

Seniors Speak

Seniors Housing Unit newsletter



Issue 5

Spring 2021

The Integrated Service Model is here

The Seniors Housing Unit rolled out phase one of the Integrated Service Model (ISM) in all South East Region buildings in December 2020.

Designed by the City and the Seniors Housing Unit, the model will improve service delivery to seniors by:

- **Supporting aging in place** by connecting senior tenants with staff and Toronto Central LHIN Care Coordinators, which will allow tenants to live at home and receive health care right to their door.
- **Creating new roles and a new staffing model** that enables more staff to work with tenants and direct more attention to their needs.
- **Increasing access to health and community support services** through the creation of Seniors Health and Wellness Hubs.

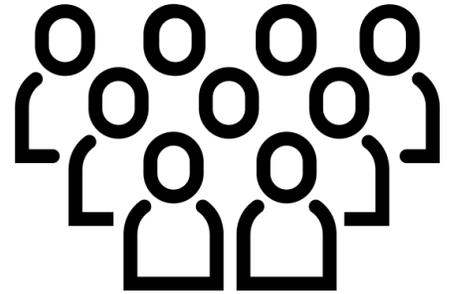
Visit torontohousing.ca/ISM for more information on the Integrated Service Model.

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Senior tenants are listening to you

We are the Senior Tenant Advisory Committee. We are a group of senior tenants who live in Seniors Housing Unit buildings across Toronto. The City of Toronto has mandated that TCHC develop programming that allows senior tenants to age in place with dignity by providing multiple accessible supports, along with increased and enhanced staffing. The new programs, partnerships and policies that will be put in place in your building are all part of the Integrated Service Model (ISM).



The City has also mandated that TCHC create a Senior Tenant Advisory Committee (STAC) made up of senior tenants. Our role is to provide feedback and advice to the Seniors Housing Unit and to assist with the design and delivery of the ISM that will be integrated in every seniors building by 2022.

We have met with Seniors Housing and City staff twice since December, and have discussed:

- The role of the new Senior Services Coordinator (SSC)
- Consent and confidentiality issues
- Accountability of staff and services
- Clearer, less ambiguous communication with meaningful engagement

Seniors Housing is listening to us

Change has come! Renee Sauer is a Senior Services Coordinator (SSC), and she's hit the pavement at a full gallop. She's in charge of both our rent review issues and the support we need to live independently, serving our building. This new role is a step in the right direction in implementing the Integrated Service Model to improve our lives.

In an effort to represent senior tenants in the best way possible, we want to hear from you about senior-related issues and needs. If you have any questions about what the Senior Tenant Advisory Committee does, please ask us! You will receive an information sheet in the next few weeks outlining how you can ask questions about what the Senior Tenants Advisory Committee can do for you.

Your Senior Tenant Advisory Committee members are:

Shirley M.I. (Southeast Region)	Bill L. (Central Region)	Christina L. (Southeast Region)
Kiara F. (Central Region)	Lisa G. (Southeast Region)	Maureen C. (Southeast Region)
Diane M. (West Region)	Ram K. (Northeast Region)	Roberta B. (West Region)
Janet M. (Southeast Region)	Rehana K. (Central Region)	Anita D. (Central Region)

This article was brought to you by the Senior Tenants Advisory Committee.

Tenant Engagement

One of the main goals of the refreshed Tenant Engagement System is to help give power to more tenants to get involved in making decisions in their building. This is one of the best ways tenants can have their voice heard in deciding what and how services are brought to their communities.



Unfortunately we had to pause tenant elections in March 2020 because of COVID-19. Work began again in the fall, with the advice that we roll out elections across our communities in different phases and not all at once. Phase one finished in November and now staff are working with phase two and three communities. This should be done by June 2021.

Election process

Access, safety, and comfort are all important for the election process to run smoothly. Even with the challenges of COVID-19, tenants and staff have been working hard to make sure these elections and related activities can happen safely. Based on the advice of Toronto Public Health, we moved most of the election activities online. They will continue to be hosted online until it is safe to resume in-person election activities.

Election supports

We set up supports for tenants. They include:

- Large-print ballots
- Accessible locations for in-person activities
- Translation and interpretation support and more

Election information

For more information:

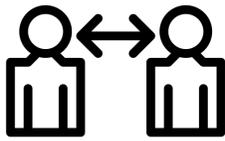
- Visit torontohousing.ca/TER
- Speak with your local engagement Community Services Coordinator

COVID-19 reminders

Do your part to help stop the spread of COVID-19:

