

# Seniors Speak

## Issue 9



Toronto  
Community  
Housing

### COVID-19 vaccination clinics

The Seniors Housing Unit has provided critical onsite supports to senior tenants over the course of the COVID-19 outbreak that have included door-to-door wellness checks, mask distribution, food security support and planning and coordination of onsite vaccination clinics for all SHU tenants. As part of this continued support, booster vaccine clinics have been held in all 83 seniors buildings through continued collaboration with our regional health partners and with the crucial support of our regional staff.

If you have been unable to get your booster at one of our Seniors Housing Unit vaccine clinics, you can still book a vaccine appointment through the following ways:

- Call **1-833-943-3900**
- Visit [covid-19.ontario.ca](https://covid-19.ontario.ca)
- Attend a clinic at a participating pharmacy

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# Senior Tenants Advisory Committee update

Members of the Senior Tenants Advisory Committee (STAC) met on November 15. At this meeting, feedback was provided to TCHC about:

- Maintenance and the annual unit inspection process, empowering tenants to report maintenance requests, and improving communication processes
- Tenant Experience Survey results and a future survey through Toronto Seniors Housing Corporation (TSHC)

STAC had their 2021 wrap-up meeting on December 13. Members were able to see how their feedback influenced work on the Integrated Service Model (ISM). The impact of STAC for the first year of ISM implementation will be summarized in the ISM Annual Program Report coming out later this year.

Members have been invited to participate in focus groups about the transition to the TSHC and recruitment for the new Corporation Chief Executive Officer, as well as give feedback on agendas for all future tenant input sessions on the transition to TSHC.

On December 17, 2021, City Council adopted a motion moving the leadership of STAC to the City. During this leadership change the role and function of STAC are being reviewed and STAC will resume in early 2022. The Seniors Housing Unit will continue to support the City and STAC administratively for a smooth leadership change.

During this leadership change, tenants may still email their ISM or STAC inquiries to [STAC@torontohousing.ca](mailto:STAC@torontohousing.ca) or call **416-981-6601**.

Thank you STAC members for your participation and many contributions during the first full year of operation!

# Integrated Service Model update

The Seniors Housing Unit (SHU) launched Phase 1 of the Integrated Service Model (ISM) in December 2020 and Phase 2 in September 2021. Implementation of Phase 3 of the ISM will launch in March 2022 beginning in the South West Region, followed by the North East Region in April 2022.

Additional information about the launch of Phase 3 for each region will be provided closer to the launch date with posters and communications provided to the buildings.



The next tenant information session is being planned about the launch of Phase 3 of the ISM as well as on the transition to the new Toronto Seniors Housing Corporation.

Details about tenant information sessions and how to participate will be posted in your building at least two weeks prior each session and at [torontohousing.ca/ISM](https://torontohousing.ca/ISM), where you can find recordings of previous events.

Staff are working on a report that presents the achievements of the ISM over the first year of implementation. Once completed, the report will be brought forward to the Tenant Services Committee and posted online. The City is also conducting an evaluation of the first year of the ISM, which will be part of a report to the Economic and Community Development Committee at the City in the spring.

More information about the ISM, including recordings of all tenant information sessions can be found at [torontohousing.ca/ISM](https://torontohousing.ca/ISM).

# Tenant Experience Survey update

A Tenant Experience Survey was done with tenants in the 18 ISM Phase 1 buildings before the ISM was implemented. The survey acted as a baseline for measuring the impact of the ISM and to help further identify tenant priorities. A total of 1,114 households responded to the survey, which is a 39 per cent response rate.

Most tenants (82 per cent) were satisfied with the services offered in their buildings, although satisfaction rates were significantly lower for tenants with a disability.

While tenants were generally satisfied with the services they received from the Seniors Housing Unit, there are opportunities to improve staff accessibility and make sure that staff understand and appreciate the unique needs of senior tenants. Many tenants were also unaware of how to arrange for supports that they needed and wanted to see more programs in buildings and opportunities for meaningful tenant engagement.

Tenant input is a key factor for the successful design and implementation of the ISM and the results of this survey are being used to guide the priorities and changes to the ISM.

The final report on the results of this survey is now available online at [torontohousing.ca/ISM](https://torontohousing.ca/ISM).

**Tenant  
Experience  
Survey**



# Toronto Seniors Housing Corporation update

The transition to Toronto Seniors Housing Corporation (TSHC) is now just three months away. We've heard from many tenants already and tried to answer some of your questions below. Our goal is to minimize the disruption to tenants. We will continue to keep you updated as the June 1 transition date approaches.

## **Who will my landlord be after June 1?**

If you live in one of the 83 seniors-designated buildings, on June 1 your landlord will be Toronto Seniors Housing Corporation.

