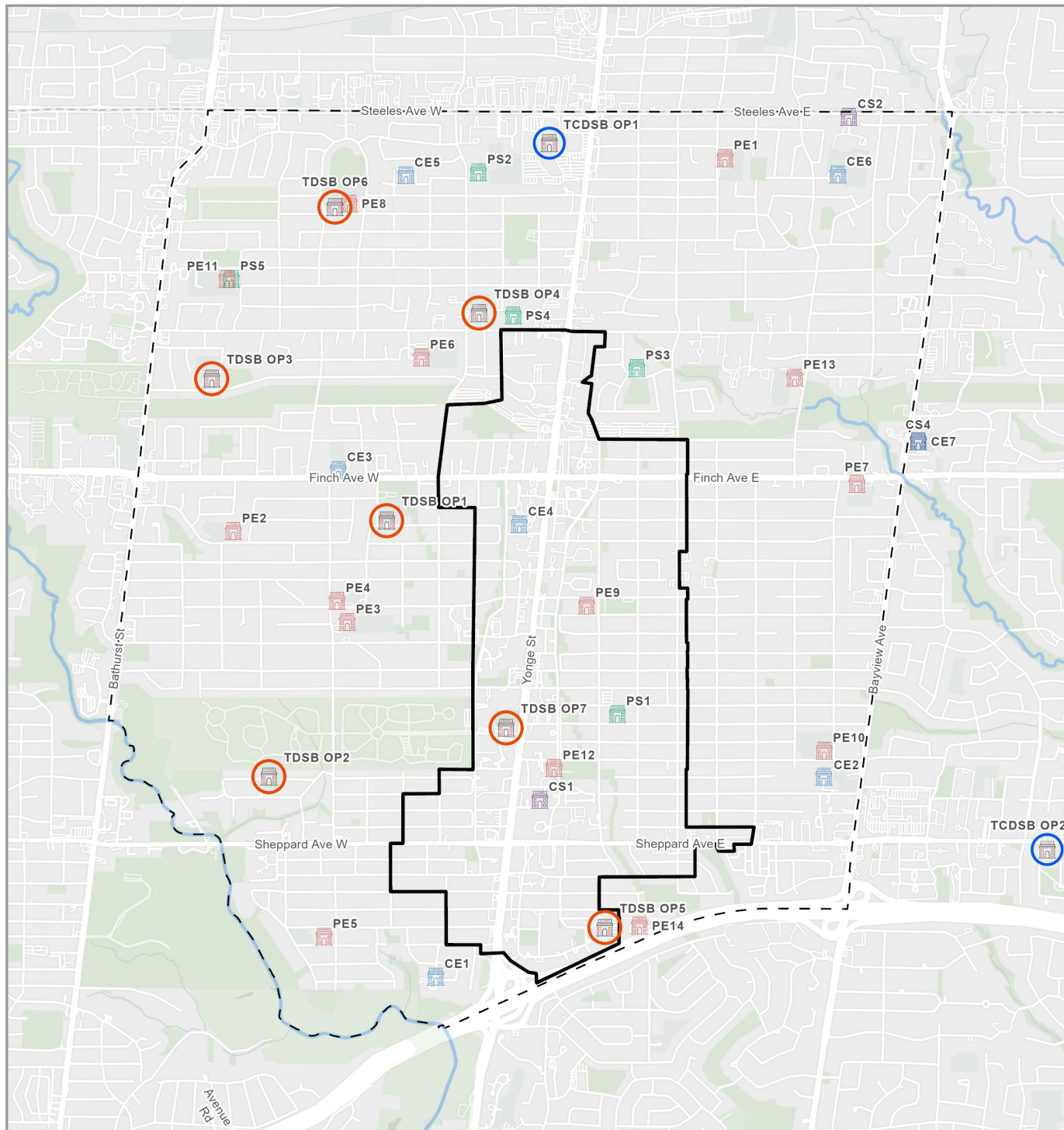
capital projects within or near the Study Area will add additional student capacity, as identified in Table 2 and Map 2.

Table 1: Additional TDSB Properties in Study Area and Current Use

Map Code	TDSB Properties	Address	Description of Current Use
TDSB OP1	Edithvale Lands	Edithvale Drive / Holcom Road	Vacant/leased to City
TDSB OP2	Former Burnett PS	21 Eddfield Avenue	Leased to Private School
TDSB OP3	Former Kenton PS	34 Kenton Drive	Leased to external groups
TDSB OP4	Former Lewis S Beattie	110 Drewry Avenue	Leased to CSC MonAvenir
TDSB OP5	Oakburn Centre	15 Oakburn Crescent	TDSB Administrative and Maintenance Centre
TDSB OP6	Peckham Centre	296 Pleasant Avenue	TDSB Administrative Office
TDSB OP7	TDSB's Corporate Main Office	5050 Yonge Street	TDSB Administrative Office

Table 2: Planned TCDSB Schools and Opportunity Sites

Map Code	TCDSB Properties	Address	Description of Current Use
TCDSB OP1	Centerpoint Mall	6212-6600 Yonge Street	TCDSB's Education Development Charges By-law Background Study has identified Centrepoint Mall as a potential future school site
TCDSB OP2	Concord Park Place	1001 Sheppard Avenue East	Outside but serving parts of the Study Area, a new elementary school is currently under Site Plan review



Schools

-  Public Elementary (PE)
-  Public Secondary (PS)
-  Catholic Elementary (CE)
-  Catholic Secondary (CS)
-  TDSB Opportunity Sites (TDSB OP)
-  TCDSB Opportunity Sites (TCDSB OP)

-  CS&F Study Area
-  Recommended Option Boundary
-  Green Space
-  River

Map 2: [Existing](#) and Planned Schools and Opportunities Sites

Strategic Direction

Elementary schools should be located within residential neighbourhoods or mixed use areas. They may be part of a community hub alongside other compatible public uses, such as community recreation or child care centres. Beyond their core educational role, schools can support broader CS&F priorities. Strategies to support community infrastructure through schools will be explored, including:

1. Co-location

- Shared use of school space, with multiple boards sharing facilities
- Co-location of services and facilities to create community hubs
- Community spaces associated with schools should be designed as flexible multi-functional space that can be adapted to different uses, as needed

2. Urban School Models

- Explore models that embed schools within mixed use developments, especially in higher density areas

3. Outdoor Space

- Schools should provide dedicated outdoor space on school property to ensure students and staff have access to open spaces that are designed to meet their needs
- Public use of school space outside school hours and school use of parks during school hours may be accommodated through a shared-use agreement
 - Access to parks for school use will be contingent on maintaining the primary use and function as a park available for community use

4.2. Child Care

Child care refers to licensed child care centres for children aged 0-4, operated by a mix of City, non-profit, and commercial providers. Affordable and accessible child care is a critical component of a complete community, contributing to positive social, economic, and health outcomes. It supports children's development and social well-being, while also helping to reduce poverty and increase workforce participation.

Existing Child Care Centres

There are currently 34 child care centres in the Study Area, offering a total of 2,993 spaces. These include approximately:

- 139 spaces for infants
- 478 spaces for toddlers
- 1,111 spaces for preschool-aged children
- 1,265 spaces for kindergarten and school-aged children

Of these centres, 16 have a subsidy contract with the City, and 30 participate in the Canada-Wide Early Learning and Child Care (CWELCC) system. Refer to [Table 12](#) in Appendix B for additional information on existing child care centres.

EarlyON

EarlyON Child and Family Centres offer free programs to parents/caregivers and their children from birth to six years of age. These centres welcome all families to participate in quality programs that help strengthen adult-child relationships, support parent education, and foster healthy child development. Qualified professionals can help families and caregivers find support, get advice, make personal connections, and access a network of resources.

There are four EarlyON Child and Family Centres in the Study Area, one of which is located within the existing NYCSP Area. Refer to [Table 13](#) in Appendix B for more information on existing EarlyON and Family Centres.

Planning for Child Care

Toronto’s Licensed Child Care Growth Strategy (2017 – 2026) is the key strategic framework to guide growth in child care centres. This Council-approved strategy aims to serve 50% of children aged 0-4 by 2026, through an approach that includes increasing the number of licensed child care spaces in the city.

The Children’s Services Service Plan (2025 – 2030) outlines strategic priorities and actions for planning and delivering early years and child care services through to 2030.

The Growing Up: Planning for Children in New Vertical Communities Urban Design Guidelines direct how new development can better function for larger households at three scales: the unit, the building, and the neighbourhood. The objective is that developments deliver tangible outcomes to provide for more family-friendly communities. In collaboration with Children’s Services, these guidelines establish minimum standards for the design of child care centres within mixed use buildings.

Planning, designing, and securing new child care centres must be consistent with provincial legislation and be guided by the following City documents:

- Growing Up: Planning for Children in New Vertical Communities Urban Design Guidelines
- Child Care Development Guideline
- Toronto Child Care Design and Technical Guideline
- Toronto Accessibility Guidelines

Sources of funding for child care capital projects include development charges, the Child Care Capital Reserve Fund, the Community Benefit Charge (CBC), and provincial investment (e.g., school-based child care capital funding).

Toronto Children’s Services (TCS) relies heavily on Section 37 in-kind benefits under the CBC to expand licensed child care capacity in areas of the city experiencing significant growth. TCS acknowledges a city-wide shortage of child care spaces and that the opportunities provided by CBC funding allows other capital resources to be strategically allocated to areas with the greatest need.

Service Targets

Toronto’s Licensed Child Care Growth Strategy (2017-2026) sets an ambitious target of serving 50% of children aged 0-4 by 2026. Currently, the Study Area has a medium child care need/priority, with only 30-39% of children in this age group served by existing child care.

However, Children’s Services Neighbourhood Priority Mapping (June 2025) identifies the following neighbourhoods with significant child care needs:

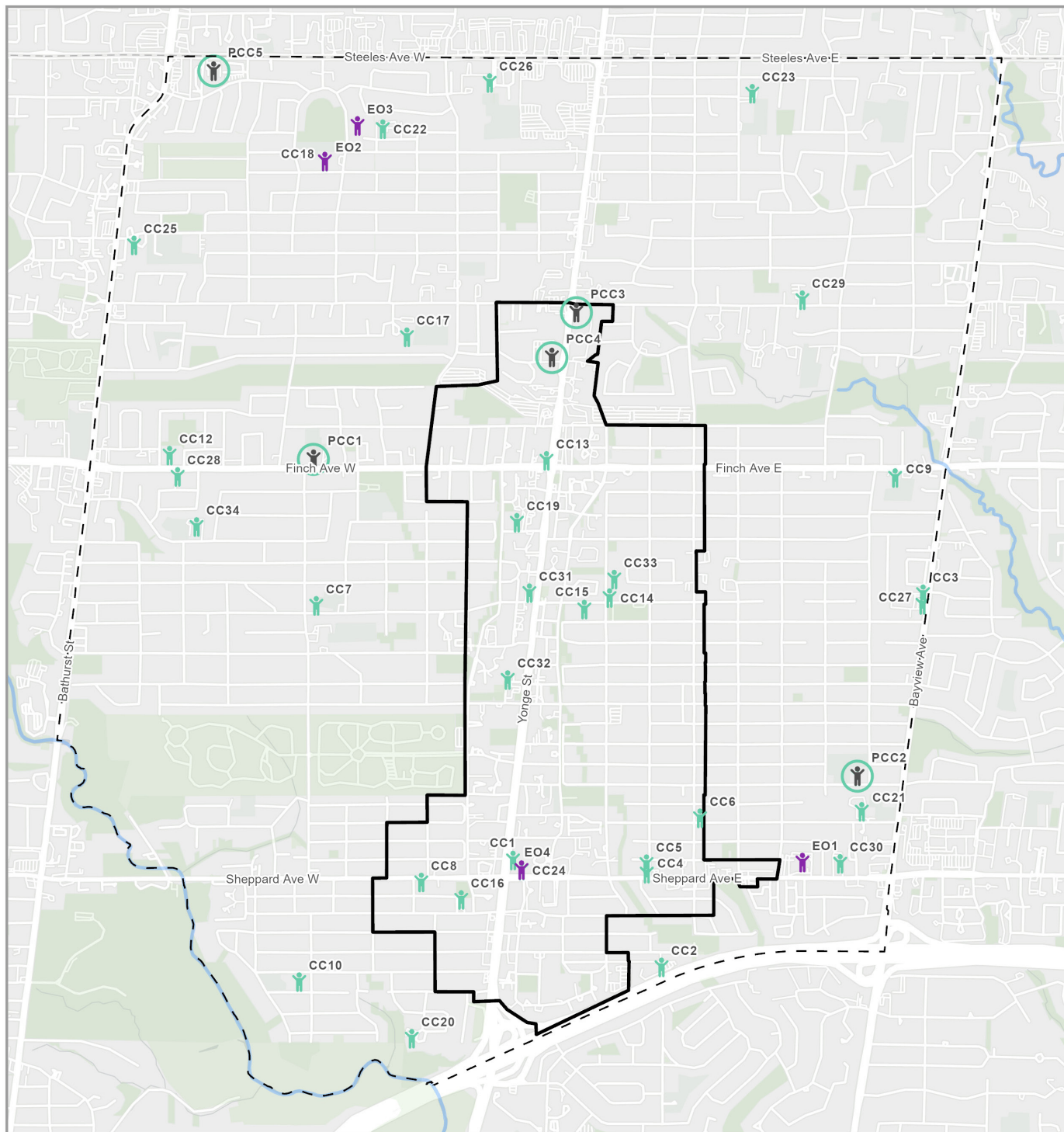
- Avondale as an area of highest need, with licensed child care spaces representing less than 20% of children aged 0-4
- Yonge-Doris as an area of high need, with licensed child care spaces representing 20-29% of children aged 0-4

Planned Facilities

There are five planned capital projects for new centres in the Study Area which will deliver 362 new licensed child care spaces (see Table 3 and Map 3). These new facilities will address some of the near-term demand; however, the supply and demand for child care centres will need to be monitored to ensure the number of licensed spaces keeps pace with growth. Expansion of child care capacity is expected to remain a priority within the Study Area.

04 Table 3: Planned Child Care Centres

Map Code	Project	Address	Child Care Spaces	Estimated Completion
PCC1	St. Antoine Daniel Catholic School	160 Finch Ave West	88	2025
PCC2	Hollywood Public School	360 Hollywood Avenue	88	2025
PCC3	Newtonbrook Plaza	5799-5915 Yonge Street	62	2028
PCC4	5800 Yonge Street	5800 Yonge Street	62	2028
PCC5	765 Steeles Avenue West	765 Steeles Avenue West	62	TBD
	Total		362	



Child Care

-  Child Care (CC)
-  EarlyON (EO)
-  Planned Child Care (PCC)

-  CS&F Study Area
-  Recommended Option Boundary
-  Green Space
-  River

Map 3: [Existing](#) and Planned Child Care Centres

Future Needs to Support Growth

Children's Services anticipates the need for 34 new child care centres (based on a 62-space per centre model) to support the full build out of the Secondary Plan, in addition to those already planned. This estimate reflects residential population growth and does not account for potential demand from employment growth.

While additional child care spaces may be realized through retrofits of existing facilities, most will need to be delivered through new construction. A portion of the demand may be met by the child care sector without direct City capital investment. However, given the estimated need for 2,077 spaces over the next 25 to 30 years, integrating licensed child care centres into new developments should be prioritized.

Children's Services will continue to monitor the estimated number of required child care spaces in relation to the child population and evolving demand under the Canada-Wide Early Learning & Child Care Agreement.

Strategic Direction

1. New Development

- Apply TCS service targets to secure growth-related, non-profit licensed child care centres through the development review process
- Where feasible, encourage development to include non-profit child care centres where they can be accommodated on the site
- Where contemplated, ensure planning and design of the child care centres occurs early in the review process to encourage the development of innovative and integrated child care delivery model
- Prioritize new child care centres in areas with lower access to child care, such as the neighbourhoods of Avondale and Yonge-Doris

2. Existing Resources

- Assess the physical and operational capacity of existing facilities to identify opportunities for expansion or relocation
- Identify and allocate funding for new or expanded child care centres in existing, redeveloped, or new schools

3. Innovative and Integrated Child Care Models

- TCS will continue to collaborate with school boards to identify partnership and co-location opportunities
- TCS will work with City Divisions, Agencies, and Boards to explore hub models that integrate child care centres within City assets such as libraries, community recreation centres, and community-based organizations

4.3. Libraries

Libraries include facilities and services provided by the Toronto Public Library (TPL), which operates a network of 81 Neighbourhood Libraries, 17 District Branches, and two Research and Reference Libraries.

