

# Seniors Speak

## Seniors Housing Unit newsletter



Issue 7

Fall 2021

### Seniors Housing Corporation update

On May 5, 2021, Toronto City Council approved the timeline for the new Toronto Seniors Housing Corporation, with a full transition expected for mid-2022.

The City will be appointing a Transition Lead who will support any activities needed to plan the transition.

The Corporation's Board of Directors held its first meeting on June 30, 2021.

For more information about the new Seniors Housing Corporation and Board of Directors, visit [toronto.ca/toronto-seniors-housing-corporation](https://toronto.ca/toronto-seniors-housing-corporation).

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### Newsletter contest

We want to hear from you. Let us know how this newsletter can better reflect the voice and needs of senior tenants. This could be ideas for content, tenant features, contributions, or any other ideas you may have. Two entries chosen at random will each win a pharmacy gift card valued at \$25. This contest is only open to tenants of the Seniors Housing Unit. Contest entries can be sent via email to [seniorsspeak@torontohousing.ca](mailto:seniorsspeak@torontohousing.ca).

**Please submit your entries by Monday, September 20, 2021.**

# Integrated Service Model update

Tenants identified four priority areas for the Integrated Service Model:

- Clean buildings and repairs done in a timely manner
- Access to health services and social supports in their buildings and communities
- Safety in homes and communities
- Frequent, proactive, and respectful communication from staff

Phase 2 of the Integrated Service Model is launching on September 23, 2021.

This phase will include all buildings in the North West region and the addition of eight buildings in the South East region.



Integrated  
Service Model

**Integrated Service Model information sessions are planned for:**

- **Monday, September 14, 6 to 8 p.m.:** Phase 2 implementation
- **Tuesday, November 16, 6 to 8 p.m.:** Update on Phase 1
- **Wednesday, December 8, 6 to 8 p.m.:** Phase 3 implementation

More information, including how to attend these events, will be posted in your building and will be available from your Seniors Services Coordinator or your Community Services Coordinator.

## TCHC welcomes new President and CEO Jag Sharma

The Board of Directors has appointed Jag Sharma as TCHC's next President and Chief Executive Officer. Jag joined TCHC on August 3rd. As President and CEO, Jag will lead TCHC as we continue our commitment to quality housing and services for tenants, building a culture that puts tenants first. Welcome Jag!



# Senior Tenants Advisory Committee update

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Our Senior Tenants Advisory Committee members met in June to learn about and discuss new tenancy procedures being tested in the South East region, including arrears and eviction prevention, turning 65, and RGI rent reviews.

Members also gave feedback on:

- How to improve communications with seniors.
- Improvements to the design and content of this newsletter and a committee logo. The logo is seen here and the revised newsletter design is coming soon. The designs were done by a young artist through ArtWorksTO.
- How the unique needs of seniors can be met in the Integrated Service Model through participation in the Tenant Engagement System.



Senior Tenants  
Advisory Committee

Visit [torontohousing.ca/seniorscommittee](https://torontohousing.ca/seniorscommittee) to learn more about the committee.

## Tenants say thanks for COVID-19 vaccines in buildings

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“To all who took part in bringing the COVID vaccine project to the seniors buildings, this is a heartfelt thank you from myself and on behalf of all the senior tenants who benefited from your hard work in organizing and bringing the vaccine directly to our doors. The sense of relief amongst seniors was palpable. We truly appreciate everything you’ve done to make this happen.”  
- Maureen C.

# Centre for Advancing the Interests of Black People

As part of the ongoing work to confront anti-Black racism at Toronto Community Housing, the Board of Directors approved the budget to fund the Centre for Advancing the Interests of Black People (The Centre) during the June 2021 board meeting. With The Centre funded, the organization will now have dedicated resources to address anti-Black racism and, eventually, all forms of discrimination and racism that tenants and staff encounter in their communities and the workplace. The Centre is scheduled to become operational by the end of 2021.

As part of implementing the Confronting Anti-Black Racism (CABR) Strategy, a Tenant-Staff Oversight and Advisory Board was established to help Toronto Community Housing and The Centre advance the implementation of the CABR Strategy and the 8-Point Plan. Members were selected over the summer through an application process. They will start their term in September.