## **Will I lose my subsidy or pay more rent?**

No. You will not lose your subsidy because of the transition. Rents will continue to be calculated in the same way.

## **How will I pay rent?**

We are developing a plan to assist you to maintain the same payment options you have now, and to assist with any actions that you may need to take on rent payments.

## **Do I need to sign a new lease?**

No. Your lease will carry over and you do not have to sign anything. TSHC will become your landlord and your tenancy will continue under the same terms as your existing TCHC lease and the Residential Tenancies Act.

## **How can I apply to transfer between units, or from a family building to a seniors-designated building?**

Until June 1, transfer requests should continue to be made under the TCHC transfer process. TSHC is reviewing TCHC's transfer policy to determine if they will be adopting it.

# Toronto Seniors Housing Corporation update

## **Who is responsible for maintenance of the buildings?**

Toronto Seniors Housing will handle maintenance after June 1. The team will include many familiar faces from the Seniors Housing Unit. Building staff will not change as a result of this transition. TCHC will deliver large capital repairs and preventative maintenance as owners of the buildings.

## **How do I reach the Client Care Centre after June 1?**

This information is currently being finalized. We will aim to minimize any service and maintenance disruptions during the transition. You will be provided with contact information for client questions and support before the transition to TSHC on June 1.

## **What will be new and different about Toronto Seniors Housing compared with Toronto Community Housing?**

We recognize that many seniors have specialized needs. TSHC will connect tenants with health and community supports, often right in the buildings. The goal is to help people continue to live independently in their homes for as long as they want to. We'll do this through the ISM. Read more about the ISM at [torontohousing.ca/ISM](https://torontohousing.ca/ISM).

## **What should we expect on June 1?**

We aim to meet the June 1 transition date with as little disruption as possible. You'll continue to have access to services and supports you've grown used to, and changes will come over time to align more services to seniors' needs.

Partly due to COVID-19 and partly due to timing, Toronto Seniors Housing is planning a low-key launch because the new corporation is really just beginning on June 1. We will have lots to celebrate and many opportunities to get together when the pandemic is behind us.

# Toronto Seniors Housing Corporation update

Thank you to tenant representatives, the Senior Tenants Advisory Committee, everyone who has attended one of our focus groups, tenants who have made deputations at TSHC board meetings and everyone who has written or called with information and ideas. There are still opportunities to get involved in the transition and share your feedback. Look for posters in your building or email [info@torontoseniorshousing.ca](mailto:info@torontoseniorshousing.ca).

Visit [torontoseniorshousing.ca](http://torontoseniorshousing.ca) for more information. Until the transition on June 1, Toronto Community Housing remains your landlord. If you have concerns or feedback about your unit or your tenancy prior to June 1, email [help@torontohousing.ca](mailto:help@torontohousing.ca) or call **416-981-5500**.

## You asked. We answered: Seniors Services Coordinators

### **I've heard you're hiring Seniors Services Coordinators to work in our buildings. What will they do?**

The ISM created an important new tenant-facing position, the Seniors Services Coordinator (SSC). SSCs can help with anything related to tenancy. They can provide you with information about community resources and organize referrals to health and community agencies.

Superintendents, Community Housing Supervisors and other building staff will still be available. You should still contact them when needed, especially for unit or building maintenance issues.

### **When will my building have a Seniors Services Coordinator?**

All buildings in the North West and South East regions already have an SSC and their contact information and office hours are posted on the building's bulletin board. All other Seniors Housing Unit buildings will have an SSC by May at the latest. If you don't have an SSC yet, you can contact the Client Care Centre to be connected to staff who can help you.

# Seniors Health and Wellness Hubs

The City of Toronto is looking for your feedback on if you would like Seniors Health and Wellness Hubs in your building, and how they could meet seniors' needs. Hubs can be common spaces where local community organizations can offer services and recreation programs.

The City is currently leading a tenant engagement activity to get more input from tenants about Hubs. The goal is to understand how tenants feel about potentially having Hubs in their building, the types of programming they'd like to see, and how space could be used. No buildings have been identified to have a Hub at this time. Further tenant input will assist next steps for how to address this in the future. If you are interested in providing feedback, please contact [seniors@toronto.ca](mailto:seniors@toronto.ca).

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## New: Directory for Seniors and Caregivers

Are you looking for information on food resources, housing, financial assistance or mental health support? 211 is free, confidential and available 24/7 in 150+ languages to connect you with community supports. Call or text **211** or visit [211central.ca](http://211central.ca). Live chat and email is also available on their website.