Existing Libraries

There is one Toronto Public Library branch located within the Study Area: the North York Central Library (NYCL). The Centennial and Ethennonhawahastihnen' (formerly Bayview) neighbourhood libraries are located outside the Study Area but also serve the local population of North York Centre.

NYCL is situated within the North York Centre complex, on the west side of Yonge Street adjacent to Mel Lastman Square. The library spans approximately 16,000 square metres (170,000 square feet) across seven floors and welcomes over one million visitors annually. It is one of TPL's two Research and Reference Libraries, offering comprehensive and specialized collections and services that attract users from across the city and beyond.

NYCL recently underwent a multi-year renovation to meet evolving service demands. The first phase, completed in 2019, focused on renovating the first five floors. New features include:

- KidsStop interactive learning spaces for children and families
- A Discovery Zone
- A Digital Innovation Hub and Fabrication Studio
- Revitalized public study and lounge areas

The second phase included retrofits and upgrades to building systems and infrastructure, as well as the addition of a new venue rental space on the concourse level. Recent enhancements include:

- An Entrepreneurs' Suite and Virtual Interview Room
- An Accessible Technology Room
- A North York History Room
- A Digital Piano Lab
- A Youth Hub

For more information on libraries serving the Study Area, refer to [Table 14](#) in Appendix B and Map 4.

Planning for Libraries

Toronto Public Library Facilities Master Plan (FMP) 2019 identifies and prioritizes investments in library facilities over the short, medium, and long-term. The Plan establishes a Prioritization Framework for investment to support evidence-based decision-making that considers operational factors and investment requirements to achieve a balance between maintenance and growth-related capital projects. The investment decisions made by TPL are shaped by the results of the planning exercise undertaken in developing the FMP for both TPL-owned and managed facilities. Flexibility was also considered in developing the FMP to ensure that decisions can be made to adapt to unique opportunities that present themselves across the city in high growth environments.

Capital Budget and Plan Preview Report outlines TPL's ten-year capital budget and plan, detailing funding sources and the status of capital projects by geography.

Service Targets

Toronto Public Library's Service Delivery

Model is the key planning framework for ensuring equitable access to library services. It is based on three tiers of service, proximity, and population growth.

TPL does not currently use a population threshold to trigger the development of a new library or expansion of an existing branch. However, the Service Delivery Model provides guidelines (see *Table 4*) that serve as useful benchmarks for identifying opportunities to expand or enhance existing facilities.

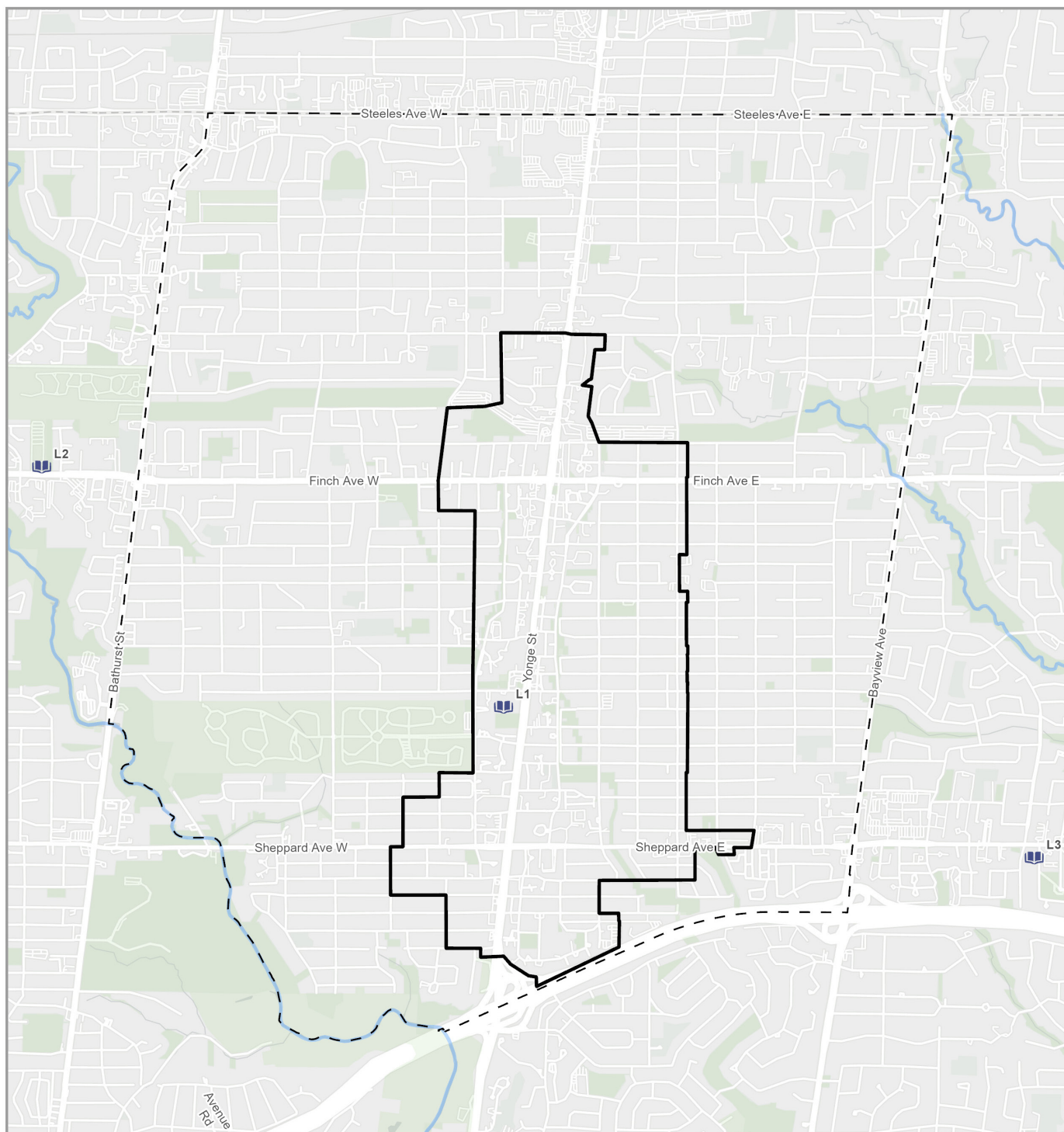
Future Needs to Support Growth

TPL's Facilities Master Plan (2019) identified North York Central Library Phase 2 as a Horizon A priority project, which has now been completed. Beyond maintaining a state of good repair at NYCL, no additional capital improvements have been identified for the Study Area.

Based on the growth estimate for the Recommended Option for updating the North York Centre Secondary Plan and TPL's service provision targets, NYCL is expected to meet library service demand in the Study Area for the next 10 to 15 years. TPL will continue to monitor the need for a new location beyond the current ten-year capital plan to accommodate long-term growth. TPL has also expressed interest in co-location opportunities with other community services and facilities.

Table 4: Toronto Public Library Service Tiers

Guidelines	Neighbourhood Branch	District Branch	Research & Reference Branch
Population	Serves a minimum of 25,000 people within 1.5 km radius	Serves a minimum of 100,000 people within a 2.5 km radius	Serves the entire city of Toronto
Optimum Size	Between 929 to 1,858 square metres (10,000 to 20,000 square feet), depending on population density	Minimum of 2,323 square metres (25,000 square feet)	Minimum of 13,935 square metres (150,000 square feet)
Facilities	Community spaces, zoned areas, program space, study space, and group/meeting rooms	Community spaces (100-200 seats), group study rooms, large meeting rooms, zoned areas, program space, study space/work areas	Specialized spaces for various uses and age groups; programming and community rental space (100-200 seating capacity) and/or premium programming and venue rental space (700+ seating capacity); study space/work areas; group study and meeting rooms; outdoor space; Special Collections room and/or exhibition spaces



Libraries

 Library (L)

-  CS&F Study Area
-  Recommended Option Boundary
-  Green Space
-  River

Map 4: [Existing](#) and Planned Child Care Centres

Strategic Direction

1. Collaborate with Toronto Public Library to Enhance Libraries as Vital Community Spaces
 - Work with TPL capital planning staff to ensure that inputs from planning and public consultation for the North York Centre Secondary Plan inform the next iteration of TPL's Facilities Master Plan
2. Develop Partnerships and Co-Location Opportunities
 - Use TPL's Joint-Use Facilities Policy to identify partnerships that allow the Library to leverage opportunities for joint-use facilities
3. Identify Innovative and Integrated Service Delivery Models
 - TPL's updated Service Delivery Model recognizes the evolving role of the library in meeting community needs. Innovative approaches to space planning include:
 - Flexible layouts and furniture to allow easy reconfiguration for multiple uses and a broad range of users
 - Improved access to meeting rooms and outdoor spaces to support community gatherings

4.4. Community Recreation

The community recreation sector is composed of a network of service providers, including publicly funded, non-profit, and hybrid models of recreational service delivery. This Report focuses exclusively on City-run recreation facilities.

Toronto's Community Recreation Centres (CRCs) and indoor recreational facilities offer a variety of registered and drop-in programs, as well as spaces that are available to communities for spontaneous use, bookings, permits, and events that reflect the specific needs of local residents. Access to these public facilities support community engagement, health, and fitness. Recreation facilities also play a critical role in supporting poverty reduction and building strong neighbourhoods.

Existing Community Recreation Facilities

North York Centre is geographically well-served by CRCs and indoor recreation facilities, offering a wide range of programs for all age groups. Within the Study Area, there are currently three community centres, one aquatic centre, and one stand-alone arena. Additionally, two community centres – Ethennonnhawahstihnen' and Earl Bales CRC – located just outside the Study Area, also serve North York Centre residents. All recreation centres serving the Study Area operate on a fee-based model.

Currently, community recreation programs offer more than 35,000 annual course hours, distributed across 4,800 activities and providing 50,000 registration spaces. The combined capacity of indoor recreational facilities serving North York Centre has increased substantially in recent years, with registration spaces, course hours, and activities offered doubling from 2023 to 2025. In

2024, the average utilization rate of these facilities was approximately 75%, with Earl Bales CRC and Bayview Arena achieving higher rates of 82% and 80%, respectively. Camps, after-school programs, and skating had the highest utilization rates. While most arenas are well-used during prime-time hours, off-peak daytime usage remains very low, indicating capacity for increased ice use during both prime and non-prime hours.

Refer to [Table 15](#) in Appendix B for additional information on existing community recreation facilities.

Planning for Community Recreation

The **City of Toronto Parks and Recreation Facilities Plan 2019-2038 (PRFP)**, adopted by City Council in November 2017, is a 20-year plan for investing in new and improved recreation facilities across the city. Guided by the principles of quality, sustainability, innovation, and equity, the PRFP aims to:

- Renew and upgrade existing facilities
- Address gaps and growth-related needs by identifying current and projected facility shortfalls and creating new facilities where needed
- Collaborate with others to maximize partnership opportunities and leverage investments

The City reviews the Facilities Plan every five years to assess evolving community needs and priorities, and to reflect changes in population, policies, and funding. The PRFP is currently under review, with the updated version expected in spring 2026. This review will identify priorities for new or improved facilities, including CRCs, and assess whether current recreation facilities meet residents' needs.

The **Implementation Strategy** for the PRFP, adopted by City Council in October 2019, outlines specific recreation facility requirements by geography (ward, district, or city-wide) and time frame: short-term (2019-2023), medium-term (2024-2028), and long-term (2029-2038), to address recreation service level gaps throughout the city. Following the 2026 PRFP update, the City will revise the Implementation Strategy accordingly.

The recently approved **Toronto Dog Off-Leash Strategy (2025)** recommends new off-leash areas (OLAs) city-wide, prioritizing growth areas and underserved locations. This Strategy will also be integrated into the updated PRFP.

Provision Approach

The PRFP sets a provision standard of one Community Recreation Centre per 34,000 residents. New or replacement CRCs will be mid-sized or large, multi-component facilities ranging from 4,200 to 6,000 square metres (45,000 to 65,000 square feet), with service radii of 2 to 2.5 kilometres. The Plan recognizes the growing demand for multi-use, inclusive, and intergenerational spaces that provide active spaces and people places. This model supports cross-programming and creates a critical mass that enables CRCs to function as community destinations.

Planned Facilities

The existing CRCs serving North York Centre are not currently identified for replacement in the 2019 PRFP. However, the Facilities Plan contemplates the delivery of a new CRC within Willowdale-Ward 18, as outlined in Table 5 and shown in Map 5 below. Delivery of this new facility is contingent upon the advancement of the proposed development, which has not yet proceeded and remains uncertain in terms of timing. If the project does not move forward, additional community recreation centre needs should be addressed in the near term.

The 2019 PRFP also identifies several additional investment priorities for the broader North York area, including:

- Replacement of one arena in North York with a twin-pad arena (site to be determined)
- New gymnasiums as part of expanded CRCs in North York (sites to be determined)
- New community-level skateparks in York Centre-Ward 6 or Willowdale-Ward 18
- At least two additional skating trails by expanding existing outdoor artificial ice rinks in North York

- New soccer fields/multi-use fields city-wide, including in North York (site to be determined)
- New basketball courts to address city-wide gaps, including in North York (site to be determined)

Future Needs to Support Growth

North York Centre is geographically well served by Community Recreation Centres and most indoor and outdoor recreational facilities. Based on current Parks and Recreation provision standards, the following needs have been identified for the next 10 to 15 years, as well as for the full build-out of the Recommended Option for updating the Secondary Plan over the next 25 to 30 years. Over the long-term, as the plan area is fully built out, servicing and programming will be monitored. Impacts on recreation facility needs will be addressed and further reviewed through the City-wide Facilities Plan review process, which occurs every five years.

Community Recreation Centres

Existing and planned CRCs are expected to accommodate the estimated development in the area over the next 10 to 15 years. Continued monitoring and assessment of recreation facility demand will be necessary over the long-term to confirm and plan for additional needs as the community grows.

Table 5: Planned Community Recreation Facility

Map Code	Project	Location	Description
PCRC1	Newtonbrook CRC	5915 Yonge Street	A mid-sized, two-storey centre (4,273 square metres or 46,000 square feet) is proposed, featuring a gymnasium, multi-purpose spaces, a community kitchen, and a daycare integrated into the podium of a mixed use building.

Outdoor Recreational Facilities

Existing outdoor facilities are anticipated to meet the needs of the current population and projected growth over the next 10 to 15 years, except for multisport/soccer fields, basketball courts, outdoor fitness equipment, and dog off-leash areas. These should be prioritized in future park development and improvement efforts within the Study Area.³

Program Expansion

Although the area is geographically well-served, opportunities to improve and expand recreational programming, both indoor and outdoor, should be explored. This will help address the needs arising from population growth and demographic changes over the long-term, as part of the ongoing facility planning process.

