

Seniors Speak

Seniors Housing Unit newsletter



Summer/Fall 2020

Issue 3

In this issue...

Integrated Service Model update.....	p.2
Seniors Housing Unit update.....	p.2
COVID-19 information.....	p.3
Need help accessing food and medication?.....	p.5
How to keep busy and stay cool.....	p.6
Senior Tenants Advisory Committee update.....	p.7
Income reporting during COVID-19.....	p.7

Meet Grant Coffey, Acting General Manager

Jill Bada, Interim General Manager of the Seniors Housing Unit, has temporarily returned to the City of Toronto to help lead COVID-19 recovery efforts. During this time, the Seniors Housing Unit is being led by Grant Coffey, who joined TCHC in March 2020 as an Integrated Service Model Consultant.

Grant is overseeing the unit's day-to-day operations, including the development of the implementation plan for the Integrated Service Model.



Integrated Service Model update

The Seniors Housing Unit continues to develop an implementation plan for the Integrated Service Model which has been delayed due to COVID-19. The new model will roll out in phases, with phase one starting in fall 2020. At this time, 18 sites in the South East region of TCHC's seniors portfolio will deliver the new model.

The new model will promote aging in place, better quality of life and successful tenancies.

Seniors Housing Unit update

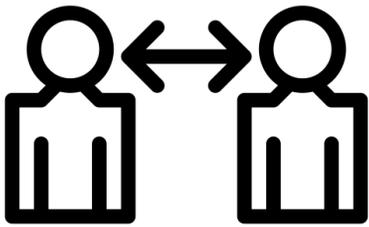
In 2019, Toronto Community Housing started work with the City of Toronto to create a new Seniors Housing Corporation that would operate TCHC's seniors-designated buildings. Due to COVID-19, the work has been delayed. Work will resume once business recovery has been implemented at the City and staff have returned to regular duties. More information will be communicated as it becomes available.

Did you know...?

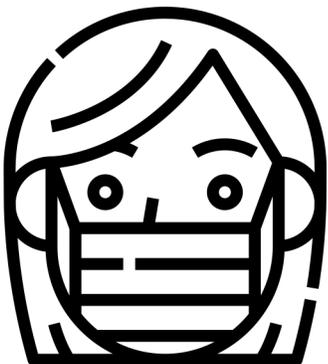
Toronto Community Housing staff reached all 12,133 households in the Seniors Housing Unit while conducting COVID-19 wellness checks. These wellness checks were done to assess tenant wellbeing, share COVID-19 resources and identify anyone who needed additional supports.

Help stop the spread of COVID-19

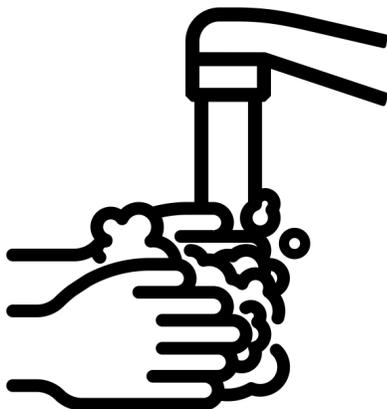
We all have a role to play in stopping the spread of COVID-19. Here are some ways you can do your part:



Stay two metres (six feet) apart from one another to maintain physical distancing.



Wear a face mask or face covering. Under the new City bylaw, it's mandatory in indoor public places such as the grocery store and on public transit, as well as indoor common places of apartment buildings such as the lobby, elevators, stairwells and laundry rooms.



Wash your hands regularly with soap and water for 20 seconds. You may also use hand sanitizer if soap and water are not available.

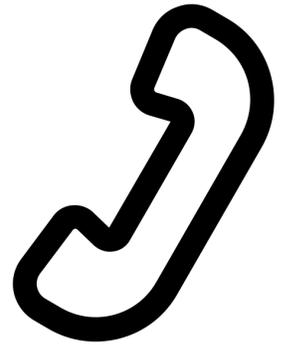
For information on COVID-19 support or resources, visit torontohousing.ca/covid-19 or call the Client Care Centre at **416-981-5500** or the City of Toronto at **211**.

Get tested for COVID-19

COVID-19 testing centres are located across Toronto. If you think you have COVID-19 or have come into contact with someone who has it, you should get tested. Testing is free and you will not need your Health Card. Visit covid-19.ontario.ca to find a centre near you.

Don't know if you should get tested?

- call Telehealth Ontario at **1-866-797-0000**
- call your doctor
- call an assessment centre



If you have difficulty breathing or other severe symptoms, you should call **911** immediately.

