



Community Development Plan

2012-2018 Progress Report For Lawrence Heights

2019-2022 Action Plan For the Communities of
Lawrence Heights, Neptune & Lotherton Pathway

Progress Report & Action Plan

A Note Of Thanks

We would like to acknowledge the hard work, knowledge, patience and commitment of residents and organizations throughout the process of gathering and co-creating this document, which could never have been completed without the collaborative effort of all those involved. Thank you for your ongoing participation and commitment to the community:

Arts Starts
 Baycrest Health Sciences (BHS)
 Building Up (BU)
 COSTI
 Councillor Mike Colle's Office
 Downsview Community Legal Services (DCLS)
 Heights Development (HD)
 Hope & Hustle Heights (HHH)
 Humber Community Employment Services
 John Howard Society of Toronto
 JVS Toronto
 Lawrence Heights Inter-Organizational Network (LHION)
 Lawrence Heights Parents Association
 Lawrence Heights United Seniors
 Learning Enrichment Foundation (LEF)
 Leave Out Violence Everywhere (LOVE)
 Lotherton Resident Led Group
 Lotherton, Neptune & Lawrence Heights Residents
 MP Marco Mendicino's Office
 MPP Robin Martin's Office
 North York Arts
 North York Community House (NYCH)

North York Harvest Food Bank
 PACT - David Wilson Memorial Garden
 Pathways to Education, Unison
 Scott Mission
 Social Planning Toronto (SPT)
 Sports Wellness Achievement Network (SWAN)
 St. Stephen's Community House
 The Career Foundation (CF)
 The Centre for Education and Training (TCET)
 Toronto Community Benefits Network (TCBN)
 Toronto Community Housing Corporation (TCHC)
 Toronto Employment & Social Services (TESS)
 Toronto North Local Immigration Partnership (LIP)
 Toronto Parks Forestry & Recreation (PF&R)
 Toronto Police Service (TPS)
 Toronto Public Health (TPH)
 Toronto Public Library (TPL)
 Toronto Central Seventh-Day Adventist Church (TCSDAC)
 Toronto Social Development Finance Administration
 Unison Health and Community Services (UHCS)
 VPI Working Solutions

Photography:

Images in this document were captured by resident photographers in the Lawrence Heights community to showcase change through their perspective, promote an appreciation of the arts in community development, and enhance creative capacity.



Hassan Mohamud

Community Photographer
& Writer

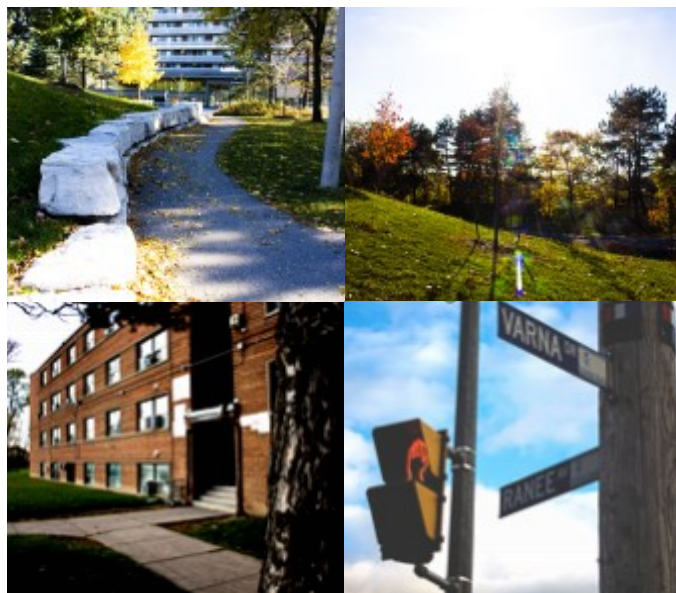


Octavia Riley

Photographer, Spoken Word Artist &
Student Studying Cognitive Science

The Social Development Plan (SDP)

A Background



The Vision

We see the revitalization of Lawrence Heights as an opportunity to redefine our community and shape our future for our children, our families, and our connections with the rest of Toronto.

What is the Social Development Plan?

The Lawrence Heights Social Development Plan (SDP) was created in 2012. It was developed with more than three years of consultations and engagement with local stakeholders, working collaboratively to identify the characteristics that make the community unique. Six Action Priorities were identified to help the community realize the goals of the Lawrence Heights Social Development Plan. These came directly from community members and reflect their strengths and vision for the future of their neighbourhood.

The Social Development Plan was created to lay the foundation for a collaborative, cooperative and inclusive community, and guide us through all of the phases of the revitalization process. It is a road map for the neighborhood's revitalized future, supporting the shift from a pure social housing neighbourhood to a mixed-income, mixed-use community. It is also a living document for the community, and is intended to adapt to the changing needs of Lawrence Heights and its current and future residents.

The Guiding Principles For Revitalization

These principles were developed in the Social Development Plan to help focus the goals of building a more collaborative and socially-inclusive Lawrence Heights—where residents live, work, play and connect to each other:

- A **healthy** and welcoming community that is supportive to all residents, with a sustainable environment and thriving economy
- **Equal** opportunities to benefit from community assets and services, free from discrimination and oppression
- **Respect** for all community members by community members
- **Empowerment** so that all members are able to participate in community decision making

The Social Development Plan (SDP)

Key Priorities



The Community's Connections: Building A Village In a City

The Community's Connections are the ideas, activities and practices that bring community members together. These connections form the bond that strengthen residents and keep them resilient against the many challenges they face.



The Community's Services: Building A Strong Community

The Community's Services are the key services delivered through partnerships with organizations to offer a range of programs that support residents' quality of life. They are offered by agencies, schools, child care centres, community health centers, libraries, community recreation centres and employment providers.



The Community's Safety: We're All Part Of The Solution

The Community's Safety is the sense of comfort, security and confidence that all people have in the neighbourhood. They aim to increase community well-being, access, involvement, and ownership. Residents are motivated to establish programs, events and activities that improve the community's safety together.



The Community's Housing: Beyond Bricks & Mortar

Revitalization brings us an opportunity to improve Toronto Community Housing's Rent-Geared-To-Income (RGI) housing. It is a chance to create a healthy and vibrant mixed-use and mixed-income community where residents have access to quality housing, services and facilities.