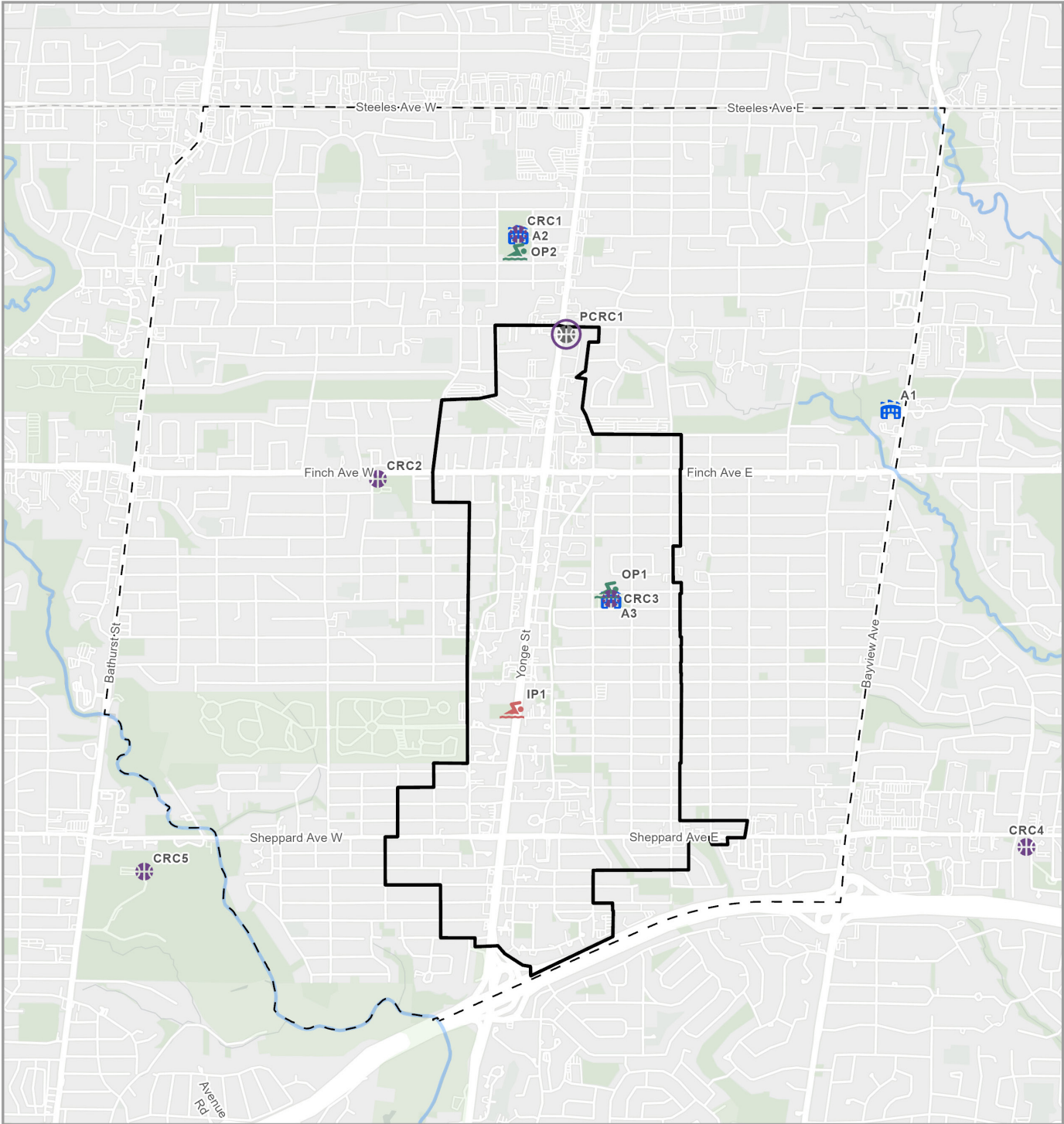
Equity and Access

North York Centre has higher proportions of newcomers, racialized residents, and low-income families compared to the city average. Opportunities for increased access to programs and services should be explored to align with the City's equity policies and goals.

Strategic Direction

1. Ensure that Plans for New and Improved Recreation Facilities are Informed by Community Needs and Interests
2. Develop Partnerships and Co-Location Opportunities
 - The strategic goals of Parks and Recreation's Facilities Plan and related policies support a range of partnerships, including:
 - Co-location with other City Divisions, Agencies, Boards and Commissions, institutions, and developers
 - Increased information-sharing and collaboration with all types of recreation facility providers to understand and address growth-related needs
 - Collaboration with school boards to improve facilities and develop standard terms to facilitate co-location and community access
 - Development of a standardized framework and/or criteria to simplify and expedite the partnership process
3. Identify Innovative and Integrated Service Delivery Models
 - Explore a variety of provision and partnership models, including innovative approaches to CRC design and delivery within the podiums of high-rise developments
 - Explore developing a design template for urban recreation centres in high-rise developments, based on programming components for various facility sizes
4. Reinvest and Maximize the Use of Existing Assets
 - Prioritize the upgrade, expansion, and improvement of existing recreation facilities to respond to growth pressures and demographic changes

³ The implementation of new outdoor recreational facilities is currently limited by the size and shape of existing parkland within the Study Area. Strategies to expand parkland should be prioritized to enable the development of larger parks, which would support the implementation of identified facility needs.



Community Recreation

- Community/ Recreation Centre (CRC)
- Planned Community/Recreation Centre (PCRC)
- Indoor Pool (IP)
- Outdoor Pool (OP)
- Arena (A)
- CS&F Study Area
- Recommended Option Boundary
- Green Space
- River

Map 5: Existing and Planned Community Recreation Facilities Serving the Study Area

4.5. Human Service Agencies

The human services sector contributes to the city's health, social, economic, and cultural well-being. Non-profit, community-based organizations often deliver these services and form an essential part of the broader network of community services and facilities. These agencies play a vital role in identifying community needs, sharing information, and delivering assistance to individuals, families, and vulnerable populations within the local community.

The human services sector is complex and highly collaborative, involving multiple City Divisions, other government agencies, and a network of non-profit community-based organizations that work in partnership to deliver essential programs and services. Human service agencies work in partnership with various City Divisions and government agencies, including Social Development (SD), Toronto Shelter & Support Services (TSSS), Toronto Public Health (TPH), and Toronto Employment and Social Services (TESS). Facilities operated by members of the Association of Community Centres (AOCCs) and Toronto Neighbourhood Centres (TNCs) also play a key role in providing space for and delivering programs and services to communities.

Existing Human Service Agencies

There are approximately 38 human service agencies located in the Study Area. These agencies offer a wide range of programs and services, including newcomer settlement and language services, supports for persons with disabilities, seniors' services, family and counselling services, food banks, youth services, and more. Refer to [Table 16](#) in Appendix B for additional information on existing human service agencies.

Planning for Human Services

Several City Divisions are actively engaged with the human services sector to support the delivery of a broad range of programs and services. The City's primary focus is on the not-for-profit sector, which delivers hundreds of programs and services. City Planning and Development Review support this work by addressing facility space needs to ensure the sector can continue to serve the community effectively.

Community Space Tenancy Policy

The City supports the human service sector through community grants, contracting agencies through fee-for-service, and providing [Community Space Tenancy \(CST\)](#) space opportunities. The CST Policy provides a framework for leasing City space to the non-profit community-based sector for nominal, below-market rents. The CST program is led by the City's Social Development and Corporate Real Estate Management (CREM) Divisions. The purpose of the CST Policy is to lease City-owned or managed space to non-profit organizations based on an assessment of community service needs, local demographics, and facility availability. When space becomes available, the City issues a Request for Expressions of Interest (REOI) to notify eligible organizations.

There are currently five CST locations in the Study Area, totaling 2,377 square metres (25,584 square feet) of community space, including The Neighbourhood Group's new location at 5220 Yonge Street. For more information on existing CST locations in the Study Area, refer to [Table 17](#) in Appendix B and Map 6 below.

There is one planned CST space in North York Centre, located at 5051-5061 Yonge Street (see [Table 6](#)). Delivery of this facility is contingent on the advancement of the proposed development. A tenant will be selected through the CST Policy process.

Association of Community Centres (AOCCs)

Toronto has a number of community centres across the City that are operated and maintained by volunteer Boards of Management appointed by the City of Toronto, these centres are collectively called the [Association of Community Centres \(AOCCs\)](#). AOCCs are multi-purpose facilities that provide public space, programs, and services to meet the social and recreational needs of local communities. The City provides each AOCC with access to a City-owned or leased facility and core administrative funding. Programming funds are raised through membership and program fees, donations, and grants. Although AOCCs are designated as part of an association, they operate independently as separate local and City boards under the *City of Toronto Act, 2006*. A [Relationship Framework](#) outlines Council’s delegation of authority, expectations, and requirements for the Boards of Management.

As Toronto continues to grow, the need for additional community-based social infrastructure becomes increasingly important. In July 2024, City Council adopted a framework to expand the AOCC model of City-owned, community-operated service spaces to help meet this need. A key component of the AOCC Expansion Framework is to prioritize underserved areas and those experiencing significant population growth and development pressures. This approach aims to ensure equitable access to essential programs, services, and facilities. Currently, there are no AOCCs in the Study Area.

Service Targets

Given the wide range of programs and services offered by human service providers, there is no single growth-related service provision target for the sector. The City’s Social Development Division tracks demand for human services space geographically through its [Community Space Interest Registry](#). This Registry collects information from non-profit organizations about their mandates, programs and services, space requirements (size, type, and location), and intended uses. The Social Development Division also works directly with non-profits to help plan for a sustainable network of social service infrastructure that can meet the diverse long-term needs of residents and community organizations.

The [North York Centre CS&F Background Report](#) identified access to affordable space as a key challenge facing the sector. Most organizations have experienced increased demand for services in recent years.

Consultation with the human services sector has led to the development of approximate facility size requirements, which can be used as benchmarks when pursuing opportunities to secure space through the planning approvals process. Table 7 summarizes these requirements.

Table 6: Planned Community Space Tenancy

Map Code	Location	Description
PCST1	5051-5061 Yonge Street	Proposed CST space of approximately 6,500 square feet, located on the second floor of a new mixed use development with direct lobby access from Yonge Street.

Table 7: Types of Human Services Spaces and/or Community Based-Facilities

Type of Facility	Description and Space Needs	Approx. Size (m ²)
Large Multi-Service Organization - Hub Model	- Includes AOCCs, TNCs, faith-based organizations, ethno-cultural centres, recreation, and community service agencies - Typically includes large multi-purpose rooms, kitchen, staff rooms, and program rooms	1,400 - 3,700+
Specialized Multi-Service Organization - Hub Model	- Offers specialized programs/services for specific groups or communities including seniors, youth, children, indigenous women, people with disabilities, and others - Programming space may include youth services drop-in space (185 - 280 m²) or Parent Resource Centre (465 m²)	930 - 1,900+
Health, Mental Health and Support Services	- Programming space may include meeting rooms, office space, group rooms, counselling rooms, kitchen, and reception/waiting areas - May be operated within a larger space/facility - Street level space is preferred - Toronto Public Health is an important City division partner in this sub-sector	465
Housing, Homeless Services and Food Banks	- Organizations include affordable, social, supportive and senior housing providers; emergency and refugee shelters; faith-based organizations that support people who are homeless or socially isolated; tenant support organizations; and food banks - TSSS is the lead City division for housing and integrated services in this sub-sector - Food bank programs may require staff rooms, cooking areas, and storage space	465
Employment Training and Settlement	- Client resource and information space (75 m²) - Classroom and multi-purpose space for training (93 m²) - Language Instruction for New Canadians (LINC program) approx. 790 m², including 6-7 classrooms (418 m²); lounge (93 m²); staff offices (23 m²); kitchenette (28 m²); child care and counselling space (186 m²)	Up to 790
Community Development, Planning and Information and Referral	- Prefer shared space within larger facilities such as community centres or faith-based organizations - Client counselling and information space (74-93 m²)	100

Future Needs to Support Growth

Providing accessible community space is a key component to building strong neighbourhoods. Human service agencies are increasingly vulnerable to rising land values, rental costs, and the risk of displacement due to redevelopment, all while facing growing demand and a need for additional space.

Over the next 25 to 30 years, human services space will be planned and supported by providing below-market rent to non-profit organizations that deliver community and cultural services aligned with the City's strategic objectives, where feasible.

The Social Development (SD) Division has developed context-specific targets for community service space. This refers specifically to SD-owned or managed spaces leased to eligible non-profit organizations under the Community Space Tenancy Policy, the Association of Community Centres model, or as part of community hubs. These targets do not include non-City spaces operated by non-profit organizations.

A provision target of 13,000 square metres (140,000 square feet) of net new community agency space is recommended for North York Centre. This figure is based on the current inventory of community agency space, population growth estimates, and an analysis of local equity considerations. These targets will guide the planning and development of SD-owned or managed space in North York Centre over the next 25 to 30 years, ensuring that City investment in social service infrastructure keeps pace with population growth, addresses future community needs, and provides long-term, affordable real estate for the non-profit sector.

Engagement with local human service agencies, supported by demographic analysis, identified the following program, organizational, and space needs in North York Centre:

- Language-based facilities and Language Instruction for Newcomers to Canada (LINC) programs
- Employment and poverty reduction strategies
- Reliable and improved food provision
- Settlement and seniors services
- Affordable, accessible, and culturally-appropriate health and mental health services

Local human service agencies also identified the following emerging opportunities in North York Centre:

- Creation of a robust community hub to support organizational collaboration and the delivery of complementary services
- Strengthening partnerships with City Divisions, Boards, and Agencies, including the Toronto Public Library and the Toronto District School Board

For more information on the City's engagement with North York Centre's human services sector, refer to [Appendix C](#).

Strategic Direction

1. Develop Partnership and Co-Location Opportunities

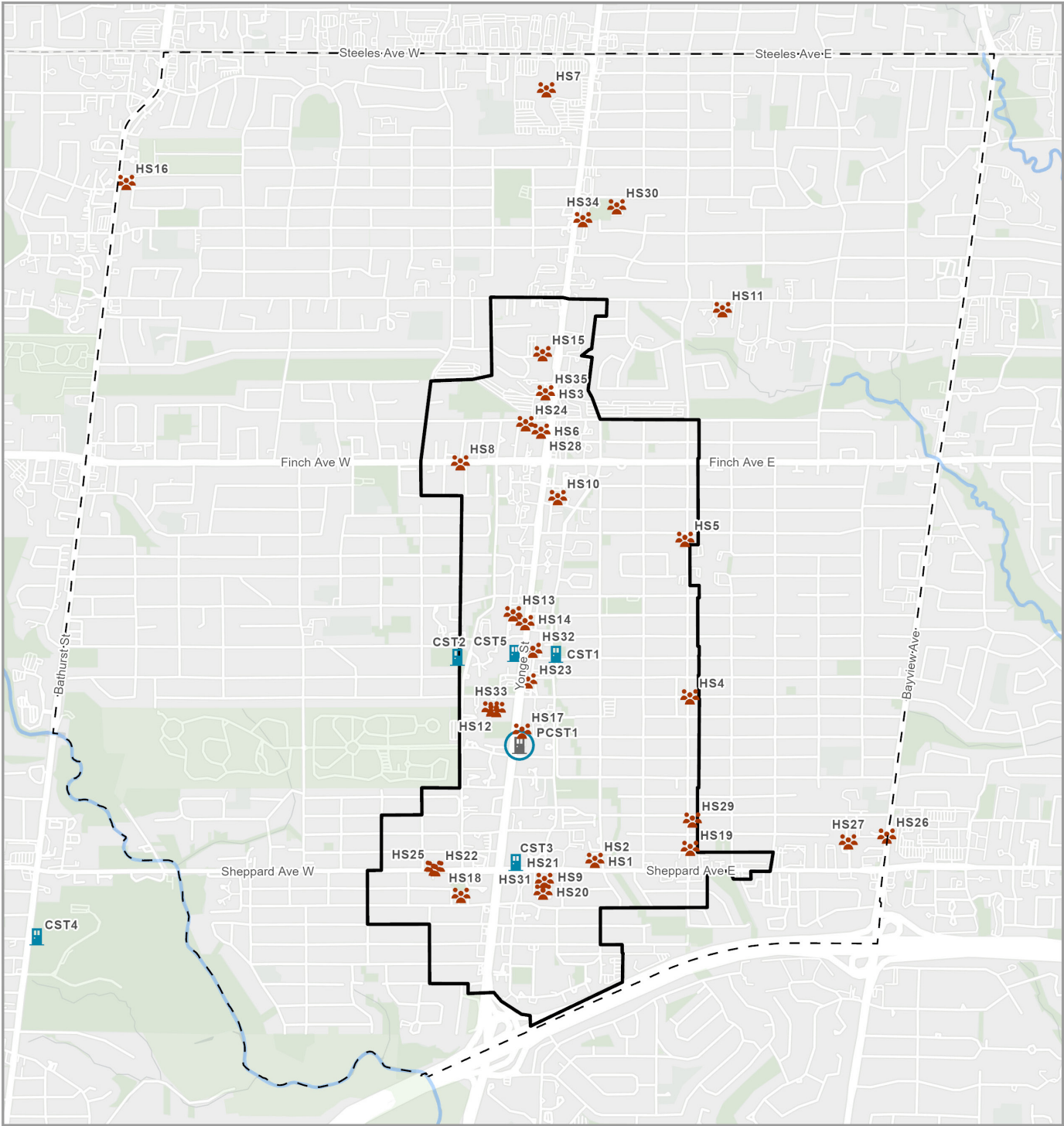
- Encourage co-location and partnership opportunities to improve access, maximize resources, and provide a broader range of complementary programs and services in a single location
- Strengthen partnerships with the Toronto Public Library and the school boards to help support the delivery of community services

2. Build New AOCCs and/or Community Hubs

- Pursue opportunities through private development or the redevelopment of existing community infrastructure to create new AOCCs or community hubs
 - Staff will evaluate sites from new developments, surplus City properties, and co-location opportunities as potential locations for AOCCs and community hubs

3. Use the Planning Approval Process to Identify and Secure Space for the Community Space Tenancy Policy

- Leverage the planning approvals process to identify and secure appropriate spaces for non-profit organizations under the Community Space Tenancy Policy



