

Seniors Speak

Seniors Housing Unit newsletter



Winter 2020

Issue 4

Update on Seniors Housing Unit portfolio

Another important step in the City’s plan to improve seniors housing took place in October when City Council approved the latest Tenants First report. Tenants First is the City’s plan for long-term sustainable change to improve services to all Toronto Community Housing (TCHC) tenants.

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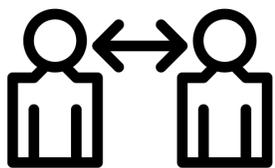
City Council approved all the recommendations in the report, including:

- Continuing to implement the integrated service model for seniors housing (see page 3) independent of the process to create the Seniors Housing Corporation.
- Waiting until after the COVID-19 situation has stabilized before proceeding to launch the Seniors Housing Corporation.
- Continuing to review the role of the Commissioner of Housing Equity to avoid a disruption in services to senior and vulnerable tenants once the new Seniors Housing Corporation has been created.

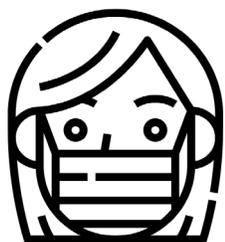
You can read more about the report at torontohousing.ca/tenantsfirst

COVID-19 reminders

Here are some ways you can do your part to limit the spread of COVID-19:



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



Wear a face mask or face covering in your building's lobby, common areas, elevator, stairwell, and laundry room.



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



Follow the City of Toronto social gathering limits when planning and attending indoor and outdoor public events.

If you or someone you know is in mandatory self-isolation due to COVID-19, please call the Client Care Centre at **416-981-5500** and let us know so we can put safety measures and connect you to supports. 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**.

Seniors Housing Unit updates

Integrated Service Model

The Integrated Service Model (ISM) for seniors housing will promote aging in place, better quality of life and successful tenancies. It will be implemented in 18 buildings by the end of 2020.

Attend a virtual or dial-in information session on the ISM:

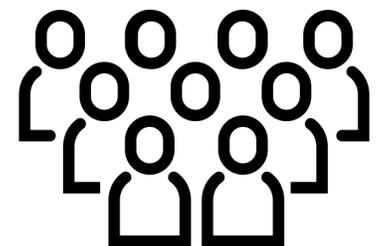
**Tuesday, December 8
6 to 8:30 p.m.**

More information to follow. Look out for posters in your building.

This fall, the Seniors Housing Unit conducted a survey of tenants living in the first 18 buildings to understand their view of the quality of services they receive and the areas where service can be better. The survey will be open to tenants across the Seniors Housing Unit when the ISM moves to the next phases. The model will be rolled out across the entire seniors portfolio by 2022.

Senior Tenants Advisory Committee

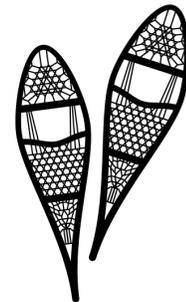
TCHC is partnering with the City of Toronto to create a Senior Tenants Advisory Committee (STAC). The committee will provide feedback and advice that will inform the design and implementation of the Integrated Service



Model for seniors housing. This fall, TCHC and City staff have been shortlisting candidates and conducting interviews, with the goal of forming the STAC by the end of the year. Visit torontohousing.ca/STAC for more information.

Fun things to do this winter

Stay, Play and Learn at Home: The City of Toronto is offering free recreation, active living, arts and culture activities you can enjoy in the comfort of your home. Visit toronto.ca or call **311** to learn more and sign up.



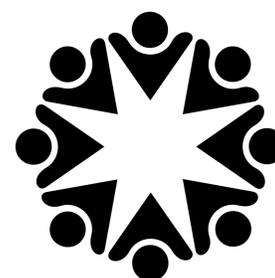
Toronto Public Library offers live and online programs such as computer classes, author events and more. For a list of programs, visit tpl.ca/programs-and-classes.



Seniors' Centre Without Walls (SCWW): stay social, informed and connected with this free interactive telephone-based program. SCWW connects seniors and offers an inclusive, safe, space to listen, learn and be heard. Call **905-584-8125** to learn more.



Seniors Active Living Centre: join a Seniors Active Living Centre for social, cultural, learning and recreational programs specifically for seniors that promote health and well-being. Call **1-888-910-1999** for more information.



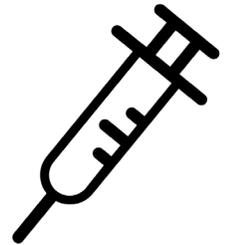
Health and safety reminders

Seasonal tips:

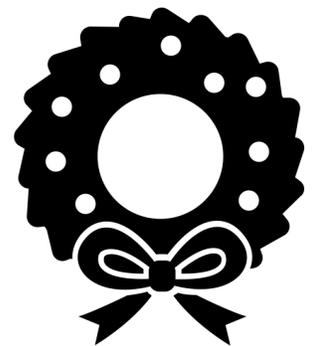
Prevent slips, trips and falls by making sure indoor living spaces are well-lit, clear and free of trip hazards. When outdoors, walk slowly and watch out for slippery surfaces like ice or frozen snow.



Onsite flu shot clinics are running in many Seniors Housing Unit buildings this fall. Talk to your Community Services Coordinator to find out if a clinic will be held in your building. You can also get a flu shot at your local participating pharmacy or doctor's office or through a flu shot clinic held by Toronto Public Health.



Holiday decorations such as wreaths, garlands or holiday lights are not to be put up in common areas in your building. This includes your hallway or on your front door. These items are a fire hazard and can cause smoke and fire to spread quickly throughout the building. As a result, tenants will not be able to escape safely from their unit and/or building.



Supports and services

There are many supports and services available to seniors who need them. To find the right support for you, you can:



- Call the **Toronto Seniors Helpline** at **416-217-2077** for supports and services for those seeking assistance.
- Call the **Telecheck Seniors Program, Distress Centre of Greater Toronto** at **289-569-1201** for safety checks, medication reminders and social calls.
- Call the **Friendly Neighbour Hotline** at **1-855-581-9580** for groceries and household item delivery.
- Call **211 Toronto** at **211** for access to a wide range of social, health, food, housing and community supports, open 24/7 in 200+ languages.
- Call **Telehealth Ontario** at **1-866-797-0000** to get confidential health advice or information from a registered nurse.

Want to be on our email list?

To get the latest news 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 go to **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**

Jill Bada is back

Jill Bada has returned to TCHC to resume her role as Interim General Manager of the Seniors Housing Unit. Since April, Jill has been working at the City of Toronto to assist with COVID-19 recovery and rebuild. Jill will continue to oversee the 83 seniors buildings and support the implementation of the ISM and the Seniors Housing Corporation. Grant Coffey has returned to his role as the Program Director of the ISM.



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**

During the COVID-19 pandemic, Toronto Community Housing staff are at work in our buildings and offices delivering essential services. You can reach us 24-7 through the Client Care Centre:

- If you are self-isolating and need help with daily living needs (food and medicine).
- To request repairs or maintenance in your unit.
- To make an appointment to meet with staff.

Seniors Speak Newsletter



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