The Green Space: Building A Health Community

Space includes parks, sidewalks, landscaping, and green roofs. Many green spaces and good physical infrastructure are vital elements for healthy community. Residents and the City of Toronto need to plan to maximize the positive physical and environmental impact from the revitalization in Lawrence Heights.



The Employment Needs: Making Opportunities For Success

Employment is a key aspect of the Social Development Plan. Some residents find it difficult to prepare for and access job opportunities. Combined with the City's employment strategy, "An Employment Service Plan For The Revitalization of Lawrence-Allen", will be supported with the services needed to prepare for employment.

Progress Report & Action Plan

Introduction

A few words about what you're holding...

This is the Social Development Plan (SDP) Progress Report & Action Plan. For each 'Key Priority' identified in the 2012 Lawrence Heights SDP this document will:

Look Back at 2012-2018

Highlights milestone moments over the past years, and displays a snapshot of key indicators connected to redevelopment

Look Forward to 2019-2022: Priority Themes

Lists emerging issues and items that need to be changed, addressed and advocated by community stakeholders

Look Forward to 2019-2022: Action Plan

Summarizes the details of an Action Plan that looks ahead to 2022 with prioritized key activities, projects and skill development opportunities

In partnership with Toronto Strong Neighbourhoods Strategy (TSNS) its scope includes the Emerging Neighbourhood of Lawrence Heights—like Lotherton Pathway and Neptune. It also recognizes the distinct and unique needs each community has, and the varied mandates and catchments of service partners and networks.*

Stories from our past, and for our future...

Lawrence Heights is a community rich in culture, history and memories. Retelling its history is how we preserve its past and inspire its future. This document includes resident written stories that captures the ever-changing story of their community.

How was this information gathered?

In spring 2019, an SDP Working Group was formed in partnership with the Lawrence Heights Inter-Organizational Network (LHION). The residents and agencies who participated, co-created the process for information gathering. In Summer/Fall 2019, more than 400 residents and services partners contributed through:



Community Conversations: 'One Community, One Voice' sessions

One-on-One Interviews: Conversations with residents and agencies



Past Community Documents: Integration of past priority setting and research documents



Door-to-Door Outreach: Conversations with Lawrence Heights residents alongside TCHC updates



Digital Survey: Online opportunities to participate and provide feedback in actions and priorities



Community Events: Conversations with residents at local events



Validation & Priority Setting Sessions: A review of the information gathered, recommend revisions, and identify immediate actions



*See Toronto City Council Motion CD27.5 (7b) adopted on April 1, 2014.



MANR

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SOAR?



The Community's Connections

Looking Back at 2012-2018

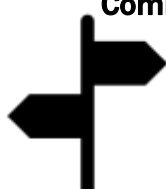
19

Public Art Projects & Events That Reflect & Document Community History



7

Local Streets Named By Community Voting



7

Community Walks Hosted (Jane's Walks, Peace Walks)



\$12,990

Received by Resident-Led Groups to Help Them Inspire Their Neighbourhoods with Events and Activities



Source: Toronto Community Housing & City Of Toronto, 2012-2018, Lawrence Heights Social Planning Neighbourhoods.

Residents and service providers reflect on milestone moments with:

Community Heritage: The *Heritage Interpretation Plan* was developed in 2015 as a road map for identifying and communicating key historic, cultural and social references, and to preserve the history and memory of Lawrence Heights. The *Collective Memory Bank Project* in 2014, which provided residents an opportunity to showcase their experiences, treasures and stories.

Resident Leadership: Experiences like the *Residents First Project* in 2015 that provided leadership skills and capacity building to residents. There are many grassroots resident groups like Hope & Hustle Heights or the Lawrence Heights Arts Centre that have emerged and been supported. As well, funding opportunities like Revitalization MicroGrants or the Neighbourhood Grants Program resource the ideas of resident-led groups for community wellbeing.

Public Art: Murals and public art displays across the community, like the *Deep Roots, Limitless Heights* mural in 2013 on the Lawrence Heights Community Centre, or the art installation surrounding construction sites have given opportunities for local artists to partner with arts-based agencies and develop their skills, and ensure the art reflects the insights provided by the neighbourhood.

Neighbourhood Solidarity: Yearly walks and tours through the community, like Jane's Walk or Peace Walks that created opportunities to observe, learn and connect people in neighbourhood experiences. As well as the regular community-wide happenings like Friday Night Café's, ice cream socials, block parties, movie nights, or *Neighbourhood Games* that created opportunities for community connection and social cohesion.





The Community's Connections Looking Forward to 2019-2022

Priority Themes

Social Cohesion: Create intentional moments to foster social connection, relationship building and contact between market, rental and TCHC residents within the Lawrence Heights, Neptune and Lotherton neighbourhoods—and among them

Community Identity: Showcase community milestones and resident talent to promote a positive neighbourhood identity, debunk negative neighbourhood stigmas, and recognize both neighbourhood strengths and challenges

History Telling: Empower and encourage residents to write, record, and celebrate their community history

Intergenerational Links: Develop intergenerational initiatives to share knowledge, experience, and build relationships between older adults and younger generations

Resident Leaders: Increase resident-to-resident engagement, capacity building training, and advocacy opportunities within agencies and across communities

Space Making: Create additional informal spaces for residents to gather—indoors and outdoors; and dedicate a multi-faith and multicultural centre for residents to celebrate, teach, and practice their faiths and cultures