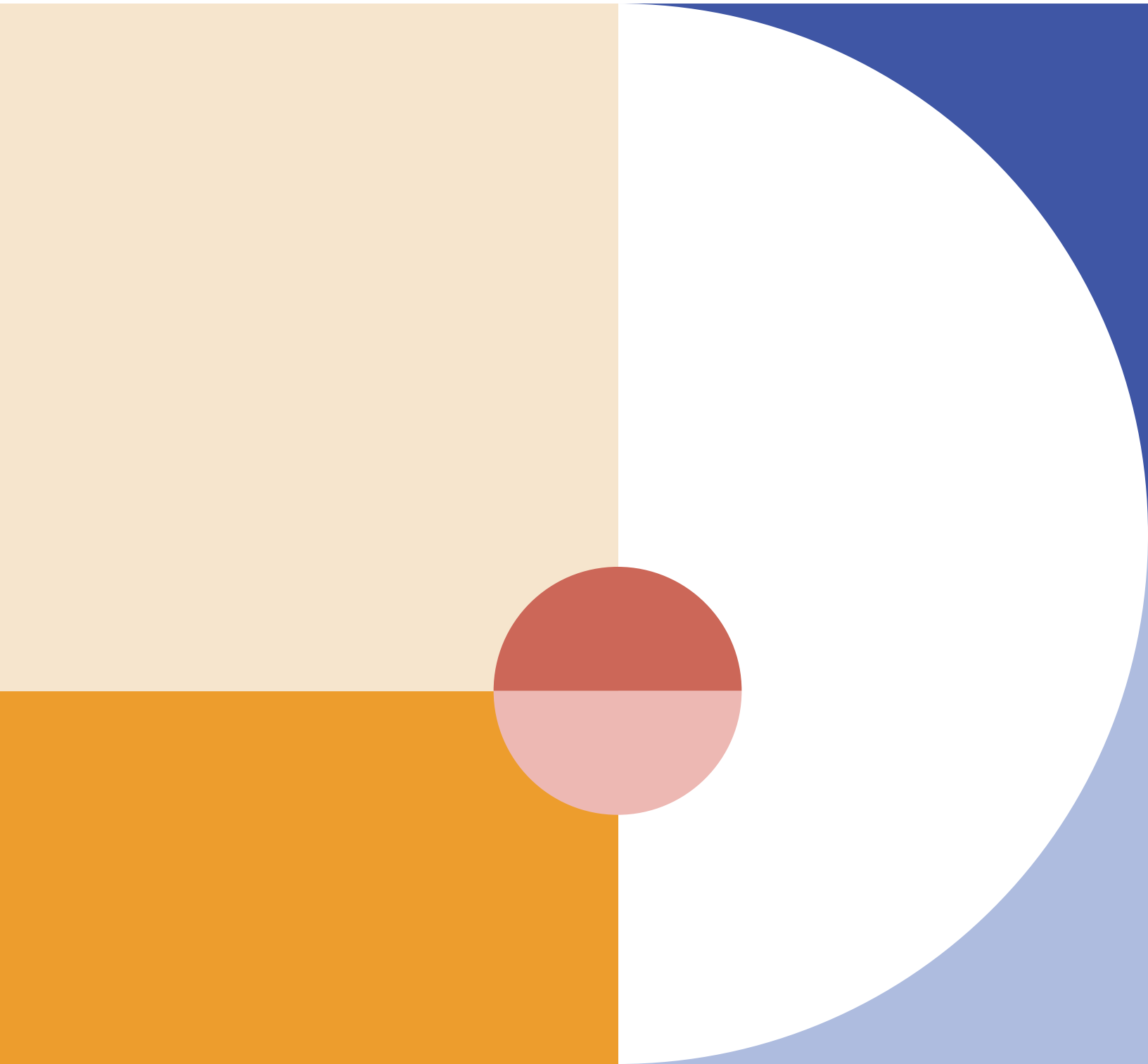
Human Services

- Human Services Organization (HS)
- Community Space Tenancy (CST)
- Planned Community Space Tenancy (PCST)

- CS&F Study Area
- Recommended Option Boundary
- Green Space
- River

Map 6: [Existing](#) and Planned Human Services and CST Spaces

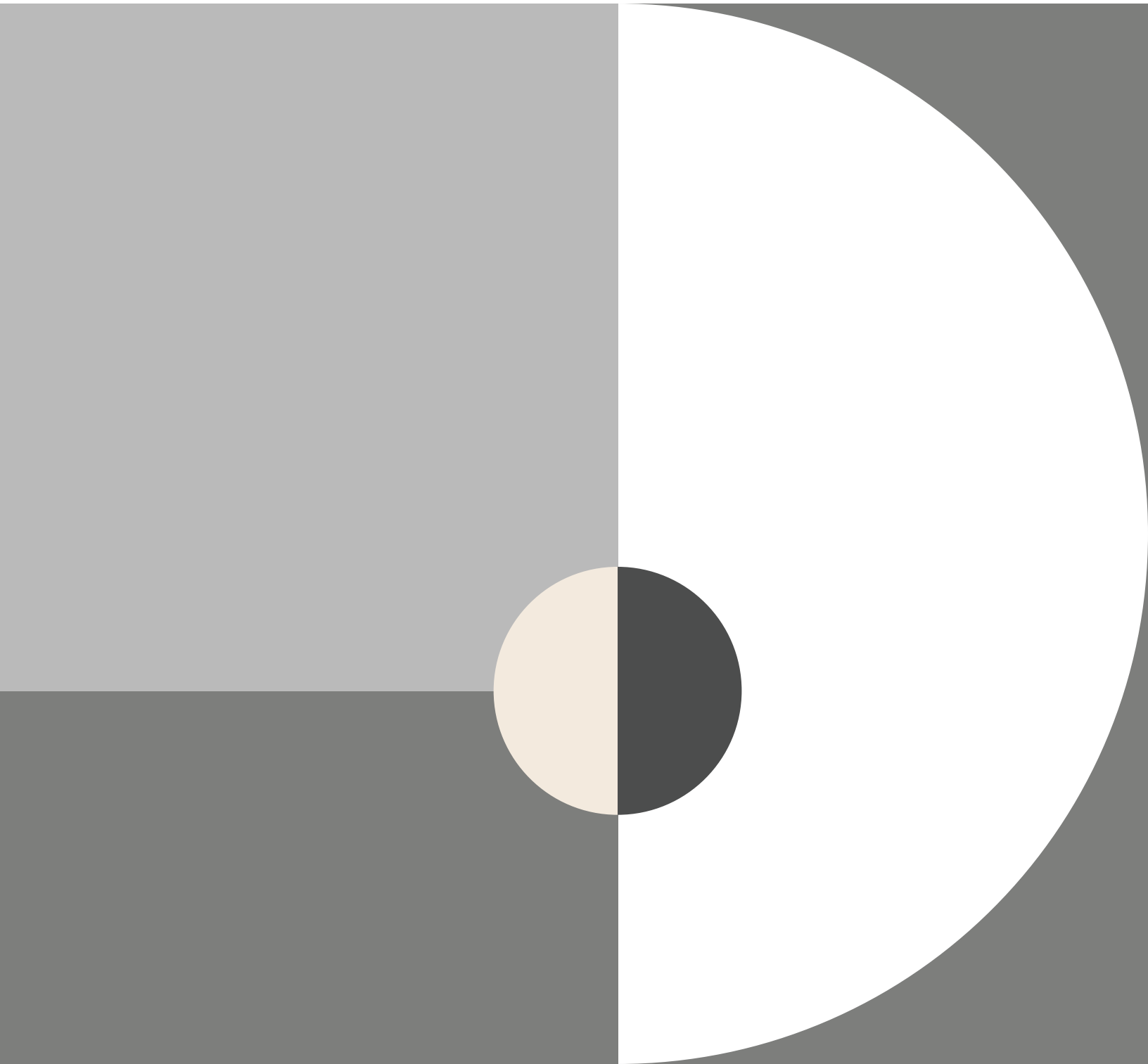
05. Implementation



05. IMPLEMENTATION

The North York Centre CS&F Strategy will be reviewed regularly and revised, as appropriate, to reflect changes in sector service or capital plans, as well as emerging needs related to growth. Sector leads will be consulted periodically to provide updates on their actions and/or recommendations. These updates may include the addition of new or completed actions or recommendations, as well as revisions to the timing of funding and/or construction for facility reinvestments.

Appendix A: Demographic Profile



DEMOGRAPHIC PROFILE

The following demographic profile includes analysis of indicators for the CS&F Study Area compared to the Toronto city-wide average. Comparisons are also made between the Recommended Option for updating the North York Centre Secondary Plan (herein referred to as the “Recommended Option”) and the CS&F Study Area, where relevant. The demographic and socio-economic profile of the area was prepared using 2001, 2006, 2011, 2016 and 2021 Census data. This data was used

to understand the current composition of the community and identify trends over time.

According to the 2021 Census, there are 118,160 people living in the CS&F Study Area. Between 2016 and 2021, the Study Area’s population decreased by 0.6%, while the city’s population increased by 2.3%, and the Recommended Option’s population increased by 10% (Figure 1).

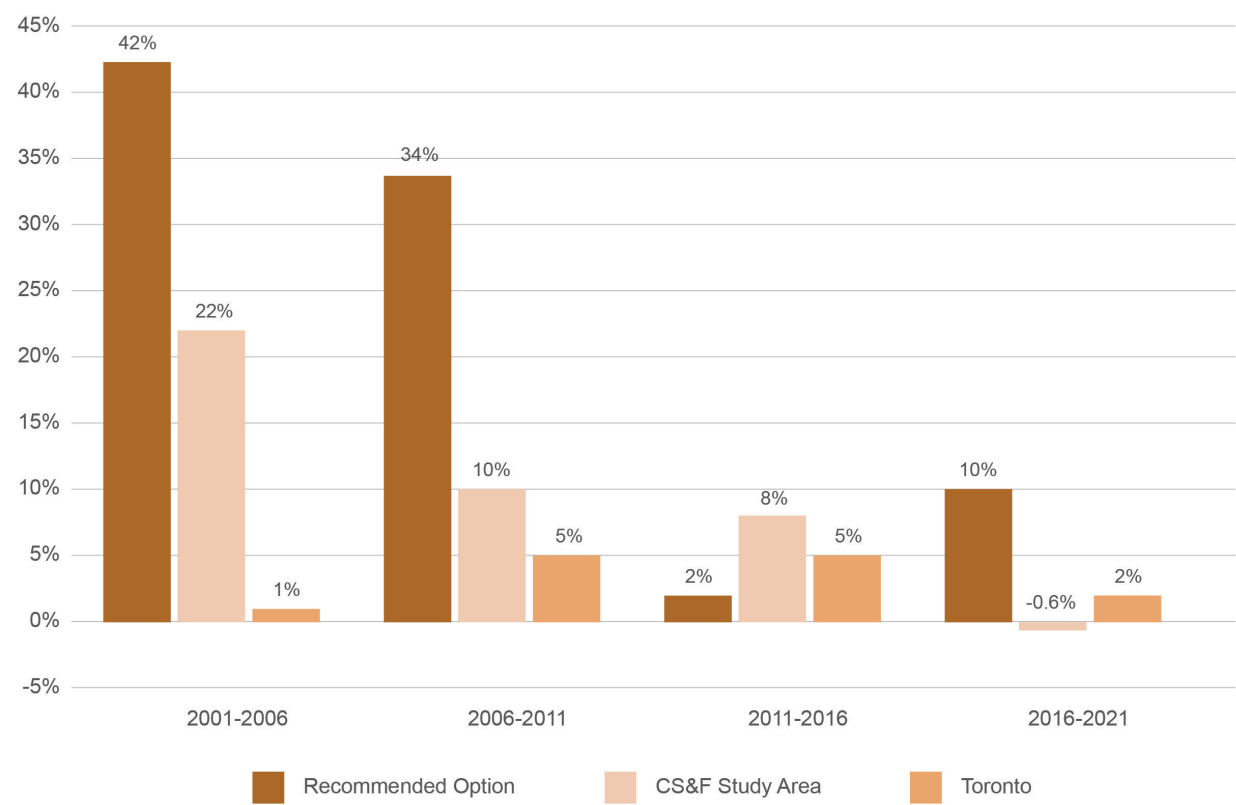


Figure 1: Percentage Change in Population, 2001-2021

Population by Age

Both the CS&F Study Area and Recommended Option have a higher proportion of working age residents than the city average. The age structure within the CS&F Study Area includes a higher proportion of seniors (age 65+) and lower proportions of children (age 0-14) and youth (age 15-24) than the Toronto average (Figure 2).

Families and Households

In 2021, there were 32,065 families living in private households in the CS&F Study Area, with a lower proportion of families with children (60%) than Toronto (63%). In comparison, the Recommended Option shows a lower proportion of families with children (55%) than the CS&F Study Area and the city-wide average (Figure 3).

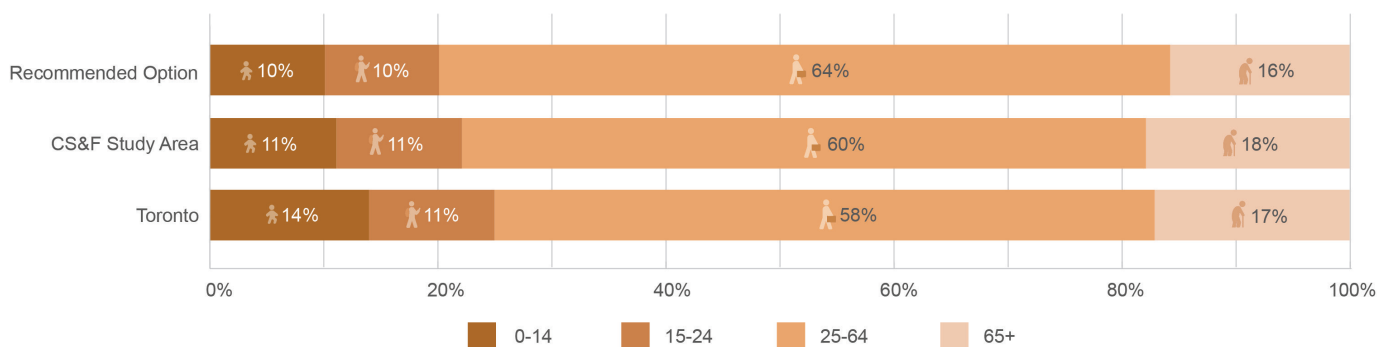


Figure 2: Population by Age, 2021

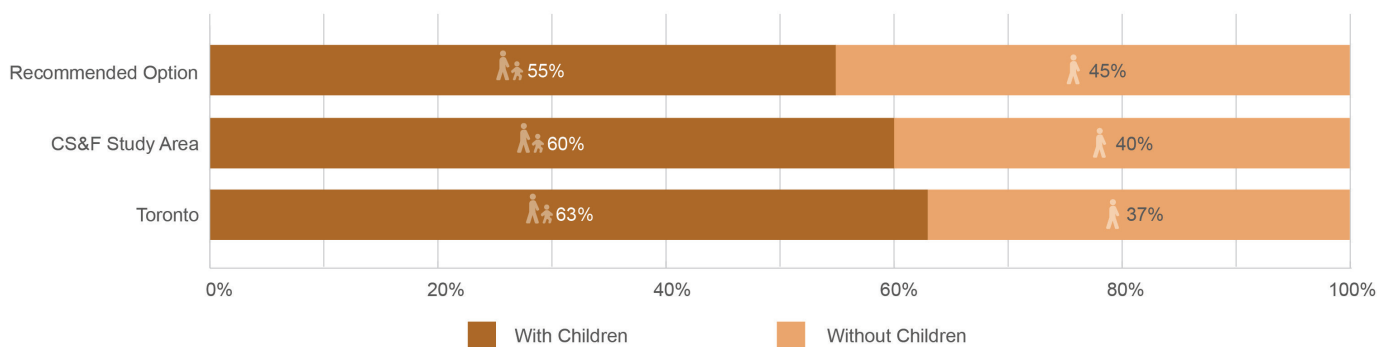


Figure 3: Families in Private Households With and Without Children, 2021

Household Size

Household sizes have been roughly consistent within the CS&F Study Area since 2001, with most households (65%) including 1 or 2 persons (Figure 4). In comparison, the Recommended Option has smaller households, with a higher proportion

of 1- and 2-person (38% and 36%) households and a lower proportion of 3 and 4 or more person households (15% and 11%) than the CS&F Study Area and Toronto.

