

People and Neighbourhoods

The City strives for vibrant, inclusive and sustainable communities; and is committed to addressing the barriers that impact the safety, health, social and economic wellbeing of communities across Toronto. The City is also committed to investing in and renewing the physical infrastructure that is vital to our growing communities.

Corporate/Strategic Commitment

We are committed to a city that protects and improves quality of life for all including safety, health, and social and economic wellbeing and inclusion.

The City Manager's End of Term achievements [report](#) highlights and recognizes the accomplishments of the Toronto Public Service over the 2018-2022 Council term and progress towards the [Corporate Strategic Plan priorities](#).

To view more achievements, visit toronto.ca/successTO.

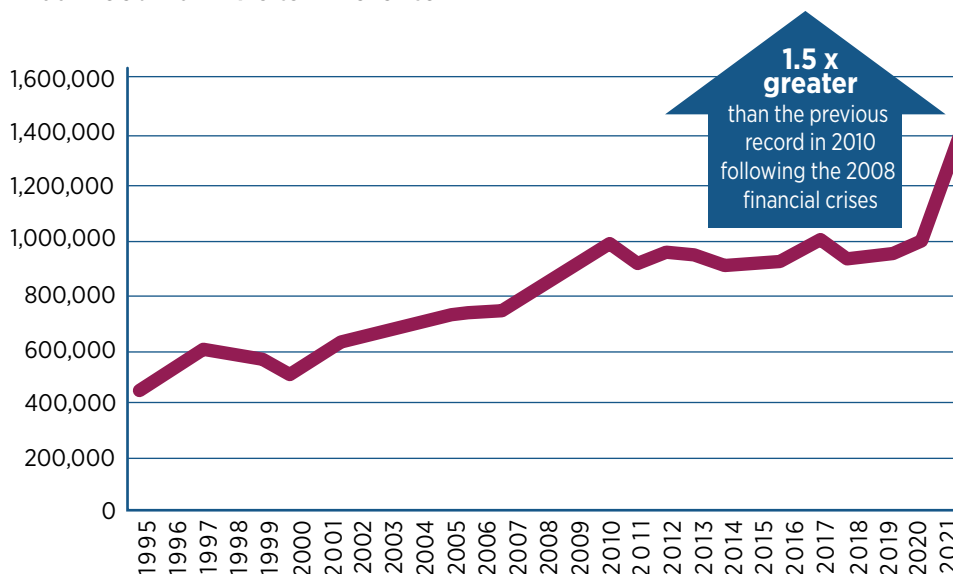
Poverty Reduction Strategy

The City's [Poverty Reduction Strategy 2019 - 2022 Term Action Plan](#) advances six core themes of: food access, housing stability, service access, transportation equity, systemic change and quality jobs/livable income. The Action Plan was developed as a component of the 20-year [Poverty Reduction Strategy \(2015 - 2035\)](#) and supports the priorities

outlined in the [Toronto Action Plan to Confront Anti-Black Racism and Reconciliation Action Plan](#). For example, the City improved the affordability of transit by expanding eligibility for the [Fair Pass Transit Discount Program](#) to over 77,000 residents in receipt of rent-geared-to-income housing supports.



Annual Food Bank Visits in Toronto



In addition, through the [Black Food Sovereignty Plan](#), the City has initiated a strategic framework to address the challenge of food access and its ongoing impact on Toronto's Black communities.

This collaborative service model engages several divisions to support increasing access, availability and affordability of culturally responsive and nutritious food.

Upgrading Major Infrastructure

We have continued to invest in major infrastructure projects and upgrades throughout this term of Council. Following more than 10 years of planning, consultation, engineering and design, major construction to reconfigure the [Six Points interchange](#) began in March 2017 with substantial completion in October 2020.

For the past two years, the City has made historic capital investments of more than \$1 billion each year including investments in infrastructure, planning for growth and critical investments in the [Basement Flooding Protection Program](#).

Over the next 25 years, the City of Toronto's [Wet Weather Flow Master Plan](#) will virtually eliminate the release of combined sewer overflows and polluted water to Lake Ontario along with key infrastructure projects including the construction of the Coxwell Bypass Tunnel, a new UV Disinfection Wastewater Treatment System and the Ashbridges Bay Treatment Plant Outfall project that will convey 3,932 mega litres per day of the plant effluent and will be the largest wastewater outfall tunnel in Canada.