The Community's Connections

Looking Forward to 2019-2022

Action Plan

 Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
1.1	Residents Coalition: A central platform to strengthen community voice, connectivity, and community building in Lawrence Heights, Lotherton, and Neptune. This would enable more neighbourhood-wide decision making and advocacy.	LHION, UHCS, NYCH, BHS, TCSDAC	500+	\$4,000
1.2	Cultural Festival*: Celebrate the many cultures of Lawrence Heights with food, music, and storytelling to promote inclusion and cross-cultural understanding.	TCHC, TPL, HD, LHION, BHS	500-1,000+	\$1,000-3,000
1.3	"Welcome Home": Twice annual event for new residents to provide information about the history of the community, a resident-led walking tour, and a directory of local services and amenities.	SDFA, TCHC, LHION, HD	150-200+	\$250-300
1.4	Intergenerational Mentoring Program: Mentorship pairing, which promotes greater understanding, learning and respect.	TPL, PACT, BHS, LHION, UHCS	200	\$3,000
1.5	Peer Navigator & Advocate Program: A lived-experience community-of-practice, trained and resourced to support people with their self-identified goals, self-advocacy, and access services.	NYCH, BHS	30	\$1,500-3,000
1.6	"I Am Lawrence Heights" Storytelling: Online, print and in-person campaign to showcase resident talent, celebrate community history, and create a positive neighbourhood identity.	LHION	50-500+	\$500-1,000
1.7	Phone Tree Information Sharing System: A platform to inform residents without access to technology of key information, events and initiatives in the community.	SDFA, BHS	100-150	\$250
1.8	Lotherton Engagement Pods: Resident group trained to support resident participation in local decision making, information sharing, and involvement in community networks.	SDFA, TPL	1,500-2,000+	\$1,500-3,000
1.9	Community Art Exchange: Information sessions on the vision, place and benefits of art, as well as engaging others in the process of art-making, exhibitions and art therapy.	BHS	100-200	\$250-500
1.10	Centralized Email Mailing List: An automated monthly online information blast to inform residents and partners of key updates, local programs, events and initiatives.	LHION, SFDA, TESS, BHS	1,000+	\$500

*Actions with this symbol reflect planned or ongoing activities linked to the core work of Toronto Community Housing

**This includes leveraging existing resources, in-kind contributions, the SDP Fund, and other funding sources

Stories From Our Past & For Our Future... In Perspective



Community Voices

Lawrence Heights is a community rich in culture, history and memories. Retelling its history is how to preserve its past and inspire its future. These are resident stories, and they capture the journey of their ever-changing community.

Diamond in the Rough

Octavia Riley — Photographer, Spoken Word Artist & Student Studying Cognitive Science

“As a tenant of Lawrence Heights, I’ve never really had the time to think about what Lawrence Heights means to me, and how I feel about Revitalization in TCHC. It is evident that anyone who lives in the area has to sacrifice: whether that’s temporarily moving so the new homes can be built, or witnessing the renovation of malls and more upscale stores opening that don’t suit the pockets of people with lower incomes.

Nevertheless, observing all of the changes has made me reflect, and what I’ve learned is that Lawrence Heights is like a “Diamond in the Rough.” I say this because most automatically associate Lawrence Heights with its past, or its violence.

The reality is, there are so many talented and educated people who go unnoticed. This area has great potential, and I now believe that revitalization is the best thing for the Lawrence Heights area. Living in Lawrence Heights has granted me opportunities that molded me into the woman I am today, from Pathways to Education, L.O.V.E. and Trails Youth Initiative. I’ve met great mentors that challenged my ways of thinking, and made me want to learn more about myself and the world around me. One of the most valuable lessons I’ve learned is that we’re products of our environment, whether that’s being influenced by family members, close friends, mentors, or us simply internalizing what the media has to say about who we are and how we fit into society.

As a result of the revitalization, the programs designed to improve the conditions of the tenants in the area seem more effective. In my opinion, the creation of the new blended community is a leap of faith which can only lead to victory. The proverb best suited to explain what I mean would be “birds of a feather flock together.” Which is to say, with the interaction between tenants of diverse educational and financial backgrounds, it creates an environment filled with opportunities for connection, networking, and growth.”



The Community's Services

Looking Back at 2012-2018

45+

Agencies & Organizations Offer Services in Lawrence Heights



30+

Residents Active in the Lawrence Heights Inter-Organizational Network



39

Service Providers & City Divisions Active in the Lawrence Heights Inter-Organizational Network



Source: LHION & City Of Toronto, 2012-2018, Lawrence Heights Social Planning Neighbourhoods.

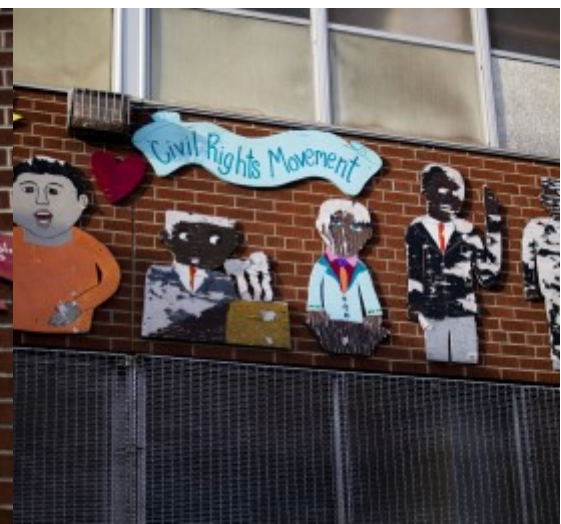
Residents and service providers reflect on milestone moments with:

Stakeholder Collaboration: The service coordination and partnerships within Lawrence Heights Inter-Organizational Network (LHION) and its renewed focus strengthening resident's leadership capacity and advocating for community change.

Access To Space: Greater access and availability of gathering spaces made available to the community, like the community room partnership with RioCan's Lawrence-Allen Shopping Center in 2017, or the community rooms in TCHC's 10 Old Meadow Lane in 2012 and 37 Varna Drive as a central stop for community questions about revitalization.

Community Services: The ongoing presence of service providers and community-based agencies dedicated to supporting residents and providing a diversity of programs available for all ages, cultural groups, needs or interests. Including, mobile services, such as the Mobile Health Clinic, Bookmobiles, and Mobile Good Food Market to increased access to services.

Youth & Seniors: The academic supports available to youth through homework clubs, tutoring programs, or scholarship opportunities, as well as the increase in seniors programming and community building opportunities available to support social development, wellbeing and reduce isolation.