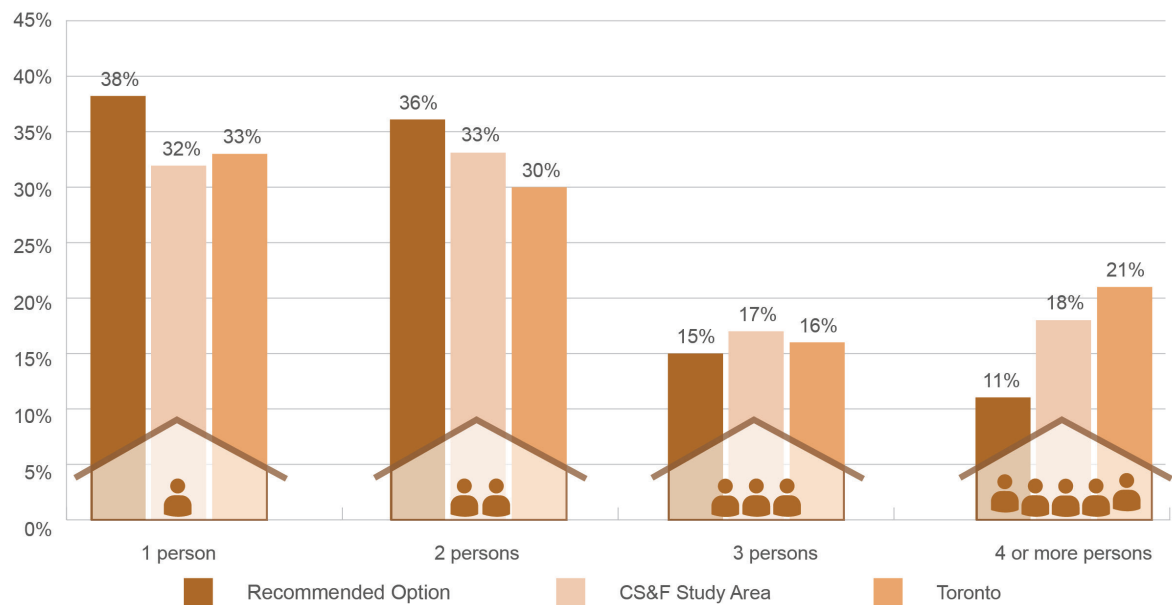


Figure 4: Households by Size, 2021

Lone Parent Families

The proportion of lone parent families is lower in the CS&F Study Area at 18% compared to the city at 21% (Figure 5). The majority of these lone parent families have one child, which is consistent with the city. The Recommended Option has a slightly lower proportion of lone parent families (16%) than the CS&F Study Area and Toronto.

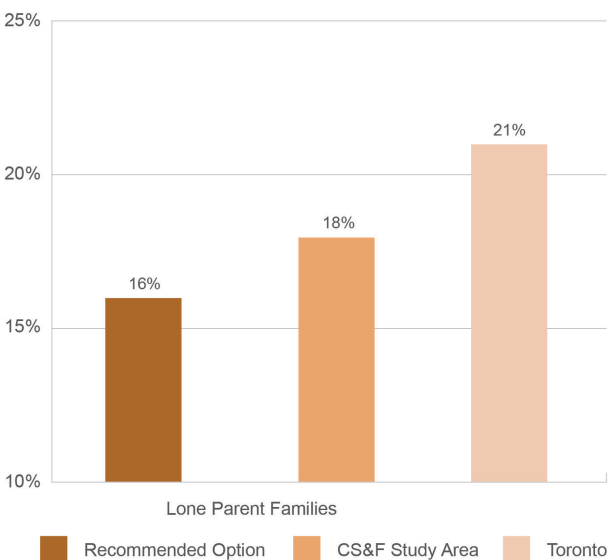


Figure 5: Lone Parent Families, 2021

Immigration Status

At 60% of the population, the CS&F Study Area has a high proportion of immigrants compared to Toronto as a whole (47%). A quarter of the Study Area’s immigrant population arrived between 2001 to 2010, compared to 23% across the city. There was a decline in the Study Area’s immigrant population growth (15%) between 2011 to 2015, however, the rate went up again to 20% between 2016 to 2021. In comparison, the Recommended Option has a higher proportion of immigrants (61%) than the CS&F Study Area and Toronto (Figure 6).

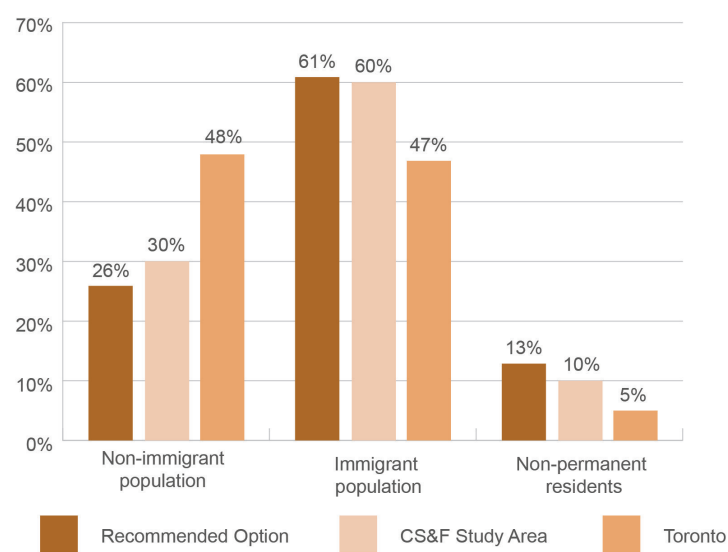


Figure 6: Immigration Status, 2021

In the CS&F Study Area and the Recommended Option, the proportion of first-generation immigrants 15 years and over is higher compared to the city and has been increasing steadily since 2006 (Figure 7).

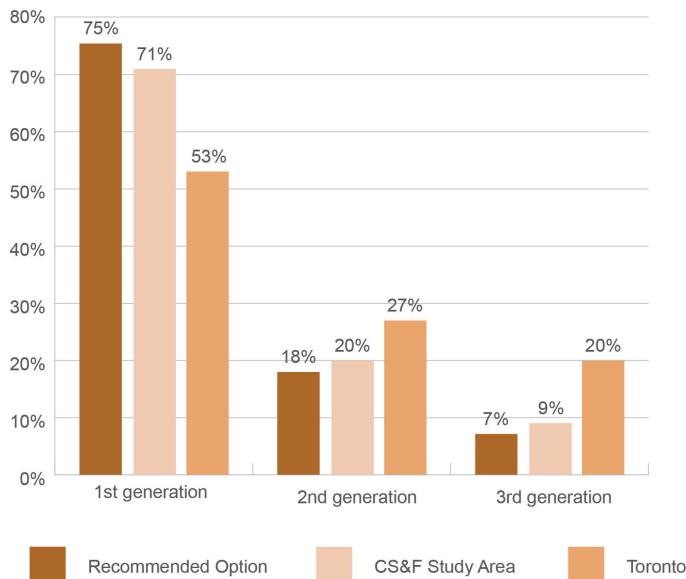


Figure 7: Immigration Status by Generation, 2021

Mobility

In 2021, a greater proportion of the CS&F Study Area residents (46%) identified as “movers” compared to the city average of 37% (Figure 8). In comparison, the Recommended Option has a higher proportion of movers (54%) than the CS&F Study Area and the city. External migrants (including migrants who did not live in Canada one year or five years ago) accounted for about 61.5% of the CS&F Study Area population.

Education and Income

Residents between 25-64 years of age within the CS&F Study Area were more likely to have attained a postsecondary certificate, diploma, or degree than those in the city overall (Figure 9). The Recommended Option shows an even higher percentage (87%) of those that have attained a postsecondary certificate, diploma, or degree compared to the CS&F Study Area and the city.

Despite educational attainment, average family and household income are lower in the CS&F Study Area than the city average (Figure 10). In 2021, the CS&F Study Area had an average household income of \$106,300 while the city average household income was \$121,200. While the average household income in the Recommended Option (\$94,000) was lower compared to the CS&F Study Area and Toronto.

The incidence of low income in the CS&F Study Area is 18%, which is higher than the city-wide average of 13% (Figure 11). The Recommended Option has an even higher incidence of low income at 21%. Over the last ten years (2011-2021), the incidence of low income has decreased by 6% in the CS&F Study Area and across the city.

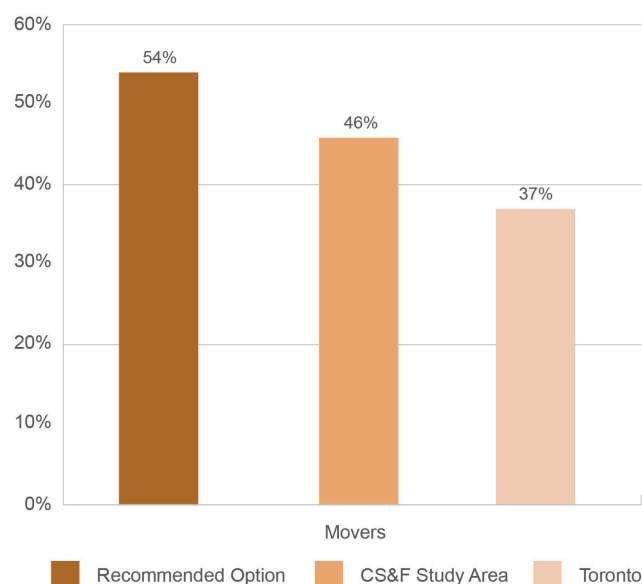


Figure 8: Mobility Status 5 Years, 2021

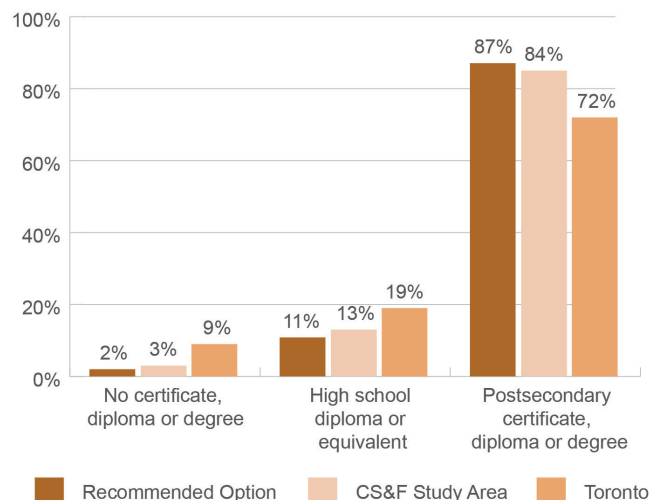


Figure 9: Educational Attainment, 2021

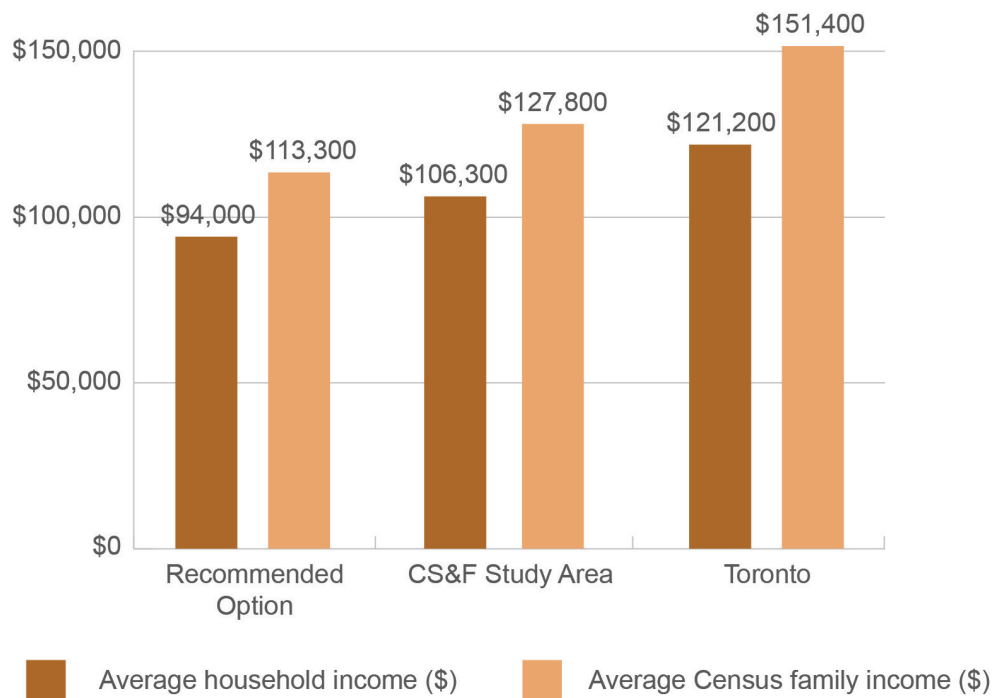


Figure 10: Income Earnings, 2021

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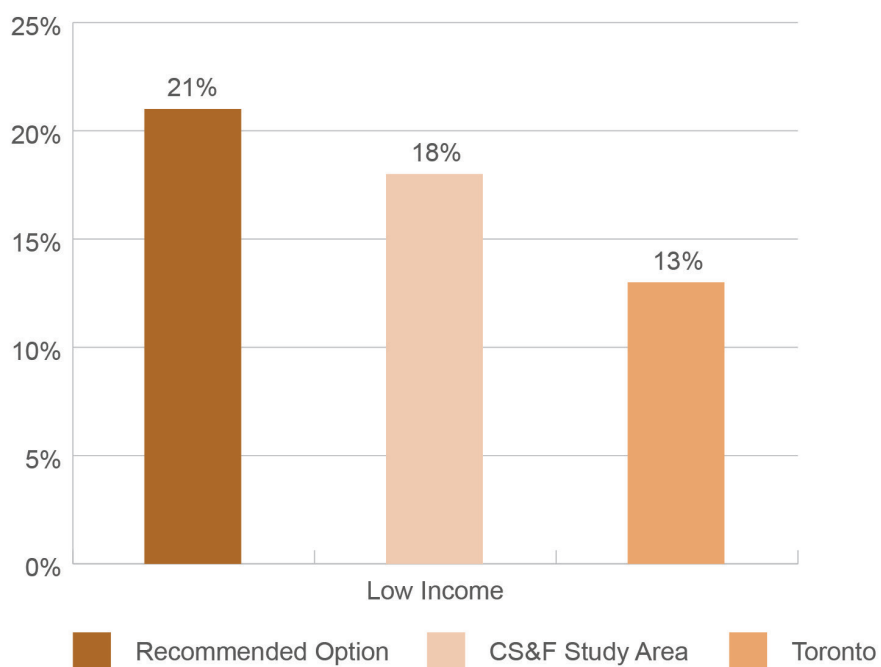


Figure 11: Incidence of Low Income, 2021

Income Spent on Shelter Costs

In 2021, 49% of tenant households and 38% of owner households in the CS&F Study Area were spending more than 30% of their income on shelter costs. Similarly, in the Recommended Option, 52% of tenant households and 41% of owner households were spending more than 30% of their income on shelter costs (Figure 12). Both percentages are higher than city averages but are

consistent with the city-wide trend of more renters spending more than 30% of their income on shelter costs than owners. The lower average income and high proportion of renters spending more than 30% of income on shelter costs in the CS&F Study Area is consistent with overall housing affordability challenges across the city.

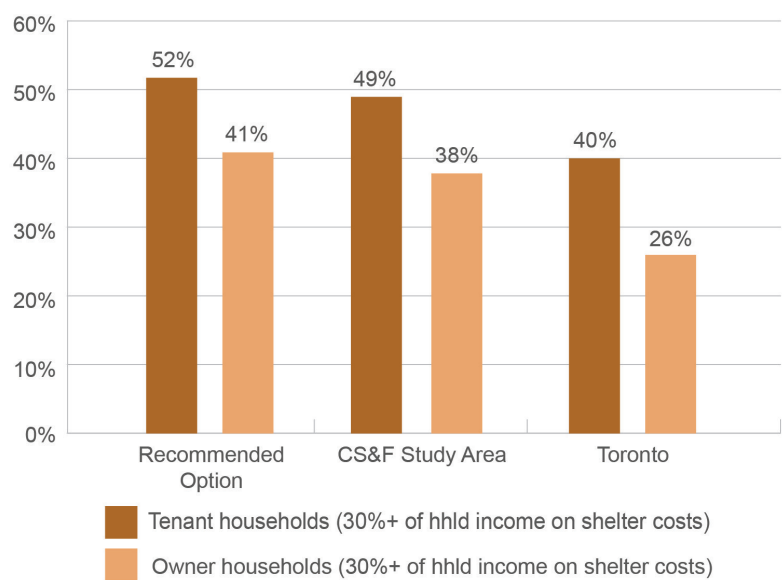


Figure 12: 30% or More of Income on Shelter by Tenure, 2021

Employment and Occupation

The unemployment rate in the CS&F Study Area and the Recommended Option are slightly below the city average of 14% (Table 8).