Need to speak to a medical professional?

Many of us may feel sad, scared or lonely because of COVID-19. These feelings are common responses to stressful situations. If you or someone you know feels this way, support is available by calling **211**.

If you or someone you know needs to speak to a medical professional, call:

- Toronto Seniors Helpline **416-217-2077**
- Distress Centres of Toronto **416-408-4357**
- Gerstein Crisis Centres **416-929-5200**

Many of the organizations provide services tailored to all communities, including Black, Indigenous, LGBTQ+ peoples and more. Many of these services are available in multiple languages.

Need help accessing food?

There are organizations that can deliver:

- groceries with no delivery fee
- free food hampers, if you qualify
- prepared fresh or frozen meals

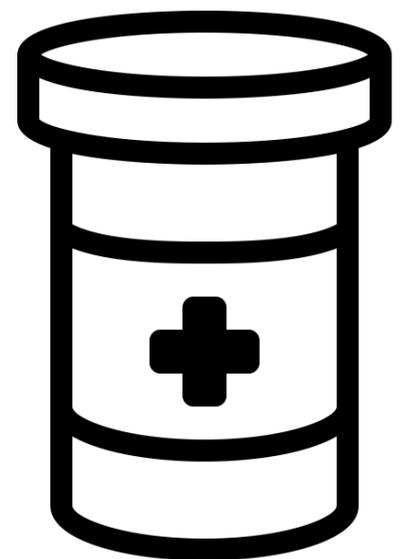


To learn more and find out what programs you qualify for, call **211** or the Toronto Seniors Helpline at **416-217-2077**.

Need help getting medication?

Some pharmacies offer free home delivery for prescription and over-the-counter medicine and supplies. Call your local pharmacy to see what services you can access.

You may also call **211** or the Toronto Seniors Helpline at **416-217-2077** to connect to a community agency offering prescription and medication delivery.



Activities to keep you busy and stay cool

Looking for new ways to stay active while staying indoors?

- Check out one or more of the City's free online classes and activities by visiting toronto.ca/explore-enjoy.
- The Toronto Public Library offers ways to use the library from the comfort of your own home and provides free digital library cards. Visit tpl.ca to learn more.
- Learn a new language or improve your English for free using Mango Languages. You can access it online from the Toronto Public Library by visiting tpl.ca.



Here are some ways to unplug and keep busy without using a computer:

- Go outside and get some fresh air.
- Read a book on your reading list.
- Cook a new dish you've never made before.
- Call a friend or relative and check in on them.
- Watch a movie or documentary.
- Take up a new or old hobby.



Senior Tenants Advisory Committee update

At the beginning of the year, TCHC and the City put a call out for applications for a new Senior Tenants Advisory Committee (STAC). The role of this committee is to provide guidance on the implementation of the Integrated Service Model. Due to COVID-19, recruitment was put on hold. As we move into further phases of business recovery, we are reopening applications.

The **new application deadline** for the STAC is **Friday, October 2, 2020**. Interested senior tenants living in the Seniors Housing Unit portfolio are encouraged to apply.

For more information and to get the application, visit torontohousing.ca/STAC or contact the Seniors Housing Unit at STAC@torontohousing.ca or **416-981-4248**.

Income reporting during COVID-19

If you qualify for Old Age Security pension or Guaranteed Income Supplement, you may have received a one-time, tax-free payment in June. These payments were to help you cover increased costs caused by COVID-19. If you received these payments, your rent will not increase. If you have questions, call the Client Care Centre at **416-981-5500**.

Want to be on our email list?

If you wish to receive ongoing communications from the Seniors Housing Unit, including an email version of this newsletter, send an email to seniorsspeak@torontohousing.ca and provide us with your name. You can also visit torontohousing.ca/seniorsspeak to view this issue and previous issues online.

Disclaimer: Information in this newsletter is considered true and correct at date of publication, but changes could affect its accuracy. You can find the most up-to-date information by:

- Contacting the Client Care Centre at **416-981-5500** or help@torontohousing.ca
- Visiting torontohousing.ca
- Visiting toronto.ca

How to get in touch with TCHC

You can call these numbers 24 hours a day, seven days a week, or reach us at help@torontohousing.ca:

- Client Care Centre **416-981-5500**
- Community Safety Unit **416-921-2323**
- Crime Stoppers **416-222-8477**



Call **416-981-5500** to request this newsletter in an alternate format or language.