The Community's Services

Looking Forward to 2019-2022

Priority Themes

Service Knowledge: Develop stronger, more diverse communication channels for information sharing; connect all community agencies and service partners into the LHION Network and improve onboarding of service provider staff into the community

Service Location: Protect community space and services in revitalization planning and development, as well as exploring the opportunities to develop a Community Hub and Social Supermarket in Phase 2 of Revitalization; repurpose empty storefronts and TCHC buildings into pop-up art exhibitions, community gardens, or meeting spaces for grassroots groups

Service Access: Reduce the administrative barriers for residents in accessing community space; prioritize access and availability of recreation spots to community residents; increase agency programming available on weekends and during evening-hours

Service Gaps: Address programming gaps by creating recreational/child care programs for children under age five in Neptune; coordinate on-site health services, ESL, active living programs, and employment programming in Lotherton; develop recreational and afterschool programming for individuals with physical disabilities in Lawrence Heights





The Community's Services

Looking Forward to 2019-2022

Action Plan

 Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
2.1	Resident-Led Leadership Development: Annual peer-to-peer training series to provide grassroots leaders the knowledge, capacity, and tools needed to influence change.	SDFA, LHION, NYCH, UNISON	60	\$6,000
2.2	Community Website: A central online web platform for the Lawrence Heights, Neptune & Lotherton community to support information sharing, service navigation, and local updates.	LHION, TESS, SDFA	1,000+	\$3,000
2.3	Grassroots Group Incubator: Skill development program for grassroots groups to learn key community organizing tools like facilitation, mission setting, activity design, grant writing, etc.	BHS	30	\$1,500-3,000
2.4	Welcome To Lawrence Heights!: Annual orientation for new staff in community. This will give information on the history of the community, a walking tour, and a service/amenities directory.	LHION (Lead)	10	\$100-300
2.5	Supportive Recreation Registration: Recreation registration supports for parents who are not familiar with the registration system, English, or don't have access to a computer or internet.	PFR, TPL	100-200	\$250-500
2.6	Government Advocacy Workshops: To teach residents the role and responsibilities of various levels of government and how to connect with local elected officials.	City Clerks Office, NYCH	250-500	\$500-1,000
2.7	Language Ambassadors: A trained resident group that is resourced to provide translation and interpretation services.	BHS	30	\$1,500-3,000
2.8	Resources & Information Fair: Twice annual marketplace for residents to learn about local resources.	LHION (Lead)	150-300	\$500-1,000
2.9	City Inter-Divisional Information Group: Network of City Agencies, Boards, Commissions and Divisions meeting quarterly to share revitalization-related information and updates.	SDFA, TESS, TCHC, CP, PFR, CS, TPH, TPL	0	\$0
2.10	Lotherton ESL Program: On-site free or affordable training for English learners looking to develop their language skills.	TBC	TBC	TBC
2.11	Space Booking Workshops: Information sessions on the process, contacts and procedure to book space in TCHC, libraries, schools recreation centres, and other public spaces.	TPL, PFR, TCHC	100-200	\$250-500
2.12	Resident Led Program Evaluation Tool: Resident-developed evaluation framework for programs offered by services providers ensuring accessibility, impact, need, and recommendations.	LHION, BHS	10	\$500

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STORIES FROM OUR PAST & FOR OUR FUTURE... IN PERSPECTIVE



Community Voices

Lawrence Heights is a community rich in culture, history and memories. Retelling its history is how to preserve its past and inspire its future. These are resident stories, and they capture the journey of their ever-changing community.

Change: The Challenge of Existing in a Revitalized Community

Denise Bishop-Earle — Community Leader, Artist, Circle Keeper, Historian & Community Activist

“Revitalization is a process of *change*. Through healing circles, residents of Lawrence Heights shared how the pressures of *change* in their physical and social environment have impacted them:

Residents expressed unease in being forced to relocate, bear the social and emotional burdens of moving, and witness the demolition of our homes, and loss of old community spaces.

Some felt revitalization brought an increase in violence and mental health challenges, which led to the installation of hundreds of cameras and constant community surveillance.

Others named that access to our homes and community spaces is being met with layers of red tape, reducing user-friendliness—suggesting residents are a liability instead of an asset.

Many feel a lack of community inclusion at revitalization and neighbourhood planning tables, and a loss of resident voices into community decision making. They question what ‘stake’ they really hold as ‘stakeholders’. Some say this process of ‘revitalization’ is more an act of ‘recolonization’.

Some express fear in the familiar pedestrian paths and sidewalks blocked off or rerouted from construction that has created safety concerns for those entering and exiting the community.

Local parents see declining student enrollment, increasing student transfers, and a lack of communication with schools as a result of fewer teachers and support staff, less enrichment and special education programs, and a decrease in overall school resources.

Many residents shared concern of the community changing to an emerging, revitalized, mixed income, mixed use community—despite the shortage of local programs and services and while key community partners continue to transition out of the neighbourhood.

As revitalization brings about more *change*, it is important we recognize how the pressures of these *changes* impact the very DNA of residents, families, and our community.”



The Community's Safety

Looking Back at 2012-2018

\$21,000

Invested in Resident-led Responses to Improving Community Safety, Wellbeing & Resiliency After a Critical Incident



400+



Families Supported Yearly Following Critical Incidents

7



Youth Trained as Community Healers with the Community Healing Project

Source: City Of Toronto, 2012-2018, Lawrence Heights Social Planning Neighbourhoods.

Residents and service providers reflect on milestone moments with:

Community Peace & Safety Walks: Resident-led *Walk Of Hope For Peace*, which is organized annually against gun violence to peacefully stand in solidarity and honour its victims in the community. As well as regular community safety audits and walks conducted with local stakeholders, the City of Toronto, Toronto Hydro, and Toronto Police Services to identify and address safety and lighting concerns.

Safety Coordination: The further development of community-wide safety protocol and quarterly safety newsletter by the LHION Safety Subcommittee to inform residents on safety-related concerns, initiatives, and critical incident updates. Also, knowledge-sharing opportunities and events focusing on community safety, like the Safety Speakers Series in 2016 or the Unpacking Violence Event in 2014 that informed residents about the connection between mental health and violence.

Community Capacity & Ownership: Annual Jane's Walks to honour residents, memories, and spaces in the community, and encourage community ownership over these spaces. As well as the youth trained as Community Healers through the Community Healing Project to take a trauma-informed, peer-based approach to addressing the impact of exposure to violence on youth.

