

Seniors Speak

Seniors Housing Unit newsletter



Spring 2020

Welcome to our second issue

Due to an overwhelmingly positive response to the first issue of this newsletter, we are excited to present the second issue.

Thank you to everyone who took the time to read the first issue and provide feedback. Your comments will help make sure

we are communicating on topics that matter to you. We hope you find this issue helpful and encourage you to continue to share your feedback and suggestions.

If you wish to receive ongoing communications from the Seniors Housing Unit, including an email version of this newsletter, please contact Kenisha Bennett at **416-981-6154** or **kenisha.bennett4@torontohousing.ca** and provide her with your email address and/or phone number.

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COVID-19: General information

Toronto Community Housing is working closely with Toronto Public Health and the City of Toronto to monitor the impact of COVID-19.



COVID-19 symptoms

COVID-19 symptoms include fever, cough, muscle aches and tiredness, difficulty breathing, sore throat, headache, and diarrhea.



What to do if you have symptoms

If you experience COVID-19 symptoms, you should stay home and avoid close contact with others, including those in your home. Contact Telehealth Ontario at **1-866-797-0000**, Toronto Public Health at **416-338-7600** or your doctor immediately.



Reporting self-isolation

If you are self-isolating, or need help with tasks of daily living, please contact the Client Care Centre at help@torontohousing.ca or call **416-981-5500**.



Cleaning and disinfecting our buildings

We are enhancing cleaning and disinfecting in all buildings, with an additional focus on heavily-touched surfaces in common areas.

If you need help, we are here

Toronto Community Housing staff are delivering essential services during the COVID-19 pandemic.

Contact the Client Care Centre at 416-981-5500:

- If you are self-isolating and need help with daily living needs (food and medicine).
- To request emergency repairs. Non-urgent repairs will be scheduled for a later date.
- To make an appointment to meet with staff.

Staff are reaching out by phone to ask what supports senior and vulnerable tenants may need.

For security matters, you can call our Community Safety Unit at **416-921-2323**.

COVID-19: Important information

Social distancing during COVID-19

Social distancing is a way to help reduce the spread of COVID-19 in the community. Social distancing means:

- keep two metres (six feet) apart from others
- avoid mass gatherings and crowds
- stay home



What we are doing during COVID-19

- Creating safety procedures and putting necessary protocols in place.
- Doing wellness checks.
- Keeping tenants informed through posters and regular website updates.
- Connecting tenants to needed supports.
- Working collaboratively with volunteer networks and partner agencies.
- Cleaning and disinfecting buildings three times a day and asking people who have travelled outside Canada or have COVID-19 symptoms not to visit our buildings.
- Asking tenants who need help with daily tasks such as food and medicine delivery to contact the Client Care Centre at **416-981-5500**.

COVID-19: Prevention information



Wash your hands with soap and water for 15 seconds or use an alcohol-based hand sanitizer.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Avoid close contact with people who are ill.



Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.



If you don't have a tissue, sneeze or cough into your sleeve or arm.



Clean and disinfect frequently touched objects and surfaces.



Stay home if you become ill with respiratory symptoms, cough or fever.

For more information on COVID-19, call **416-338-7600** or visit toronto.ca/covid-19

Caution: COVID-19 phone scam

Be aware of several phone, text message and email scams asking you to share banking, credit card or financial information. Be cautious about who you're giving this information to.

Top seven questions about unit modifications

If you need to function better in your unit, the Toronto Community Housing (TCHC) Accessibility Program can help. Here are answers to the top seven questions about getting a unit modification prepared by the R-PATH Committee.



1. What is a unit modification?

If you have a disability or medical needs that make it hard for you to function at home, or which put you at risk of falling, you can ask for a unit modification. It makes areas of your unit more accessible, such as your kitchen or washroom, helping you be more independent.

2. How do I ask for a unit modification?

The first step is to have a medical professional fill out the TCHC medical questionnaire. You can ask your Tenant Services Coordinator for the form, print it from the TCHC website at torontohousing.ca/accessibility or call Client Care at **416-981-5500** to ask that the form be mailed to you.



Once the form has been completed, give it to your Tenant Services Coordinator or Superintendent. They will forward your completed form to the Accessibility Program for approval.