Supporting Seniors

The City's Toronto [Seniors Strategy 2.0](#) includes 27 high-impact recommendations/actions in the areas of housing, health, employment, transportation and access to services that are improving quality of life for Toronto's seniors.

An expanded mandate for [Seniors Services](#) and [Long-Term Care](#) to be a seniors housing and services [entity](#), including oversight and evaluation of a new [Integrated Service Model](#) for 14,000+ senior tenants in 83 [Toronto Seniors Housing Corporation](#) buildings; and implement CareTO, a made-in-Toronto [emotion-centered](#) social model of care, with added staffing levels to support the diverse 2,600+ residents in the City's 10 long-term care homes and improve care outcomes.

Waterfront Revitalization

The City continues to invest in infrastructure and strengthen its waterfront communities. The [next phase of Toronto's waterfront revitalization](#) is the largest urban redevelopment project currently underway in North America and one of the world's largest waterfront revitalization efforts, complemented by expanded waterfront transit plans.

Working in cooperation with the Province on the Ontario Place Revitalization, the City will maximize the potential redevelopment of Ontario Place and Exhibition Place. In February 2022, Waterfront Toronto announced the Preferred Proponent of the [Quayside Redevelopment](#). Quayside Impact Limited Partnership will redevelop the remaining expanses of waterfront land into a master-planned development.



City Actions



The [Child Care Growth Strategy](#) created 2,740 new spaces; reduced fees in the most expensive centres by 7.7 per cent; and increased Registered Early Childhood Educator wages by 8 per cent in lowest-paid centres.



The [Toronto Paramedic Services' Primary Care Paramedic program](#) is a comprehensive training program supporting low-income individuals from diverse communities to become life-saving professionals and has had seven graduates since 2018 and 11 current candidates enrolled.



The City provided opportunities for Ontario Works clients through a new [virtual caseworker initiative](#), established 70 work-based learning opportunities in 2021, and placed 3,270 clients in [Purchase of Employment and Wrap Around Services programs](#).



In efforts to expand our urban forest and support a healthier ecosystem, the City adopted a 20-year [Parkland Strategy](#), a [Biodiversity Strategy](#) in 2019 and the [2018 Tree Canopy Study](#).



The City implemented the [Growth Plan in Community Recreation](#), adding 19,459 spaces in high demand program areas in 2018. In addition, we developed a [Parks and Facilities Masterplan](#) while supporting enhanced programming for [youth](#) through the [Youth Service Review](#).



Toronto Public Health's [Works Harm Reduction Program](#) is a pilot program that enables Paramedics to distribute naloxone kits in situations where patients or community members are at high risk of an opioid overdose, supported by the Ministry of Health and Long-Term Care.