You can also check out the Directory of Services for Seniors and Caregivers in Toronto at [211central.ca](http://211central.ca) and search for Directory of Services for Seniors and Caregivers in Toronto.

A reference copy of this directory will also be available at each Seniors Housing Unit building. Staff can print specific pages for tenants if requested.



**Directory of  
Services for Seniors  
and Caregivers**  
in Toronto

# Filing your 2021 taxes this spring

For the 2022 tax season, some community organizations are hosting free virtual tax clinics. Volunteers may be able to complete and file your taxes for free by videoconference, by phone or through a drop-off clinic either by walk-in or by appointment. They are hosted by community organizations across Canada through the Community Volunteer Income Tax Program.

For more information on free tax clinics and where to find one that is close to you, visit [bit.ly/347FtV7](https://bit.ly/347FtV7)

Filing a tax return is the easiest way to access tax credits and benefit payments, like:

- Guaranteed income supplement
- Goods and services tax/harmonized sales tax (GST/HST) credit
- Registered disability savings plan



It is important to check the property tax status of your building, which affects your eligibility for benefits. To see a list of buildings, visit [torontohousing.ca/taxexempt](https://torontohousing.ca/taxexempt).

Speak with the person filing your taxes to see if you qualify for tax credits and benefit payments, and tell them your building's property tax status.

Not only is it important to file your taxes to receive credit and benefit payments, it is also mandatory as your net income on your tax return will be used to calculate your rent. You will need to file your 2021 income tax return by April 30, 2022 and provide your 2021 Notice of Assessment (sent by the Canada Revenue Agency) at the time of your next annual rent review.

For more information on important tax information and changes impacting RGI, visit [torontohousing.ca/rent/subsidized-housing](https://torontohousing.ca/rent/subsidized-housing).

# Fun things to do at home or in the city

## Volunteer opportunities

Volunteers help make Toronto a great place to live, work and play. Apply for current volunteer opportunities with the City of Toronto at [toronto.ca](https://toronto.ca) and search volunteer opportunities.

You can also visit [volunteertoronto.ca](https://volunteertoronto.ca) or call **416-961-6888** for a variety of opportunities with not-for-profits, charities and other organizations.

## Seniors Active Living Centres

Seniors Active Living Centres (SALCs) offer social, cultural, learning and recreational programs for seniors that promote health, well-being and social connections. There are many Seniors Active Living Centres across Toronto that are run by not-for-profit organizations. To learn about a SALC near you, visit [ontario.ca](https://ontario.ca) and search for Seniors Active Living Centre.

## Learn4Life – Toronto District School Board (TDSB)

Learn4Life is a program offered through the Toronto District School Board and provides general interest courses for adults (18 years and older) and seniors' daytime courses (60 years and older) on a wide range of subjects. Courses include arts, computers, business, outdoors, cooking, handiwork, interior design, games, languages, music and more. Seniors get a 40 per cent discount off regular adult course fees. To learn more, visit [learn4life.ca/adult-learners](https://learn4life.ca/adult-learners).

## Toronto Public Library (TPL)

The TPL has 100 library branches across the city providing:

- books, audio, music, e-books, DVDs and more to borrow
- free use of computers and Wi-Fi in all branches
- computer classes
- interesting programs and events, some specifically for older adults

Call **416-397-5981** or visit [tpl.ca](https://tpl.ca) for more information on programs.

# Seniors supports and services

## Seniors' INFOnline

Contact Seniors' INFOnline to learn more about Government of Ontario programs and services for seniors, or to request publications.

- Phone: **1-888-910-1999**
- Email: [infoseniors@ontario.ca](mailto:infoseniors@ontario.ca)

## Home and Community Care Support Services (HCCSS)

Contact Home and Community Care Support Services to learn more about home and community care options available to you in your community. The Seniors Services Coordinator in your building can also connect you with a HCCSS Care Coordinator.

- Call **310-2222** (no area code required)
- Visit [healthcareathome.ca](http://healthcareathome.ca)

## The Canadian Anti-Fraud Call Centre

If you suspect fraud, report it immediately. Contact the Canadian Anti-Fraud Call Centre to report a fraud or to learn more about fraud prevention.

- Call **1-888-495-8501**
- Visit [antifraudcentre-centreantifraude.ca](http://antifraudcentre-centreantifraude.ca)

## Seniors Safety Line

Seniors Safety Line is a 24/7, confidential and free resource that provides information, referrals and support in over 200 languages for seniors in Ontario who are experiencing any type of abuse or neglect.

- Call **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

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 [torontoseniorshousing.ca](http://torontoseniorshousing.ca)
- Visiting [toronto.ca](http://toronto.ca)

## Seniors Speak Newsletter



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