Safety Linkages: Programming like horseback riding, Discover Toronto, Fresh Start and Grow Right offered regularly in partnership by Toronto Police Services to develop connections between police and young people. As well as the intentional linkages developed between groups in Neptune and Lawrence Heights to address safety concerns.





The Community's Safety

Looking Forward to 2019-2022

Priority Themes

Connection: Strengthen community connections to improve trust and personal safety knowledge; develop more opportunities for communication and transparency with Toronto Community Housing Safety Constables and Toronto Police Services

Awareness: Increase knowledge of available safety related resources; coordinate culturally appropriate and intergenerational trauma and mental health support for residents; educate residents on the opportunities available to report incidents that will not put them at risk

Vacancy: Address the perceived and actual safety concerns with empty Toronto Community Housing units during revitalization

Reflection: Create community-oriented moments to reflect, mourn, and remember people who have lost their lives to gun violence

Procedures: Maintain safety measures and protocol within Toronto Community Housing, market and rental buildings; ensure traffic safety is prioritized along all routes, especially construction zones; coordinate with residents to ensure walking routes to/from transit corridors are safe pathways as revitalization disrupts trusted routes





The Community's Safety

Looking Forward to 2019-2022

Action Plan

 Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
3.1	Mental Health Certification: Train-the-trainer certification for individuals and caregivers in peer-based mental health and trauma informed interventions.	TPH	500	\$6,000
3.2	Know Your Rights! Training for residents and frontline staff with legal professionals, safety advisors, police and community advocates on law enforcement and public rights.	SDFA, NYCH, DCLS	50-100	\$300-500
3.3	Intergenerational Safety Workshops: Regularly hosted intergenerational safety workshops to improve seniors fears towards youth in the community.	TCHC, LHION, UHCS	200	\$3,000
3.4	Neighbourhood Watch Program: Neighbourhood Watch system that draws on best practices from Toronto tower communities to keep residents safe.	LHION	150+	\$5,000
3.5	Lawrence Heights Lighting Plan*: A cohesive lighting study to ensure ongoing maintenance of lighting in the community, along transit routes, and public/private gathering spaces.	SDFA, TCHC, LHION	100	\$0
3.6	Toronto Police Services Quarterly Update Meetings: An opportunity for communication between the police and community members so residents can stay informed and ask questions.	TPS, LHION	50-100	\$300-500
3.7	Peace Walk & Service: A recognition walk and service dedicated to reflect, mourn and remember people who have lost their lives to gun violence in the community.	LHION	50-100	\$300-500
3.8	Safety Audits*: Annual initiative to activate community ownership, safety-focused skill building training and audit facilitation around lighting and cameras.	SDFA, TCHC, LHION	50-100	\$300-500
3.9	Safety Fair: An opportunity for residents to familiarize themselves with the community safety related resources available to them, and build relationships with first responders.	LHION	100-150	\$1,000
3.10	CPR & First Aid Training Workshops: Training to increase personal safety and support employment preparedness.	TESS, TPH	50-75	\$5,000-7,500
3.11	Allen Rd./Lawrence Ave. Pedestrian Audit: Review traffic patterns, delayed walk timers and accessibility features to control cars, reduce accidents, and make it safer for residents to cross.	City Planning	50	\$0
3.12	Baycrest Park Lighting Audit: Review of lighting conditions in Baycrest Park, and connection paths to TTC access.	City Planning, BHS, SDFA	50	\$0

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STORIES FROM OUR PAST & FOR OUR FUTURE... IN PERSPECTIVE



Community Voices

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A Story of Revitalization

Ahmed Adan—Community Leader, Activist & Spoken Word Artist

“Over the years, our community has undergone many changes, both socially and physically. I look back on the first day the townhomes in Zachary Court were demolished in September 2015. I didn’t know how I felt about it. As a 17 year-old, I didn’t fully understand the process of revitalization. Little did I know, four years later, I’d be a part of my community in a much bigger way. Three years later, the Zachary Court rental buildings and condos were open, and that moment was shared between our community members—old and new, and Prime Minister Trudeau. Throughout the years, from seeing the neighbourhood flourishing in numbers, kids playing outside, to houses boarded up and people forced to move homes, revitalization has become a bittersweet moment.

I’ve become more engaged in my community and learned more about revitalization and what new opportunities it will bring. My main concern is keeping the culture intact through the change. It was built up throughout the years, and it’s what makes Lawrence Heights a true community. I’m here to welcome new community neighbours into this place we call home.

Now, as we enter new phases, I want developers to be more visible. In the past, residents have needed to make themselves available, organize, and put forth effort to be heard. Now, I want them to listen, open their minds, and be mindful of the changes this process has on our lives. Without this, we will not be able to move forward properly. I want to see developers more active in the community, speaking to residents, and showing their care for our input. Not only do we need representation, we also need action. Simply convincing us that our concerns are being understood is unfair to us. Revitalization affects us 24 hours a day, seven days a week, 365 days a year. And promises without action, are nothing but empty promises.”