Visit [torontohousing.ca/CABR](https://torontohousing.ca/CABR) to learn more about the CABR Strategy and the Tenant-Staff Oversight and Advisory Board.

## COVID-19 vaccinations

Second dose COVID-19 vaccination clinics have now been completed in all 83 Seniors Housing Unit buildings. If you are not fully vaccinated, you can register for an appointment on the Province's website at [covid-19.ontario.ca/book-vaccine](https://covid-19.ontario.ca/book-vaccine) or by calling **1-833-943-3900**.

# Update your contact information

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Toronto Community Housing wants to make sure we have accurate and up-to-date contact information for all tenants. This will allow us to provide excellent service and support for tenants to connect with them more quickly.

## Why is it important to update contact information?

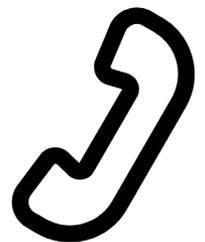
We want to have accurate contact information in our database to help improve communications and engagement with you, including outreach about:

- Emergencies (fire, flood, etc.)
- Service notices (notice of entry, repairs, service disruptions)
- Public health updates



## What personal information should be updated or confirmed:

- Phone number
- Email address (if you have one)
- Emergency contact information



## How to update your contact information:

- Call the Client Care Centre at **416-981-5500**
- Through the annual review forms, transfer request forms, or parking registration requests



# Resources and supports

## Dental coverage for low-income seniors

The Province has increased the income limits for its dental coverage for low-income seniors:

- \$22,200 for **single** seniors
- \$37,100 for **senior** couples



Toronto Public Health can assist with applications and also provides some coverage for seniors who do not qualify for the provincial program, with the income limit for single seniors increased to \$27,000.

### Need more information?

- Toronto Public Health: visit [toronto.ca/dental](https://toronto.ca/dental) or call **416-338-7600**
- Provincial plan: visit [ontario.ca/seniorsdental](https://ontario.ca/seniorsdental) or call **416-916-0204**

## Important resources and contact information

The following is a list of useful resources and contact information:

- For **non-emergency police matters**, call **416-808-2222**.
- For social isolation, mental and physical health concerns, contact the **Distress Centres of Toronto** at **416-408-4357**.
- For information on community supports, caregiving resources and more, call the **Toronto Seniors Helpline** at **416-217-2077**.
- For recreation programs and activities offered by the **City of Toronto**, call **416-396-7378**.

# Information on elder abuse

Elder abuse is a serious and growing problem that can happen to any older adult. It can take place in the home, other residential settings or community and can be caused by family, friends, or any person in a position of trust and authority.

## **Elder abuse can take many forms, including:**

- **physical** – being hit, pushed
- **psychological/emotional** – being controlled, yelled at, threatened
- **financial** – taking money, using bank accounts or credit cards without permission
- **neglect** – withholding food, medication, or access to health care

## **Warning signs of elder abuse to look out for:**

- changes in mood (depression, fear, anxiety, detachment)
- changes in behaviour (separating from social situations)
- physical harm (unexplained injuries)
- neglect (lack of hygiene, food, medication, clothing)
- failure to meet financial obligations or unusual bank withdrawals
- changes in living arrangements (people moving in or forced out)

If you or someone you know is experiencing a form of abuse, call **9-1-1** or the Seniors Safety Line at **1-866-299-1011**.

## **Want to be on our email list?**

If you wish to receive communications from the Seniors Housing Unit, including an email version of this newsletter, send an email with your name to [seniorsspeak@torontohousing.ca](mailto:seniorsspeak@torontohousing.ca). You can also go to [torontohousing.ca/seniorsspeak](http://torontohousing.ca/seniorsspeak) to see all issues online.

# How to get in touch with TCHC

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

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

**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](mailto:help@torontohousing.ca)
- Visiting [torontohousing.ca](http://torontohousing.ca)
- Visiting [toronto.ca](http://toronto.ca)

## Seniors Speak Newsletter



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