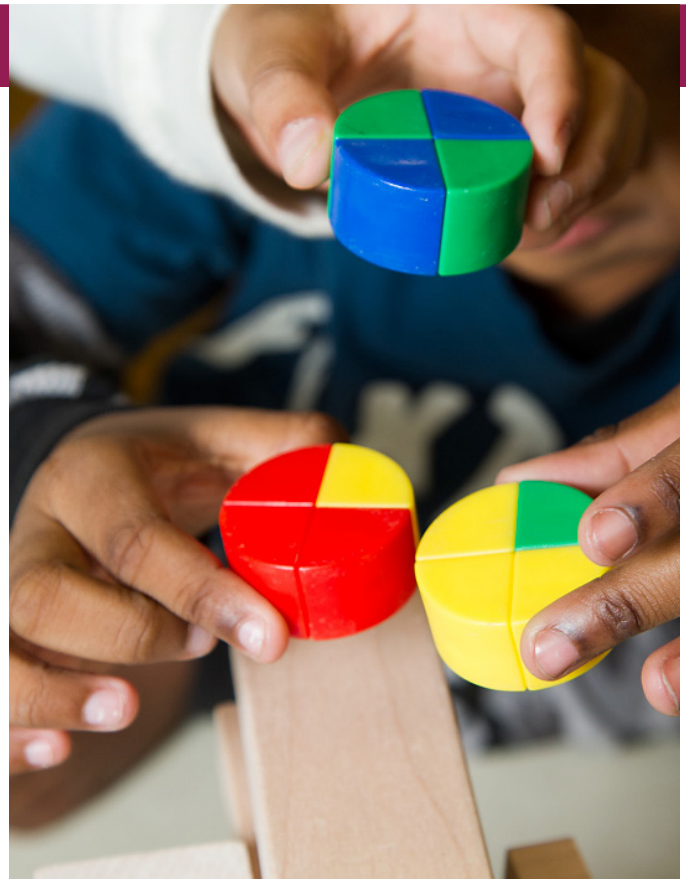
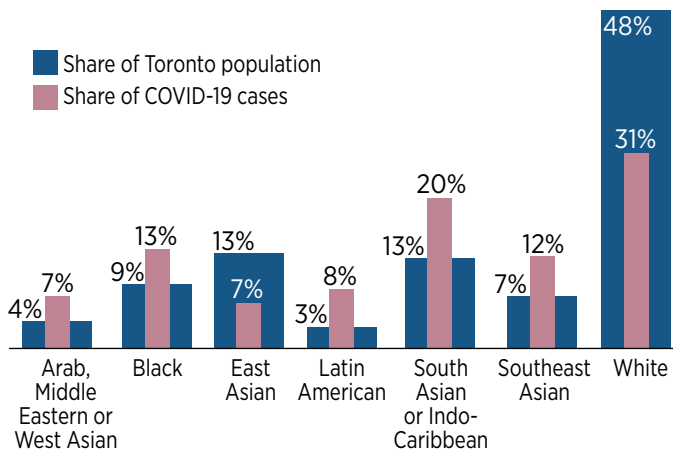


A bold approach to advance [community safety](#) will be achieved by working collaboratively across sectors, communities and governments. Informed by extensive community consultation, [SafeTO](#) was adopted to support community safety and well-being by reducing vulnerability and promoting healing and justice.

Spotlight on the COVID-19 Pandemic

The COVID-19 pandemic has had disproportionate impacts on Torontonians including Indigenous communities, Black and other racialized residents, women, seniors, youth, 2SLGBTQ+ community members, residents with disabilities and low-income residents. By taking a targeted universalism approach, our priorities and actions shifted to respond to the inequities exacerbated by the pandemic through partnerships with community agencies and government partners to best serve all Torontonians by focusing on vulnerable populations most impacted by the pandemic.

COVID-19 Proportions by Ethno-Racial Identity
(Source: Toronto Public Health)



Throughout the pandemic, we adapted our services and programming to respond to emerging public health information and community needs including launching stronger [mental health supports](#), [recreational programming](#) and [senior services](#) in partnership with community group and agencies across Toronto.

The City developed a framework, used nationally, to guide emergency child care delivered during the COVID-19 pandemic, [with 35 programs approved by the Government of Ontario](#).

The [TO Supports: COVID-19 Equity Action Plan](#) included a COVID-19 Public Education Working Group to improve the accessibility of COVID-19 public education and reach people in diverse neighbourhoods, newcomers, and lower-income and vulnerable populations including translating key COVID-19 public education resources into 28 languages commonly spoken in neighbourhoods with the highest rates of COVID-19.

“The effort underway for the Community Coordination Plan and the Clusters is incredible; the tracking issues and sharing them internally and externally; the teleconferences were all incredibly helpful; I have individuals reach out if I needed help or support all of that was super helpful – it was just overwhelming.”

**Community Agency Partner,
Community Coordination Plan**

Spotlight on the COVID-19 Pandemic continues

Among our many targeted initiatives to support communities during the pandemic, the City [hosted 2,483 mobile vaccination clinics](#) through a hyper local approach, including [115 mobile COVID-19 testing clinics and 48 vaccination clinics](#) in partnership with the TTC to support vulnerable populations and underserved communities with high rates of positivity and difficulty accessing resources.

The [Vaccine Engagement Teams](#), comprised of 600 community ambassadors reflecting the diversity of the city, spent 70,000 hours engaging with communities in collaboration with partner organizations.

In partnership with Toronto Public Health, [Toronto Paramedic Services](#) has administered over 12,000 COVID-19 vaccinations to homebound seniors and vulnerable residents.