The Community's Housing Looking Back at 2012-2018

77

TCHC
RGI
Housing
Units
Rebuilt
to Date



3

Homes
Purchased
Through
TCHC Tenants with
Affordable Home
Ownership Program



130

TCHC
Community
Animators
Trained



400+

Community
Households
Regularly
Engaged
by
Community
Animators



Source: Toronto Community Housing, 2012-2018, TCHC Lawrence Heights

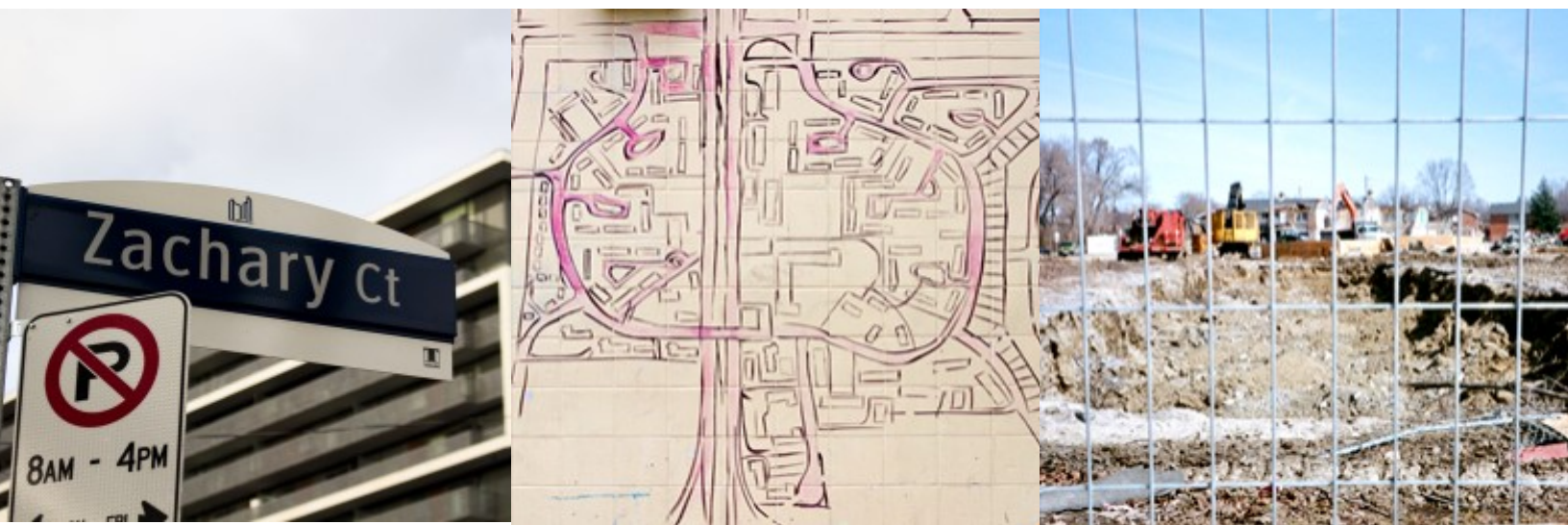
Residents and service providers reflect on milestone moments with:

The First One: The completion of TCHC's first newly constructed rental site in Lawrence Heights, 20 Zachary Crt. in 2018, and the welcoming of new residents into the community with the first market condo opening at 160 Flemington Rd. in 2018.

Community Engagement: Resident contributions to community design charrettes with other stakeholders to identify priorities and preferences of infrastructure builds like housing, parks and recreation spaces. As well as resident involvement in the selection process of development partners like Heights Development in 2012 and help in reshaping policies related to relocation and outreach.

Information Sharing: Regular opportunities for residents to be made aware of changes related to revitalization, like through Revite Nerds, Animators, newsletters, socials or community quarterly update meetings. As well as community spaces, like 37 Varna Dr., made available to educate residents about the revitalization process and its impact.

TCHC Tenant Satisfaction: Vacant housing units being repurposed to support local grassroots initiatives like the Lawrence Heights Arts Centre in 2017. As well as barrier-free housing units customized to the physical requirements of various tenants in the new 20 Zachary Crt.





The Community's Housing Looking Forward To 2019-2022

Priority Themes

Knowledge Sharing: Educate residents on their rights and responsibilities as tenants; facilitate learning opportunities for residents who are interested in learning more about market rental or affordable home ownership

Communication: Improved communication surrounding rules, timeline and the relocation/moving process for non-English speaking TCHC tenants; greater TCHC transparency on maintenance and repair orders to improve responsiveness and accountability; and promote accountability to the Principles of Revitalization by community stakeholders

Gathering Spaces: Ensure community rooms in new/existing TCHC buildings are accessible and have access to a kitchen, audio-visual projection; advocate for newly built TCHC spaces to have communal multi-faith/multi-cultural spaces for tenants to celebrate, teach and practice their faiths and cultures

Hospitality: Ensure an adequate number of new TCHC family units are built in each revitalization phase to ensure larger families to remain in the community; advocate for a concierge system in new TCHC buildings to increase feelings of safety within buildings





The Community's Housing Looking Forward To 2019-2022

Action Plan

Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
4.1	There's No Place Like Home! Twice annual workshops for residents on the various rental, subsidized and home ownership options available within the Greater Toronto Area.	LHION	50-100	\$300-500
4.2	Revitalization Learning Exchange: Knowledge sharing events for residents, networks, grassroots groups, and organizations to learn about initiatives, challenges and lessons learned in other revitalization communities.	SDFA, LHION, NYCH	150+	\$2,500
4.3	Tenant Rights Workshops: Twice annual workshop on tenant rights, responsibilities, and the process to file a claim to the Landlord Tenant Board. This will increase awareness on tenant rights, condo laws, eviction, condo board rules, and regulations.	TPL, DCLS, NYCH	50-100	\$1,500
4.4	Principles of Revitalization Review*: Yearly review and endorsement of the Principles For Revitalization with residents, TCHC, service providers and the developer partner.	TCHC (Lead), HD	500	\$0
4.5	Revitalization Information Boards*: Utilize public spaces in schools, agencies, and common spaces to provide updates on revitalization phases, construction, and contact information.	TCHC (Lead), HD	To Be Confirmed	To Be Confirmed
4.6	Lotherton Information Boards: Fixed, cased information boards to promote community events, resources and workshops.	TCSDAC	500-1000	\$1,500-2,000

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The Community's Green Space Looking Back at 2012-2018

48

Hectares
of
Publicly
Accessible Green
Space Available



180

TTC
Stops
in the
Community



9km

Of Bike
Lanes &
Paths in
Community



Source: City Of Toronto, 2018, Lawrence Heights Social Planning Neighbourhoods

Residents and service providers reflect on milestone moments with:

Capacity Building: Regular participation in gardening workshops and trainings providing sustainable and healthy food sourcing, community connection, and skill-development for residents. Or Cycle Home's Placement & Training Program in 2016 partnered with youth in the community interested in the skilled trades to design and build community bike racks as a public accessory.

Animating Space: Green space was frequently animated for community events or initiatives, like open mic nights, community BBQ's, harvest celebrations, and back-to-school festivals, which brought the community together and cultivated connections. As well as the ongoing animation of community garden-plots or orchards have helped alleviate some stresses related to food security by providing food to residents.