Area	Unemployment Rate
Recommended Option	12%
CS&F Study Area	13%
Toronto	14%

Table 8: Unemployment Rate, 2021

Occupations

The two most dominant occupation categories in the CS&F Study Area are Business, Finance, and Administration at 24% and Sales and Services at 22% (Figure 13). Occupations in Natural and Applied Sciences are significantly higher in the Study Area than in the city overall. For the Recommended Option, the most dominant occupation categories are Business, Finance

and Administration occupations at 27%, followed by Sales and Services at 21%, and Natural and Applied Sciences and related occupations at 21%, respectively.

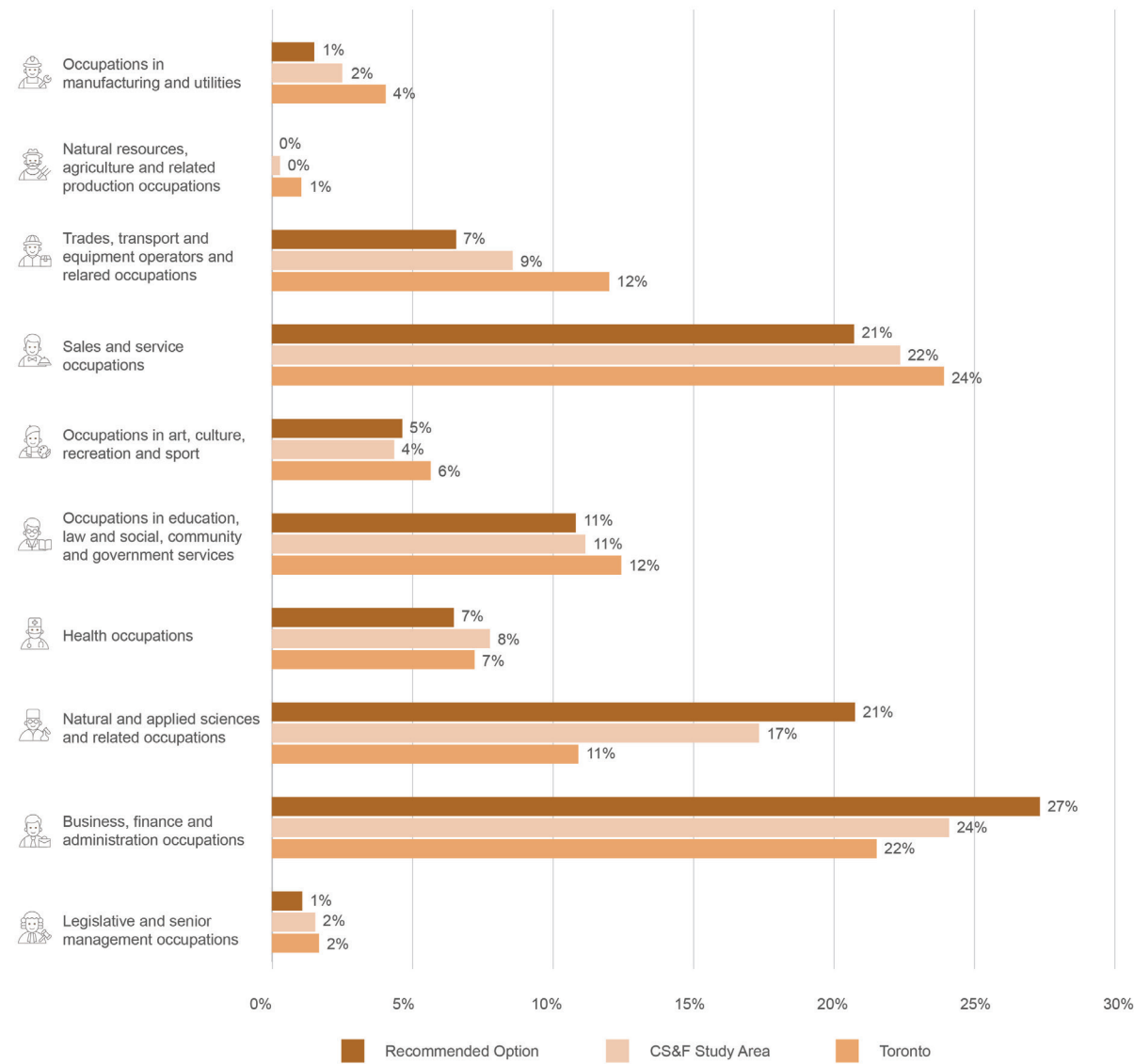


Figure 13: Occupation, 2021

Housing Stock

Most (61%) people in the CS&F Study Area live in buildings that are five storeys or higher; this is greater than the city-wide average of 47% (Figure 14). The Recommended Option has an overwhelming concentration of people (85%) who live in buildings that are five storeys or higher compared to the CS&F Study Area and the city.

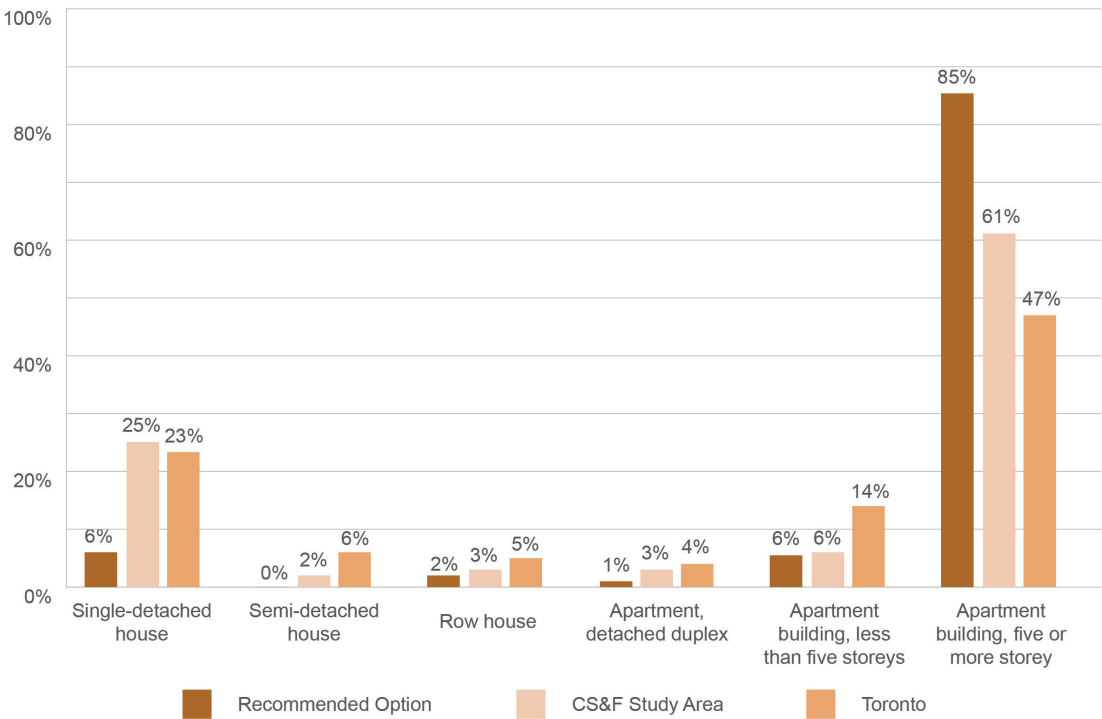


Figure 14: Dwelling Structures, 2021

Tenure

Fifty-eight percent (58%) of residents within the CS&F Study Area are homeowners, which is higher than the city-wide average of 52% (Figure 15). The Recommended Option has slightly fewer homeowners (54%) compared to the CS&F Study Area.

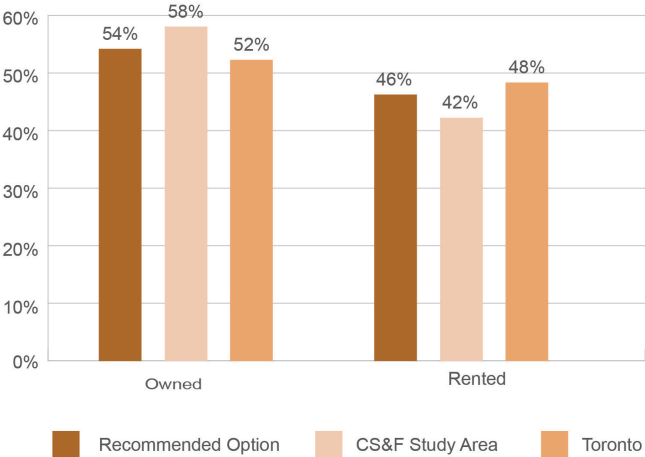


Figure 15: Tenure Split, 2021

Construction Period

Housing in the CS&F Study Area is newer than the city-wide average. While 58% of housing city-wide was constructed before 1981, nearly 70% of the housing in the CS&F Study Area and 88% in the Recommended Option has been built in the period since 1981 (Figure 16).

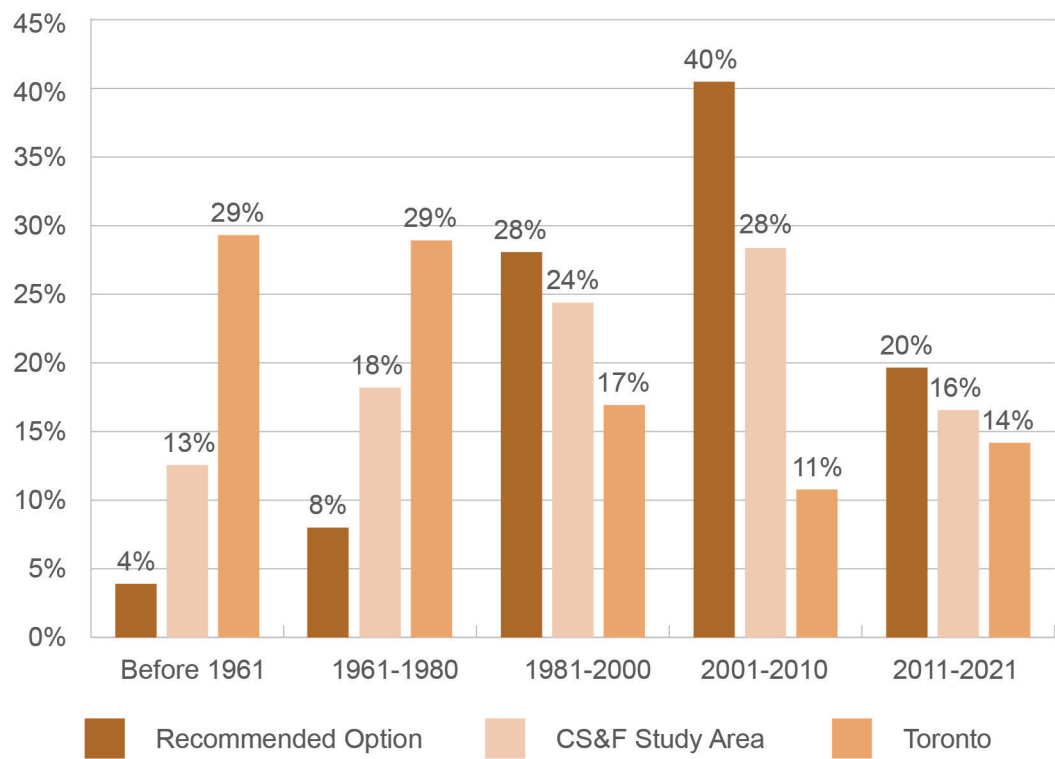


Figure 16: Housing by Period of Construction, 2021

Appendix B: Inventory of Existing Community Services & Facilities in the Study Area

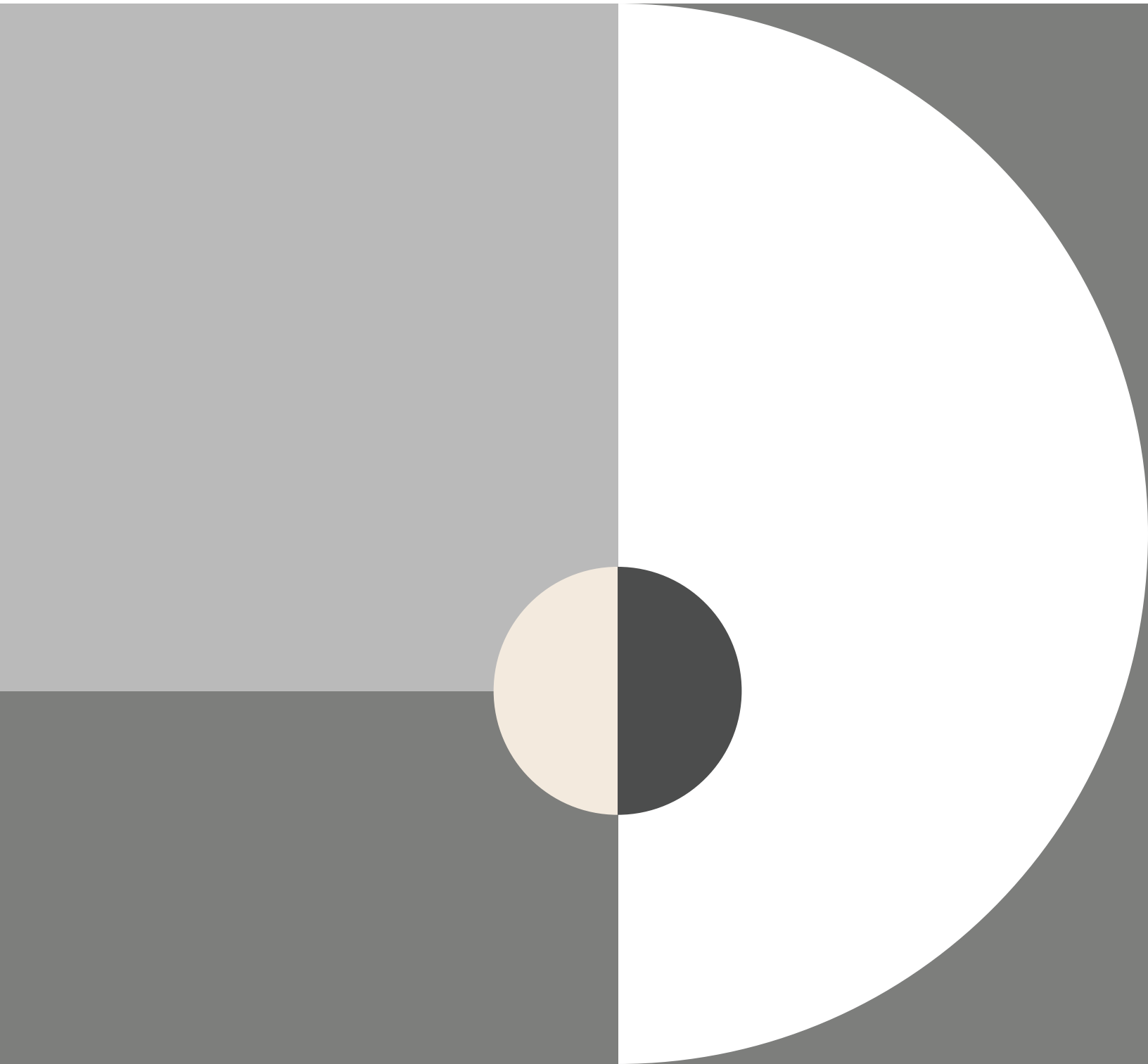


Table 9. Existing TDSB Elementary Enrolment and Utilization Rates⁴

Map Code	Elementary Schools	Grade Range	Capacity ⁵	As of October 2024	
				Enrolment	Utilization Rate ⁶
PE1	Lillian Public School	JK-5	421	316	75%
PE2	Yorkview Public School	JK-5	536	455	85%
PE3	Willowdale Middle School	6-8	527	527	100%
PE4	Churchill Public School	JK-5	534	424	79%
PE5	Cameron Public School	JK-5	340	329	97%
PE6	R J Lang Elementary and Middle School	JK-8	519	484	93%
PE7	Finch Public School	JK-5	415	285	69%
PE8	Pleasant Public School	JK-6	429	398	93%
PE9	McKee Public School (Ongoing capital projects to add classrooms)	JK-5	725	610	84%

⁴ TDSB's utilization rates in Table 9 do not account for re-directed students and therefore underrepresent the over-utilization of local TDSB schools in the Study Area.