Make sure you ask staff to sign and date your completed form when you give it to them. You can also ask them to provide a copy for your records. TCHC's Accessibility Coordinators are there to help you throughout the process of a unit modification.

3. How long does a unit modification take?

Minor modifications, such as grab bars or a raised toilet, can be done fairly quickly by your Superintendent. For larger jobs, the full process from assessment through construction can take seven to nine months.

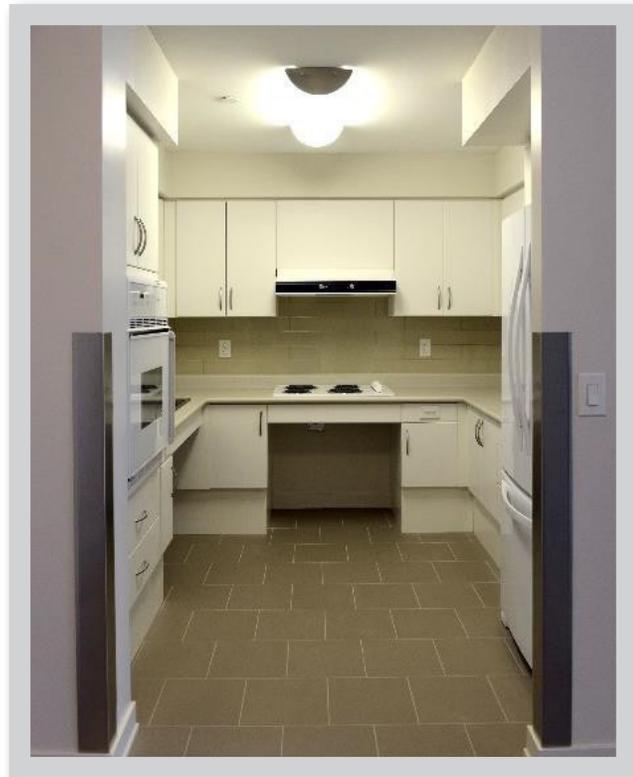
Prepared by the R-PATH Committee

4. Will I have to pay for anything?

No. All costs to modify your unit are paid by Toronto Community Housing.

5. If I have to move during construction, will I lose my home?

If your apartment needs a lot of renovation, you will be relocated during construction, usually for three to four months. You will not lose your original unit. TCHC will hire movers to help you pack and move to the temporary unit and again to get you back to your newly renovated home.



6. Will my rent increase because of the modifications?

No, unit modifications will not increase your rent.

7. How is it decided on what is modified?

Three factors are used to assess your request: information from the medical questionnaire, the TCHC Accessibility Build Standards and the information you share with your Accessibility Coordinator. The Accessibility Coordinator will help you find the best solution possible for your situation. While you will approve all changes, the modifications will only be based on the above three factors. Both tenants and staff need to work together to make the improvements successful.

For more information about the unit modification process or the Accessibility Program, contact your Tenant Services Coordinator, visit the TCHC website at torontohousing.ca/accessibility or call the Client Care Centre at **416-981-5500**.

Meet Jill Bada, Interim General Manager

Jill joined Toronto Community Housing in January from the City of Toronto where she was responsible for several business transformation programs.

As Interim General Manager of the Seniors Housing Unit, Jill will be working with staff, the City and other stakeholders to design and implement the Integrated Service Model. She is also working with the City to prepare for the creation of a new standalone City housing and services corporation.



Important information about tax returns

The Canada Revenue Agency has extended the deadline for filing personal income tax returns. The new deadline is June 1, 2020.

You may have heard about changes to the rules for calculating rent-geared-to-income that were going into effect on July 1, 2020, including requiring tenants to have a Notice of Assessment for the 2019 tax year. These changes are delayed until further notice.

Newsletter contest

Thank you to everyone who entered our “Name this newsletter” contest. Congratulations to **Leslie Patterson** who submitted *Seniors Speak*. Leslie has won a \$50 Tim Hortons gift card.

New integrated service model

The City of Toronto is partnering with Toronto Community Housing to develop an Integrated Service Model for the Seniors Housing Unit. The model will combine the delivery of housing and health services to promote aging in place, a better quality of life and successful tenancies.

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.