Public Art: Publicly displaced art pieces, like the hydro pole paintings, community-built sculptures, or murals like Love or Love; Deep Roots, Limitless Heights in 2012 have enlivened public spaces and showcased local creativity.

Outdoor Amenities: Public gathering spaces like community gardens, shade structures and bike racks, which have been updated and added in Lawrence Heights throughout revitalization, to create spaces for community connection and meeting.





The Community's Green Space Looking Forward to 2019-2022

Priority Themes

Garden Space: Encourage food-related activities to support sustainable and local gardening practices, healthy living and community building; dedicate resources to coordinate, plant, maintain and grow thriving community garden spaces for year-round food production opportunities

Beautification: Beautify public spaces with public art; ensure green space is clean, well maintained, and used by educators to stimulate outdoor learning experiences; reclaim the Lawrence-Allen Expressway through murals, public art, and a food growing corridor; and support environmental learning, community ownership over public space, and pride in public realm

Accessibility: Ensure old and new physical infrastructures like sidewalks and playgrounds, is built to support an accessible and integrated community for those with various ability requirements like physical and sensory disabilities

Activity: Animate outdoor spaces like parks, community gardens, bake oven and flower beds to create safer, more useable gathering spaces for residents

Wayfinding: Explore the multi-functional use of TTC shelters in Lawrence Heights to incorporate public art, heritage displays and resident interaction; create public accessories like bike racks, street furniture and information boards that are multi-use and locally sourced and designed

Common Space: Ensure infrastructure in public parks is developed with community input and consider the provision of public restrooms nearby, street furniture, off-leash dog areas, splash pads and outdoor equipment designed for workouts/exercising; create spaces for people to reflect and remember those who have lost their lives to gun violence.





The Community's Green Space Looking Forward to 2019-2022

Action Plan

Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
5.1	Peace Garden: Dedicate an existing or new garden-space to reflect, mourn, and remember those who have lost their lives to violence.	PFR, City Planning	50-100	To Be Confirmed
5.2	Transit & Accessibility Audit*: Review to create a more safe and interconnected transit network of pedestrian, vehicle, and bicycle transit options that is close to services and amenities.	TCHC, City Planning, Cllr	25	\$200-300
5.3	Food Security Coordination & Gardening Collective: A workgroup group dedicated to coordinating access, maintaining accountability and setting garden processes.	LHION, PACT, BHS	30-50	\$1,000
5.4	Outdoor Learning Spaces: Dedicate outdoor spaces for learning opportunities like bee pollinators, highlight/protect native plants, animals, and signs displaying history of outdoor spaces.	PACT, BHS	150-300+	To Be Confirmed
5.5	Wayfinding Tools: Animate and provide more signage/wayfinding tools to indicate where services, special interest areas, parks, community spaces are located in the community.	PFR, Cllr Office, City Planning	25-50	To Be Confirmed
5.6	Urban Gardening Seminar: Urban farming workshop series to build knowledge and skills on greenhouse, container, and plot-bed gardening for vertical high-rises.	TPL, PACT	150+	\$1,500
5.7	Garden Plots & Container Gardening: Additional garden plots or locations for container gardening made available in Lotherton.	PACT	To Be Confirmed	To Be Confirmed
5.8	Recreational Space Improvements*: Fix uneven/cracked ground, nets, seating and lighting in the Lotherton soccer field and Neptune basket-ball courts.	TCHC, SDFA	To Be Confirmed	To Be Confirmed
5.9	Movie Festival: Animate park space to host movie nights to bring the community together, animate public spaces, and provide needed evening-based activities.	LHION	300-500+	\$1,000-3,000
5.10	Gardening Tool Library: A peer-to-peer sharing system to increase accessibility/availability of equipment for residents to grow food.	TPL	50-140	\$3,000
5.11	Community Clean-Up Days: Yearly event to maintain the cleanliness of the community's green spaces, instill ownership, and connect residents with outdoor spaces.	SDFA, TCHC, LHION, PFR, Cllr Office	50-100	\$1,000-\$1,500

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STORIES FROM OUR PAST & FOR OUR FUTURE... IN PERSPECTIVE



Community Voices

Lawrence Heights is a community rich in culture, history and memories. Retelling its history is how to preserve its past and inspire its future. These are resident stories, and they capture the journey of their ever-changing community.

A Story of Revitalization

Kaydeen Bankasingh — Mother, Grassroots Community Facilitator and Organizer, Adult Educator, Former Co-Chair of the Lawrence Heights Inter-Organizational Network

“I have been a resident of the Neptune community for twelve years. My daughter and I moved there when she was just seven years old. Neptune is a small Toronto Community Housing (TCHC) community. Here, everyone knows each other. It is a tiny village in the center of a metropolitan city. At the very end of 2007, revitalization came to greet our community alongside Lawrence Heights.

It was an interesting time to introduce conversations around a shared vision and future. Those of us living here found ourselves in the midst of conflict between Lawrence Heights and Neptune. At that time, community safety and violence was an all too pervasive reality. As residents tried to make sense of what was happening, we also began to imagine what revitalization would mean for us.

I became Community Animator with TCHC during this time. I decided to be a champion for this work, and use my voice to organize and share information with neighbours. I knew that this was the only way to ensure the future could be built to include us. We created spaces to talk about our concerns and keep our community's needs, ideals and hopes in full focus. We asked questions about displacement, employment opportunities, home ownership, and how Neptune residents could benefit from this redevelopment in Lawrence Heights. These difficult conversations were the backbone for the decisions later passed unanimously with Toronto City Council and incorporated into Lawrence Allen Secondary Plan, and the Social Development Plan.

These early days of revitalization are some of my favourite memories. The strength and resiliency of residents to advocate for their needs, wants and futures has re-built stronger relationships between Neptune and Lawrence Heights and moved us closer to healing the traumas of the past 10 years. I look forward to the future, and am passionately committed to seeing this long-term redevelopment honour the community and residents it claims to revitalize.

However, I wonder whether the spaces we worked so diligently to create will remain open to the voices that formed it and extend this honour to future voices?”