⁵ TDSB Capacity: Schools are designed to accommodate a certain number of students. Student enrolment may vary in a community over time so that a school may end up having more or fewer students than the building can accommodate – that is, the school may be over capacity or under capacity. The capacity of school buildings is measured using a set of rules for optimal use of rooms defined by the Ministry of Education. This capacity is referred to as the Ministry-Rated Capacity.

⁶ TDSB Utilization Rate: A school's utilization rate is calculated by dividing the enrolment by the school's capacity. Note that a school's enrolment and/or capacity may change from year to year, which may affect the projected utilization rate(s). Program changes, classroom additions and/or replacement of some or all of a school building may impact the capacity of a school.

Table 9. Existing TDSB Elementary Enrolment and Utilization Rates⁴ (Continued)

Map Code	Elementary Schools	Grade Range	Capacity ⁵	As of October 2024	
				Enrolment	Utilization Rate ⁶
PE10	Hollywood Public School (Ongoing capital projects to add classrooms)	JK-5	484	362	78%
PE11	Fisherville Senior Public School	7-8	437	209	59%
PE12	Claude Watson School for the Arts	4-8	368	287	78%
PE13	Cummer Valley Middle School	6-8	644	378	59%
PE14	Avondale Public School	JK-8	875	934	107%
Total			7,407	6,132	83%

Table 10: TDSB Secondary Enrolment and Utilization Rates, October 2024

Map Code	Secondary Schools	Grade Range	Capacity	As of October 2024	
				Enrolment	Utilization Rate
PS1	Earl Haig Secondary School	9-12	1,995	2,175	109%
PS2	Newtonbrook Secondary School	9-12	1,125	873	78%
PS3	Avondale Secondary Alternative School	9-12	168	48	29%
PS4	Drewry Secondary School	9-12	189	84	44%
PS5	North West Year Round Alternative School	9-12	147	30	20%
Total			3,624	3,210	89%

Table 11: TCDSB Enrolment and Utilization Rates, 2024

Map Code	School	Capacity	2024 Enrolment	2024 Utilization Rate ⁷ (UR)	2029 Projected Enrolment	2029 Projected Utilization Rate (UR)
	Elementary					
CE1	St. Edward	458	392	83%	414	88%
CE2	St. Gabriel	452	316	72%	349	80%
CE3	St. Antoine Daniel ⁸	216	303	140%	456	89%
CE4	St. Cyril	280	314	112%	336	120%
CE5	St. Paschal Baylon ⁸	740	756	102%	705	95%
CE6	St. Agnes	236	239	101%	261	111%
CE7	Blessed Trinity	429	198	45%	173	39%
	Total	2,811	2,518	90%	2,694	96%
	Secondary					
CS1	Cardinal Carter Academy for the Arts	456	665	146%	684	150%
CS2	Brebeuf College	993	650	70%	803	86%
CS3	James Cardinal McGuigan	975	1,140	117%	1,355	139%
CS4	St. Joseph Morrow Park	795	595	75%	780	98%
	Total	3,159	3,050	97%	3,622	115%

⁷ TCDSB Utilization Percentage: A school's utilization rate is calculated by dividing the student enrolment of the respective year by the schools capacity. Building additions or replacement of the school building as well as classroom additions may affect the capacity of a school. Portables or any exterior non-permanent structure outside of the main school building are not taken into account with this calculation.

⁸ TCDSB 2029 Utilization Rate (UR) reflects the boundary change between St. Antoine Daniel and St. Paschal Baylor after the new St. Antoine Daniel school facility is completed in 2026 (with the on-the-ground capacity set to increase from 216 to 510 pupils).

Table 12: Existing Child Care Centres in the CS&F Study Area

Map Code	Centre Name	Type	Address	Total Spaces	Fee Subsidy	CWELLC
CC1	Angus Valley Montessori	Commercial	4841 Yonge St	141	N	Y
CC2	Avondale Centre For Early Development	Non Profit	171 Avondale Ave	72	Y	Y
CC3	Bannockburn School	Non Profit	3080 Bayview Ave	110	N	N
CC4	Central Montessori School	Commercial	180 Sheppard Ave E	46	N	N
CC5	Central Montessori Schools - Maplehurst Campus	Commercial	181 Maplehurst Ave	64	N	N
CC6	Central Montessori Schools - Willowdale Campus	Commercial	157 Willowdale Ave	62	N	Y
CC7	Churchill Chums School Age Child Care Centre	Non Profit	188 Churchill Ave	176	Y	Y
CC8	CV Early Learning Academy	Commercial	95 Sheppard Ave W	87	N	N
CC9	Finch Flyers Child Care Program	Non Profit	277 Finch Ave E	146	Y	Y
CC10	Glen Cameron For Kids	Non Profit	211 Cameron Ave	121	Y	Y
CC11	Hollywood All Stars Child Care	Non Profit	360 Hollywood Ave	145	Y	Y
CC12	Hurwich Education Centre - Kamin	Non Profit	252 Finch Ave W	102	N	Y
CC13	Kids & Company - Finch Site	Commercial	5650 Yonge St	65	N	Y
CC14	Lansing Co-Op Nursery School	Non Profit	80 Church Ave	40	N	Y

Table 12: Existing Child Care Centres in the CS&F Study Area (Continued)

Map Code	Centre Name	Type	Address	Total Spaces	Fee Subsidy	CWELLC
CC15	McKee McKids Enrichment Centre	Non Profit	35 Church Ave	166	Y	Y
CC16	Network - Lansing Child Care Centre	Non Profit	49 Bogert Ave	72	Y	Y
CC17	Play and Grow Child Care Centre	Non Profit	227 Drewry Ave	71	Y	Y
CC18	Pleasant Child Care Of North York	Non Profit	288 Pleasant Ave	105	Y	Y
CC19	St. Cyril's Before & After School Programme	Non Profit	18 Kempford Blvd	107	Y	Y
CC20	St. Edward YMCA	Non Profit	1 Botham Rd	71	Y	Y
CC21	St. Gabriel's Jr YMCA	Non Profit	396 Spring Garden Ave	72	Y	Y
CC22	St. Paschal Baylon	Non Profit	15 St Paschal Crt	72	Y	Y
CC23	The Munchkin Manor Daycare & Early Learning Centre	Commercial	1087 Lillian St	74	N	Y
CC24	The Neighbourhood Group Yonge and Sheppard Child Care Centre	Non Profit	30 Sheppard Ave E	72	Y	Y
CC25	The Toronto Cheder	Non Profit	475 Patricia Ave	20	N	Y
CC26	Tiki's Day Care Centre	Commercial	20 Tangreen Crt	63	N	Y
CC27	Toronto Woods Daycare	Commercial	3072 Bayview Ave	35	N	Y
CC28	Tree of Life Montessori Academy	Non Profit	255 Finch Ave W	71	N	Y

Table 12: Existing Child Care Centres in the CS&F Study Area (Continued)

Map Code	Centre Name	Type	Address	Total Spaces	Fee Subsidy	CWELLC
CC29	Willow World	Commercial	288 Cummer Ave	40	N	N
CC30	Willowbrae Academy Bayview Village	Commercial	432 Sheppard Ave E	102	N	Y
CC31	Yonge Hearts Child Care Centre	Non Profit	5176 Yonge St	114	Y	Y
CC32	Yonge-Churchill Child Care Centre	Non Profit	5350 Yonge St	144	N	Y
CC33	Yorktown Montessori School	Commercial	349 Kenneth Ave	32	N	Y
CC34	Yorkview Kids Care	Non Profit	130 Yorkview Dr	113	Y	Y

B

Table 13: Existing EarlyOn Centres in the CS&F Study Area

Map Code	Centre Name	Address	Location (NYCSP Area or CS&F Study Area)
EO1	People's Church EarlyON Child and Family Centre	374 Sheppard Ave E	Within the CS&F Study Area
EO2	Pleasant EarlyON Child and Family Centre	288 Pleasant Ave	Within the CS&F Study Area
EO3	St Theo's EarlyON Child and Family Centre	111 Cactus Ave	Within the CS&F Study Area
EO4	Yonge Sheppard Centre EarlyON	30 Sheppard Ave E	NYCSP Area

Table 14: Existing Libraries Serving the CS&F Study Area

Map Code	Name	Location	Service Tier	Size
L1	North York Central Library	5120 Yonge Street	Research and Reference	170,000 square feet
L2	Centennial Library ⁹ (under renovation)	578 Finch Avenue West	Neighbourhood	New branch will be 15,000 square feet
L3	Ethennonnhawahstihnen' Library	100 Ethennonnhawahstihnen' Lane	Neighbourhood	13,400 square feet

Table 15: Existing Community Recreation Facilities in the CS&F Study Area

Map Code	Name	Location	Description
CRC1 A2 OP2	Goulding Community Centre	45 Goulding Ave	This centre features an indoor arena, outdoor pool, several rooms including a viewing gallery and multi-purpose and dance room for various uses. The centre is located within Goulding Park which includes two baseball diamonds, tennis courts and bocce courts.
CRC2	Edithvale Community Centre	131 Finch Ave W	This centre features a gymnasium, banquet hall, youth lounge, seniors' lounge, two preschool rooms, a kitchen, craft rooms, fitness and dance studios, a weight room, and an indoor, elevated running/walking track. The centre is located within Edithvale Park which includes play spaces, amphitheatre, baseball diamond and multisport court.
CRC3 A3 OP1	Mitchell Field Community Centre	89 Church Ave	This centre a full-sized gymnasium, indoor arena, and outdoor swimming pool. Additional facilities include a craft room, kitchen, three multi-purpose rooms and a fitness room.

⁹Centennial and Ethennonnhawahstihnen' Libraries are outside but service the CS&F Study Area.

Table 15: Existing Community Recreation Facilities in the CS&F Study Area (Continued)

Map Code	Name	Location	Description
CRC4	Earl Bales Community Centre ¹⁰	4169 Bathurst St	Ski and snowboard centre that features gymnasium, gallery, multi-purpose rooms, banquet hall, meeting rooms and seniors centre. Located within Earl Bales Park, which includes playground and hiking trails.
CRC5	Ethennonnhawahstihnen' Community Centre ¹⁰	100 Ethennonnhawahstihnen' Ln	This centre features a double gymnasium with elevated running track, indoor swimming pool, fitness and dance studio, weight room, multi-purpose rooms and kitchen. It's a large multicomponent facility co-located with Toronto Public Library and child care centre, adjacent to Ethennonnhawahstihnen' Park, which includes a soccer field, splash pad, playground, outdoor ice skate trail and washrooms facilities.
IP1	Douglas Snow Aquatic Center	5100 Yonge Street	This centre features a six-lane Olympic-sized warm water pool, whirlpool and sauna. It also offers a kitchen and multi-purpose room.
A1	Bayview Arena	3230 Bayview Ave	Bayview Arena has an indoor skating rink, auditorium, and kitchen.

¹⁰ Earl Bales and Ethennonnhawahstihnen' Community Centre are outside but serve parts of the CS&F Study Area.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area

Map Code	Program	Address	Description
HS1	*Access for Parents and Children in Ontario	100 Sheppard Ave E	Provides supervised access to separated families and supervises visits by non-custodial parents (or other relatives) and supervises exchanges (when one parent or caregiver drops off a child and the other picks up the child).
HS2	Bereavement Authority of Ontario	100 Sheppard Ave E	Government delegated authority and not-for-profit corporation administering provisions of the Funeral, Burial and Cremation Services Act, 2022 on behalf of the Ministry of Public and Business Service Delivery. Offers a single point of contact bereavement sector of funeral, transfer service, cemetery, crematorium and alternative disposition services.
HS3	*Canadian Centre for Language and Cultural Studies, North York	5734 Yonge St	Established language school and learning community based in Toronto (schools in Downtown, North York and Scarborough). Delivers TESL (Teaching English as a Second Language) Training programs and teach LINC/ESL classes.
HS4	*Canadian Helen Keller Centre	210 Empress Ave	Provides affordable housing, training, and intervenor services to persons who are deafblind.
HS5	*Canadian Helen Keller Centre, Rotary Cheshire Apartments, Outreach Intervenor Services	422 Willowdale Ave	Services and programs being offered include public awareness, rotary Cheshire apartments, seniors services, training centre (life skills training) and workshop style instruction.
HS6	Career Dynamics Network	4711 Yonge Street 10th Floor	Employment supports service provider for the Ontario Disability Support Program offering a wide range of services including job replacement, on the job training, job coaching, ongoing follow up, job retention and advancement services, rapid re-employment assistance, professional resume writing and interview training.

*Agencies that participated in the Focus Groups and/or Survey.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area (Continued)

Map Code	Program	Address	Description
HS7	*Centre Francophone du Grand Toronto, Services to Newcomers	6464 Yonge Street	Offers a diverse range of community health, social and housing services that improve the well-being of Francophones.
HS8	Community Head Injury Resource Services of Toronto (CHIRS)	62 Finch Ave W	First community-based brain injury rehabilitation program in North America. The following services are offered: residential services, clinical programs for those with behavioral, addictions and mental health issues in addition to having a brain injury, and adult day service.
HS9	Credit Canada Debt Solutions, Head Office/North York Office	45 Sheppard Ave E	Provides credit counselling and educational services that are available to all Canadians regardless of income level or employment status. Works with community agencies, financial stakeholders and the province on targeted projects and financial literacy initiatives that address specific financial difficulties faced by Canadians.
HS10	Cummer Avenue United Church and Taiwanese United Church	53 Cummer Ave	Services offered to individuals who are homeless and marginalized. The drop-in centre offers, meals, access to clothing bank, shower and telephone, legal assistance, information regarding the Ontario Works and Ontario Disability Support Program and community outreach.
HS11	Cummer Lodge, Adult Day Program	205 Cummer Ave	Serve older adults that are physically frail, mild cognitive impairment, or isolated in the community. Components of the service include relief for caregivers, planned activities, nutritious meals, assistance with daily living activities and health promotion.

*Agencies that participated in the Focus Groups and/or Survey.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area (Continued)

Map Code	Program	Address	Description
HS12	*Dress for Success Toronto	5150 Yonge St, Concourse Level	Serves women of any age, ethnicity, or background who need help with unemployment and achieving economic independence. Programs offered include the suiting program to build their professional wardrobe, career service programs (where participants get the tools and resources to build their professional skills and accelerate their job search), and the Working Women's Group (free monthly support forum).
HS13	*Eva's Initiatives, Eva's Satellite	25 Canterbury Place	Provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness. The Canterbury Place location was recently renovated and provides space for approximately 30 youth.
HS14	Homes First Society, Willowdale Welcome Centre	5800 Yonge St	Development and provision of affordable, stable housing, emergency shelters, and transitional support services for people experiencing homelessness.
HS15	Jewish Russian Community Centre of Ontario	5987 Bathurst St, Unit 3	Offers educational, spiritual, religious, and cultural community services to Jewish individuals and families of Russian descent.
HS16	*KCWA Family and Social Services	5075 Yonge St, Suite 401	Provides employment, family, health, settlement, and social services, focusing on the Korean community.
HS17	Lansing United Church Food Bank	49 Bogert Ave	Partner of Neighbour Link North York as a drop-off collection point.
HS18	*Learning Disabilities Association of Toronto District	121 Willowdale Ave, Suite 100	Aids children and adolescents with learning disabilities and offers information on learning disabilities, referrals to community resource and provide informal short-term counselling.

*Agencies that participated in the Focus Groups and/or Survey.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area (Continued)

Map Code	Program	Address	Description
HS19	Legal Aid Ontario, North York (Family), Duty Counsel Office	47 Sheppard Ave E, 2 nd Floor	A publicly funded agency of the Government of Ontario which provides a continuum of services to low-income Ontarians in the areas of criminal law, family, child protection law, refugee law and mental health law. Services include web-based materials, telephone advice service, in-court duty counsel and advice services.
HS20	Legal Aid Ontario, Toronto North, Family Law Service Centre	45 Sheppard Ave E	Offers law services including general family law information and advice.
HS21	*Meals on Wheels and More	80 Sheppard Ave W	Provides essential services to frail seniors and vulnerable adults in North York and helps people maintain their independence so they can continue to live in their own home. Delivers nutritious meals and offers practical support and assistance, and coordination with community services.
HS22	North York Seniors Centre, Active Living Centre and Administrative Office	21 Hendon Ave	Provides programs and services to promote the physical, emotional and social well-being of adults aged 55 years and older.
HS25	North York Seniors Centre, Sheppard Site, A Day Away Club and Senior Care	80 Sheppard Ave W	Provides adult day services such as social and recreation activities, lunch and transportation, and at-home services for seniors and adults living with disabilities.
HS26	*North Yorkers for Disabled Persons	2880 Bayview Ave	Provides language development and facilitation services for persons with speech impairments and physical disabilities who use AAC (Augmentative and Alternative Communication).