Community recreation centres and parks pivoted to vaccine clinics, food distribution food-banks, flu shot clinics, and COVID-19 testing in neighbourhoods disproportionately impacted by COVID-19.

[Welcome TO Winter](#) increased public access to parks in response to the COVID-19 pandemic and higher demand for access to outdoor space through the winter months.

Spotlight on Equity and Reconciliation

City Council unanimously adopted the [Reconciliation Action Plan](#), a 10-year plan to advance truth and justice for Indigenous People in Toronto. The implementation of the Reconciliation Action Plan will contribute to the visibility and overall wellbeing of First Nations, Inuit and Métis Peoples in Toronto through placemaking and placekeeping, supporting economic development and prosperity, increasing civic engagement, honouring Indigenous ways of knowing and being, and recognizing rights to self-determination and self-governance.

We are working closely with the Mississaugas of the Credit First Nation, other First Nations and Indigenous communities, waterfront communities and businesses to develop a [Master Plan](#) to distinguish Toronto Island Park as a cherished gathering place.

The City adopted a [Toronto Indigenous Health Strategy](#) to advance Indigenous health outcomes.

The City is a funding partner, along with Toronto Council Fire Native Cultural Centre, the provincial government and other partners, to plan a [new Spirit Garden](#) at Nathan Phillips Square to help advance reconciliation between Indigenous and non-Indigenous peoples in Toronto.



We are advancing our [Community Benefits Framework](#) to create community-oriented initiatives that prioritize Indigenous, Black and equity-deserving communities. We also updated [grant policies and grant making practices](#) to make targeted investments in Indigenous-led and Black-mandated organizations.

The [TO Supports Investment Fund](#) provided \$10.2 million in 2020 for emergency funding to sustain community agencies serving vulnerable residents.

The [Toronto Community Crisis Service](#), a new approach to responding to persons in crisis, was launched. The service provides an alternative to police enforcement, creating a community-based, client-centred, trauma-informed response to non-emergency crisis calls and wellness checks.

In advancing the Toronto Action Plan to [Confront Anti-Black Racism](#), over 9,000 City staff, agencies and external agencies received corporate training on confronting anti-Black racism.

Spotlight on Partnerships

The City’s priorities and actions shifted to respond to the inequities exacerbated by the pandemic including enhanced partnerships with community agencies and government partners.

Early in the pandemic, the City established the [Community Coordination Plan](#), in collaboration with United Way of Greater Toronto, to ensure emerging community needs were quickly identified and responded to. The plan’s success included collaborative efforts with Councillor’s offices to respond to urgent issues. Over 400 community agencies were engaged as part of the Community Coordination Plan to better address the issues faced by community organizations in providing real-time emergency COVID-19 supports.

In partnership with 211, between April 27, 2020 and April 2, 2022, 33,089 residents have been referred to mental health supports, with over 262,368 mental health contact sessions conducted.

The [Cultural Hotspot](#) is an annual arts and culture program that celebrates Toronto’s outside-the-core communities in collaboration with local arts and community organizations. The program provides valuable opportunities for youth employment and mentorship through workshops, exhibits and events. In 2022, the Cultural Hotspot program has adopted a new hyperlocal model animating Little Jamaica and the Golden Mile neighbourhoods, to align the program’s resources with priority communities.

The [Port Lands Flood Protection Project](#) is a project funded by the Government of Canada, Government of Ontario and the City of Toronto with Waterfront Toronto, TRCA, Ports Toronto and CreateTO to revitalize 800-acres of flood prone land and protect local neighbourhoods from extreme weather.



“The financial resources the organization acquired due to its participation in the CCP allowed us to provide grocery cards to hundreds of people in need and pay volunteers for their assistance. The organization was also able to expand its seniors programming including providing digital services. The organization was also able to expand its outreach which allowed it to extend its services to work more in-depth with Black seniors.”

**Community Agency Partner,
Community Coordination Plan**

“Pulling together a table of people who hadn’t worked together before... it was an opportunity for people to support each other through a crisis and was a bonding experience. The food piece galvanized a lot of people and strengthened their ability to step up and offer support when others didn’t have capacity or experience. I haven’t really seen that before. There had also been a lot of competition before. Now we see more collaboration and sharing of resources.”

**Community Agency Partner,
Community Coordination Plan**