The Community's Employment Looking Back at 2012-2018

115

Limitless
Heights
Scholarships
Awarded



217

Job Opportunities
for TCHC Tenants
(Full Time &
Part-
Time)



223

Pre-Employment &
Skill Building
Opportunities For
TCHC
Tenants



550

Youth Summer Job
Opportunities,
Internships &
Student
Placements
For TCHC
Tenants



Source: Toronto Community Housing, 2012-2018, TCHC Lawrence Heights

Residents and service providers reflect on milestone moments with:

Skilled Trades Access: The I'm Lawrence Program in 2016, a pre-apprenticeship trades training initiative for Lawrence Heights residence to develop trades skills. Or pre-apprenticeship opportunities like the Creating Real Apprenticeships for Toronto (CRAFT) program which has helped underrepresented populations like women develop skills and mentorship opportunities in trades labour.

Local Employer Engagement: Relationship-building between local business and community partners like the B2B Networking Initiative. Or yearly job and information fairs, pre-employment training and sector-specific certificate programs to residents seeking employment with local employers at Yorkdale Mall or Lawrence-Allen Shopping Centre. As well as targeted recruitment initiatives aimed towards entry-level job positions in the retail, security and hospitality sectors.

Resident Entrepreneurship: Support offered in the development and launching of resident owned small businesses in the community, such as Baby Steps Parenting, or Quality over Quantity (QoC).

Post-Secondary Access: The *Limitless Heights Scholarship Program* has provided \$403,000 to students in support of their post-secondary academic journey between 2012-2018.

Youth Pre-Employment: Youth Summer Job Opportunities, Internships, or Student Placements available across organizations and TCHC, like the 37 Kids Initiative in 2018. As well as opportunities to strengthen the relationship with youth and police through employment programs, such as Youth in Policing (YIP).





The Community's Employment Looking Forward to 2019-2022

Priority Themes

Scheduling: Deliver the essential training needed for employability in a schedule and format that is adaptive to residents' schedules by providing access on weekends and evenings to pre-employment training and skills upgrading experiences

Networks & Connection Points: Establish greater employment pathways with local anchor employers and intuitions; give youth and newcomers exposure to careers and employment fields outside of their regular networks

Service Focus: Provide additional second career training and strategies; create employment training/ opportunities with a focus on working age women (25+)

Training Incubators: Develop small-business and social enterprise programs for grassroots groups or developing business professionals

Revitalization Construction: Develop pre-apprenticeship and construction related training supports dedicated and customized to Lawrence Heights community; ensure pre-employment training provides the skills and connections needed for entry into full-time, career-oriented labour markets





The Community's Employment Looking Forward to 2019-2022

2022 Action Plan

 Priority Action Item

	Action	Supporting Partners	Residents Engaged (Projected)	Resources Needed** (Estimated)
6.1	Small Business Incubator Series: Entrepreneurship training and mentoring to develop business structure, portfolio, marketing, accounting frameworks, mission statement and brand identity.	TESS, TPL	30	\$4,000
6.2	Social Enterprise Incubator: A supportive program for residents looking to develop social enterprise ventures like childcare, catering, translation services, landscaping, etc.	TESS, BU, UHCS, BHS, HD	100	\$4,000
6.3	Post-Incarceration Employment Reintegration Program: Training for previously incarcerated residents, those exiting the criminal justice system, or those in conflict with the law.	TESS, SDFA, PACT	To Be Confirmed	To Be Confirmed
6.4	Career Jump Starter: A skill development program and summer placement for youth to work with private and non-profit sectors employers who are connected to redevelopment.	TESS, SDFA, HD, TCET, CF	To Be Confirmed	To Be Confirmed
6.5	Career Showcase: Presentations to be inspired, motivated, and gain personal insight from people in various careers to gain confidence in seeking job employment and career direction.	TESS, TCET, LHION, BU, CF	30-50	\$300-500
6.6	STEM Series: Workshops promoting the value and contribution to STEM (Science, Technology, Engineering, Mathematics) careers and educational requirements.	TESS, TPL	150+	\$1,500
6.7	Professional Development & Employment Seminar: Regular access on weekends and evenings to pre-employment training like resume building, job search tools, interview skills, networking, customer services training, and skills upgrading experiences.	TESS, SDFA, LHION, CF	250	\$300-500
6.8	Digital & In-Person Communication Workshops: Communication training which includes basic computer literacy, email etiquette, body language, and professional communication techniques.	TESS, TPL	30-50	\$300-500
6.9	Professional Newcomer Network: A networking point for residents looking to start careers in Canada but lack connections in their field and understanding of the Canadian labour market.	TESS, NYCH	30-50	\$300-500
6.10	Lotherton Employment & Service Fair: An opportunity to increase access to employment and service providers.	TESS, LHION, CF	250	\$300-500
6.11	Construction Pre-Apprenticeship Program*: Paid program including trainings and certifications to begin work on an active construction site, and which gains them entrance in to opportunities in the trades, and unions memberships.	TESS, TCHC, BU, HD	To Be Confirmed	To Be Confirmed

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Support Your Community Get Involved

Participation is the Heartbeat of Community...

The strong sense of community in Lawrence Heights, Neptune and Lotherton is one of its greatest strengths. The combination of active, interested, and well-educated residents, as well as extensive opportunities for community engagement has created a thriving group looking to take on leadership roles as their communities continue to change.

The history, vision, and actions in this Social Development Plan Report Back & Action Plan were created residents and agencies who want the best for their community. It emerged from a dialogue of reflection, collaborative planning and priority setting. It is a collection of voices inspired by their vision for change and their commitment to action.

It is this posture of active engagement, participation, and communication that is needed on an ongoing and regular basis. To further develop and implement the vision this document captures—more resident and agency participation is needed. Only together, will we build the community we envision.



Who Do I Contact?

Are you interested in supporting the wellbeing of Lawrence Heights, Lotherton or Neptune? Do any one the SDP Priorities or Actions inspire you? Are you able to join a group of passionate and energized community partners? Contact the City of Toronto or TCHC to be a part of the conversation:

City of Toronto

Toronto Strong Neighbourhood Strategy
Community Development Unit

Email: neighbourhoods@toronto.ca

Web: www.toronto.ca/tsns2020

Toronto Community Housing (TCHC)

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