*Agencies that participated in the Focus Groups and/or Survey.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area (Continued)

Map Code	Program	Address	Description
HS27	*North Yorkers for Disabled Persons, Toronto Clairtrell Rd, Communication Enrichment Class	15 Clairtrell Rd	The Communication Enrichment Class focuses on vocabulary and literacy enrichment, conflict resolution, and personal advocacy. The class was developed to support Augmentative and Alternative Communication (AAC) users to assist them through language development and facilitation services.
HS29	Psychiatric Patient Advocate Office	5700 Yonge St, 5 th Floor	Protects and promotes the rights and entitlements of Ontarians with mental illness through advocacy, rights advice, and education.
HS30	*Regesh Family and Child Services	149 Willowdale Ave, Lower level	Provides counselling and family support services, including child and adolescent therapy, anger management, court diversion services, youth day camp, outreach to street youth, and professional consultation and support program for community agencies.
HS31	*Salvation Army, Community and Family Services, North York Temple, Food bank	25 Centre Ave	Provides emergency family assistance including food, household effects, Christmas assistance program, and children's summer camp.
HS32	South Asian Legal Clinic of Ontario	45 Sheppard Ave E	Legal clinic that serves low-income south Asians in areas such as immigration, tenancy, employment and income supports.
HS33	*St Stephen's Community House, Newcomer Centre (North York Youth Drop-in, Settlement Services)	5231 Yonge St, Suite 200	Offers newcomers English language classes, employment opportunities, cultural and recreational events, and supports access to schools, health care and government services. Services are offered in English, Portuguese, Mandarin, Cantonese, Persian (Farsi), and Spanish.

*Agencies that participated in the Focus Groups and/or Survey.

Table 16. Existing Human Service Agencies/Programs in CS&F Study Area (Continued)

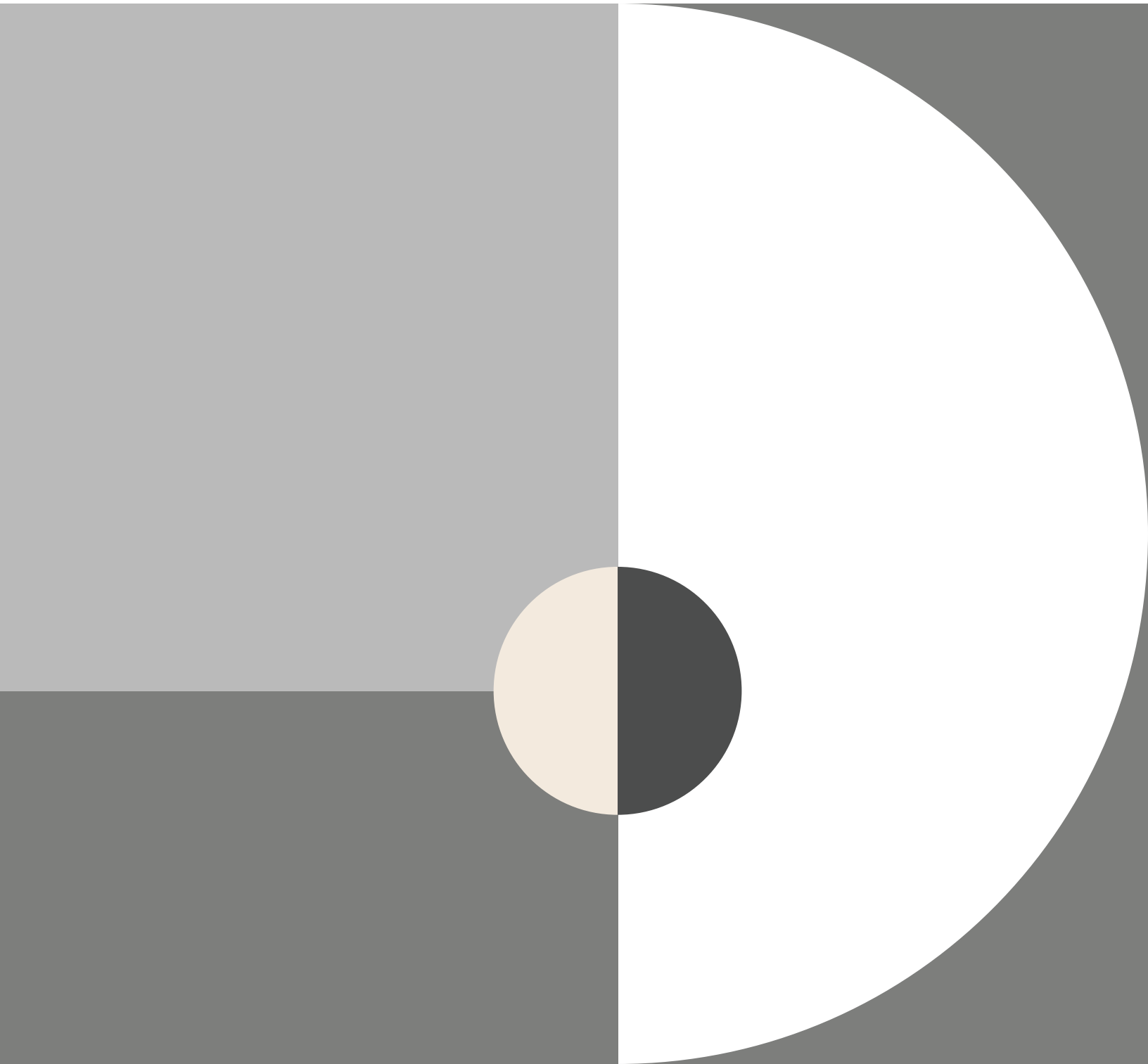
Map Code	Program	Address	Description
HS34	Toronto Public Library, North York Central Library, Adult Literacy Program	5120 Yonge St	Free, one-on-one tutoring in basic reading, writing and math for English speaking adults 19 years or older.
HS35	*University Settlement, North York Office	6075 Yonge St, 4 th Floor	Multiservice agency providing settlement, children's, seniors, social and recreational services; particularly for newcomers who are permanent residents, convention refugees and live in caregivers who hold a valid work permit.
HS36	Youth Assisting Youth Peer Mentoring Programs	5734 Yonge St, Suite 401	Provides peer mentorship for at-risk and newcomer youth to encourage healthy lifestyles and increase resiliency for kids in need of guidance.
HS37	North York Family Health Team	5179 Yonge St 2nd Floor	Provides accessible, person-focused, and family-centered primary health care. Works alongside the Department of Family & Community Medicine at North York General Hospital and the University of Toronto.
HS38	HealthOne Medical	5292 Yonge St	Provides family health services including Family Physicians, Medical Walk-In, Cardiology, Optometry, Dental Care, Orthotics, Rehab, Pharmacy, and Wellness services.

*Agencies that participated in the Focus Groups and/or Survey.

Table 17. Existing Community Space Tenancies (CST) in CS&F Study Area

Map Code	CST Tenant	Address	Description
CST1	Ontario Historical Society	34 Parkview Avenue	Dedicated to heritage preservation in Ontario.
CST2	The Shining Through Centre for Children with Autism	250 Beecroft Road	Offers therapy and educational services to help children and young adults with autism.
CST3	Lemenus EarlyON Child & Family Centres	30 Sheppard Avenue East	Offers EarlyON Child and Family Centre programs for families with young children.
CST4	Russian Canadian Cultural Heritage Foundation	4169 Bathurst Street	Promotes Russian cultural traditions and helps new immigrants integrate into Canadian society.
CST5	Toronto Neighbourhood Group (scheduled to open in 2025)	5220 Yonge Street	TNG will offer integrated social and cultural programs and services, including newcomer services, language classes, settlement services, employment, and peer support services. The space will also be activated by community programming partners who will provide on-site programs, including arts and culture, seniors' programs, and education and employment support services for women.

Appendix C: Human Service Agencies – Focus Group and Survey Findings



HUMAN SERVICE AGENCIES – FOCUS GROUP AND SURVEY FINDINGS

In April 2025, human service agencies located within the Study Area, along with agencies who serve the communities within North York Centre, were invited to participate in a series of focus group sessions. The purpose of the focus groups was to gather input on existing conditions, challenges and opportunities related to delivering programs and services in North York Centre. The focus groups were organized and facilitated by City Planning and Social Development staff.

In total, thirteen participants from eleven organizations participated in the focus groups, with representatives from the following service sectors:

- Settlement, Newcomers and Culture
- Employment and Training

- Family, Seniors and Youth
- Physical and Learning Disability Support
- Housing, Food Security and Community Well-Being

A human services agency survey was also circulated in April 2025 to further understand agencies’ locational and space needs; their clients and programming; current capacity; and any opportunities agencies see for the future of community services in the area. The City received survey responses from eleven agencies.

The following provides a summary of the strengths, weaknesses, services gaps and opportunities identified in the focus group sessions and human services survey:

Strengths	Weaknesses
• Proximity to clients and cultural groups • Walkability and high transit accessibility • Strong partnerships with City services (specifically the Toronto Public Library and Emergency Services) • High concentration of local services and amenities • Large supply of office and retail space for agencies to operate	• Challenges accessing seniors, newcomers, and other vulnerable groups due to physical and language barriers • Rising rents and increasing risk of displacement • Lack of community gathering spaces, including low-cost or no-cost hub/multi-purpose spaces for unincorporated groups, arts groups • Shortage of child care spaces and insufficient school capacity • Traffic congestion and availability of affordable parking • Insufficient funding to expand services and meet the growing and complex needs of the community • Resident opposition to the location of community services

Emerging Opportunities	Service Gaps
- A robust community hub in North York Centre to allow for organizational collaboration and the provision of overlapping and complementary services - Partnership opportunities with local community services and facilities such as the Toronto Public Library and TDSB	- Language-based facilities and LINC programs - Employment and poverty reduction strategies - Supportive and affordable housing options - Reliable and improved food provision - Settlement and seniors services - Affordable, accessible, and culturally appropriate health and mental health services

Table 18: Strengths, Weaknesses, Opportunities and Gaps in North York Centre

Human Agency Survey Results

Programs and Services

Agencies who completed the survey indicated they serve clients in North York, Toronto, and the Greater Toronto Area. Programs are primarily delivered on site, with some services delivered in schools, the North York Central Reference Library, and community/recreation centres on a daily or weekly basis depending on the nature of the program.

Accessibility

Survey respondents identified that the vast majority of their clients access their services and programs by public transit (91%), car (91%), phone/online (82%), and by foot (73%). Lower proportions of clients access agency services by bicycle (36%) or Wheel-Trans (27%).

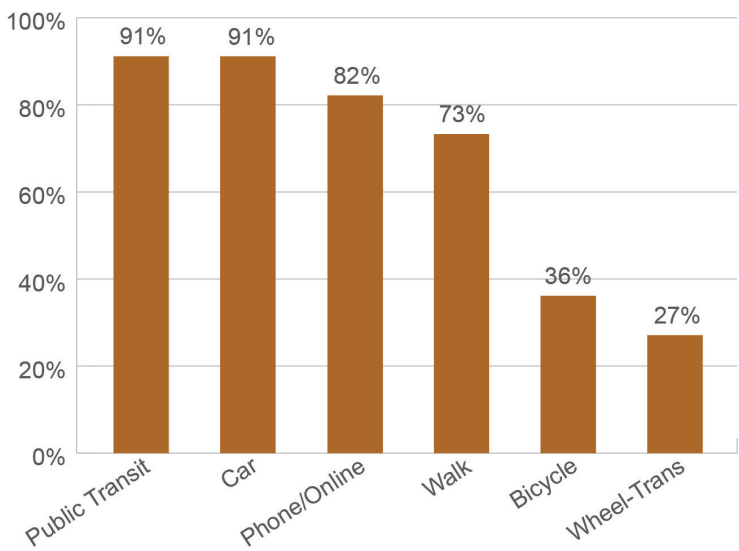


Figure 17: Client's Method of Accessing Programs and Services

Capacity

Survey respondents shared insights on the capacity of their organizations and whether they can meet current demand for their services and programs. Of the human service agencies who participated in the survey, 22% of agencies reported currently having a waitlist; 33% of agencies reported not having a waitlist and being able to respond to all requests for programs and services; 11% of agencies reported not being able to accommodate all requests for their programs and services, but do not keep waitlists; and 33% of agencies did not respond to the question.

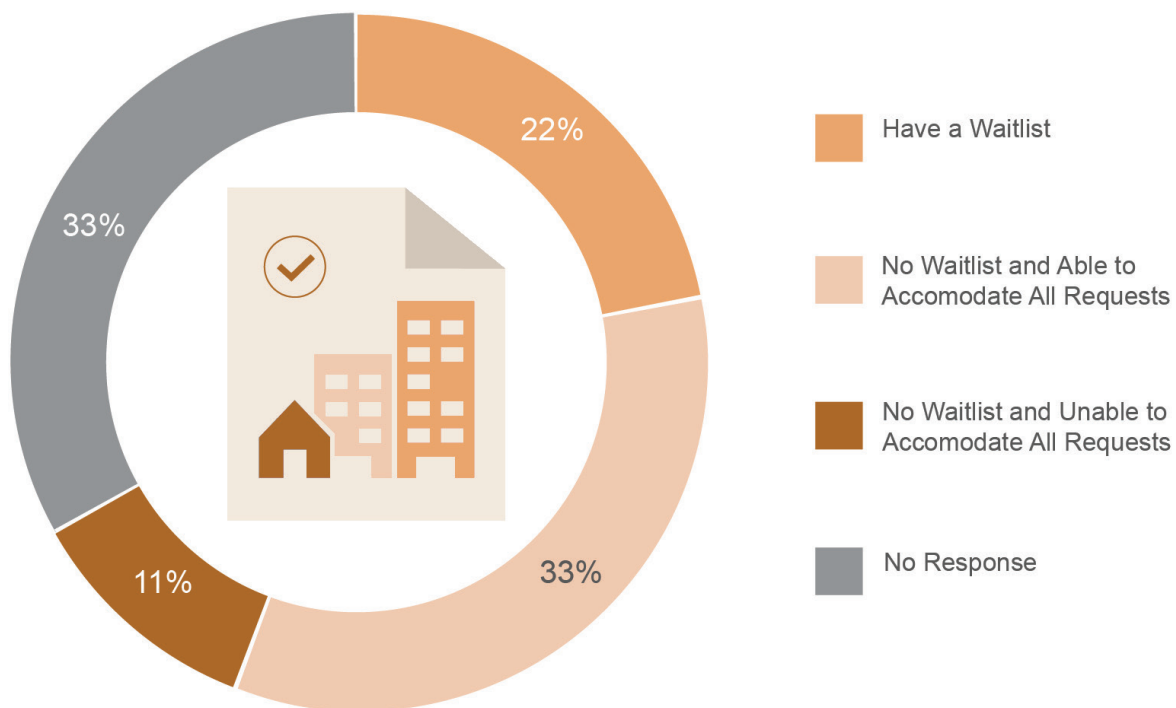


Figure 18: Current Capacity of Human Service Agencies

Facilities and Space

Human service agencies are found in a variety of building types; however, most organizations are located in office buildings (60%), as well as retail spaces, schools, shelters, and faith-based institutions. Nearly all organizations surveyed rent their space, with only one organization owning their facility.

Agencies identified having the following types of rooms/spaces available within their facilities:

- office space
- meeting space
- indoor and outdoor play space
- multi-purpose rooms
- emergency shelter

The majority of community agencies (56%) indicated that program/service demand and delivery have increased over the last five years. Some agencies have expanded or renovated their facilities to meet this growing demand. Respondents suggested improvements to existing spaces to enhance service delivery, could include:

- improving access for individuals with disabilities and mobility impairments
- additional staff/volunteer space and facilities
- additional community kitchens
- greater storefront/agency visibility
- more parking
- soundproofing for greater privacy

Co-Location

Currently, there is limited interest in (or capacity for) sharing physical space with other organizations. There is openness from some organizations in the area to co-locate with complementary services, where appropriate. Respondents identified interest in co-locating with other organizations that provide health and mental health services, youth programming, immigration/newcomer services and employment agencies.

Many organizations also deliver programs and services in other community facilities, most notably at the North York Central Library, local community recreation facilities, and faith-based institutions.