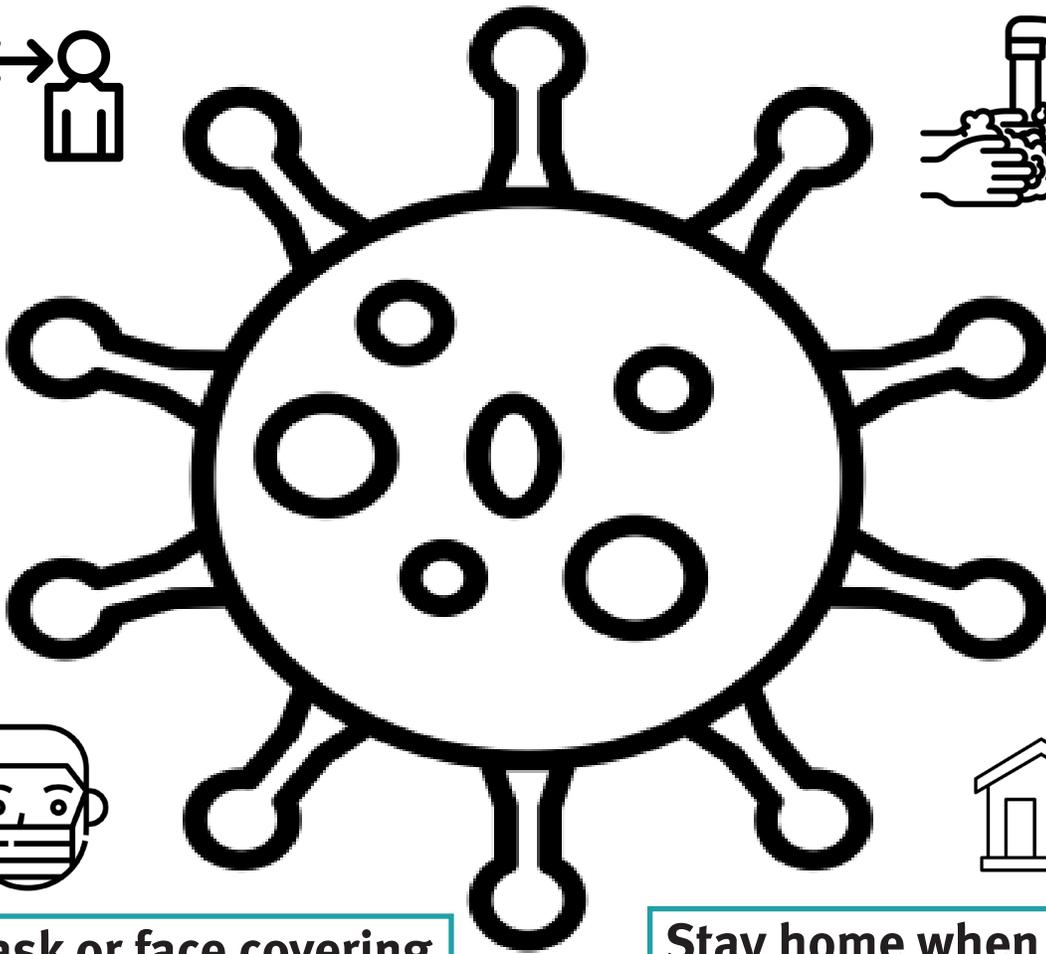
Keep your distance

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



Wash your hands often

Scrub with warm water and soap for 20 seconds. Use hand sanitizer if soap and water are not available.



Wear a mask or face covering

Make sure it fits well and covers your nose and mouth. Avoid moving the mask or touching it.

Stay home when possible

Only go out for essential reasons such as groceries, medicine, exercise or work.

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

Resources

Stay active and busy this winter

Contact the Toronto Public Library to sign up for the Seniors Tech Help program. This program gives free help to seniors on how to use technology. Call **416-393-6225** for more information.



Baycrest Centre offers many programs, services, activities and events for seniors. Call **416-785-2500** to learn more and find a program that is right for you.

Stay, Play and Learn with the City of Toronto through their free recreation, active living, and arts and culture activities you can enjoy at home. Visit toronto.ca to learn more and sign up.

Supports

There are many supports and services available to seniors who need it, including:

The City of Toronto's Homemakers and Nurses Services program. This program offers support to low-income seniors, including light housekeeping, laundry, grocery shopping and meal preparation. Learn more by calling **416-392-8579**.



The Toronto Seniors Helpline provides community-based health and social support services. Go to torontoseniorshelpline.ca or call **416-217-2077** for more information.

The University Health Network's Friendly Neighbour Hotline, which offers free grocery delivery for low-income seniors. You can place an order by phone at **1-855-581-9580**.

Changes coming to RGI rent calculations

Starting July 1, 2021, your net income on your tax return will be used to calculate your rent. You will need to file your 2020 income tax return by April 30, 2021 and provide your 2020 Notice of Assessment (sent by the Canada Revenue Agency) at the time of your next annual rent review.

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** with your name. You can also go to **torontohousing.ca/seniorsspeak** to see all 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**

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.