



Toronto Community Housing and R-PATH accessibility feedback session results

Toronto Community Housing and R-PATH Committee partnered to provide six accessibility policy feedback sessions across all three directorates. These sessions were specifically for residents with disabilities in an effort to meet resident needs. These sessions resulted in the following recommendations that will be submitted to the internal accessibility working group to be considered as part of the Accessibility Policy that is currently being updated by TCH. We have categorized the recommendations. Several people may have provided the same recommendation at different meetings, it is only listed once however is noted by *multiple repeats*.

During the meetings several residents brought up issues at their specific building locations. Those issues are being submitted to R-PATH for follow-up and recommendations to appropriate management. The sites are listed below. If you wish to be part of the follow-up at these sites please contact Cathy Birch, R-PATH Committee Chair at: cbirch619@msn.com or 647-201-7941

Toronto Community Housing staff note: To be considered as part of the review of the Emergency Response Plan and the development of the Communication Standards

EMERGENCY PROTOCOLS-e.g. weather, large area power outages, etc.

- Staff be assigned to specific buildings, not at multiple buildings- *multiple repeats*
- CSU be authorized to enter resident unit with permission of resident for the purpose of obtaining medications or medical equipment.- *multiple repeats*



- Toronto Community Housing to have more generators available for buildings
- Wheelchair units be added to emergency generator systems due to medical equipment needs.
- Residents need “go to” tenant in each building who can update residents or can help residents during emergency with information. – *multiple repeats*
- Updated information be available during emergency on designated phone line-*multiple repeats*
- Toronto Community Housing to provide residents with a list of emergency items that all residents should have in their units at all times-*multiple repeats*.
- Emergency back-up generators should be connected to wheelchair units due to medical equipment.
- More updates during emergency via social media- twitter.
- Payphones in all lobbies for emergencies.
- Fire Plans need yearly updates- residents not confident that vulnerable residents are being identified in plans and plans are being updated. *Multiple repeats*.
- Staff training for emergencies specifically to assist residents with disabilities who can be amongst the most vulnerable- drills.
- Toronto Community Housing to negotiate with Rogers for hard wired phone deal for residents similar to internet deal. Hard wired phones work without electricity unlike wireless phones.
- Tenant Reps should be aware of residents with disabilities in their communities so they can check on them during an emergency.- *multiple repeats*
- Toronto Community Housing needs to communicate emergency protocols to residents BEFORE the event so residents know what to do when an event does happen. Less chaos.



- Toronto Community Housing to consult with emergency services such as gas, hydro, fire for how their protocols work with Toronto Community Housing protocols and advise residents of what to expect from vital services. Specifically for residents in wheelchair units or residents who may be isolated due to health issues.

Toronto Community Housing staff note: to be considered during the development of the Accessible Customer Service Policy– Engagement Standards and the Communication Standards.

EMERGENCY PROTOCOLS- PUBLIC/RESIDENT/ STAFF ENGAGEMENT MEETINGS

- Designated areas should be identified for all persons with disabilities. This will allow staff to evacuate more effectively those most vulnerable.- *multiple repeats*
- Emergency evacuation protocols appropriate to location be announced at the beginning of all meetings, public, residents, or staff.

Toronto Community Housing staff note: to be considered as part of the development of the Communication Standards

COMMUNICATION

- All notices of events should be posted with 10 day minimum.
- Resident manual should have a listing of emergency items that residents should have on hand at all times.
- Create master email listing that residents could sign up for to get all notices of events.
- All communication to residents should be in minimum 14 pt. fonts.



- Social media updates more often - Twitter- suggestion of Toronto Community Housing Facebook account for updates or events.
- More posters of events in Braille should be posted in buildings at the same time other posters are made available.
- Audio and visual, clear path of sight during public meetings including Board.
- Full listing of all Tenant Reps, portfolio wide, be made available on the website so resident groups, other Tenant Reps can help each other during emergencies.- *multiple requests*

Toronto Community Housing staff note: this feedback to be considered and addressed by the VP-Asset Management

INFESTATIONS

- Toronto Community Housing to provide the funding and support for repeated infestations when treatments are required above and beyond the amount allowed by other government agencies.
- Toronto Community Housing provide the resources to persons with disabilities for any / all prep work for treatments including the moving of furniture and return to placement after treatments.

Toronto Community Housing staff note: to be considered as part of the development of the Accessibility in the Built Environment Policy

COMMUNITY SPACES

- All community spaces should have ADO including washrooms and parking.
- A specific space should be identified in all buildings for the posting of Braille notices.



Toronto Community Housing staff note: this feedback to be considered and addressed by the VP-Asset Management

BUILDING ISSUES - LOCAL STAFF - Asset Management

- Snow removal is often not clear enough for safety. Many times staff on clear one shovel width which is insufficient for many mobility devices. Creates safety issues.
- Operating Unit offices are often too far away from buildings where residents with disabilities live and it becomes a challenge for residents to meet with their Tenant Services Coordinator (TSC). TSC should be scheduled specific days to attend the buildings and meet with residents who may be isolated for many reasons on a regular basis or at the request of a disabled person.
- Contract managed building staff have no knowledge of accessibility issues such as where buckets are left. Clearing of pathways sufficient for devices, with little interest when issues brought to them by residents - *Multiple contracted companies named in meetings.*
- Yearly updates should be available with fill-in format that could be submitted online or via e-mail.
- Posters are not being posted in buildings soon enough, often only go up a day or 2 before the event.-*multiple repeats*

Toronto Community Housing staff note: to be considered as part of the development of the Accessibility in the Built Environment Policy

NEW BUILDS - Development

- All new buildings have an fully accessible washroom available to residents with disabilities on the main floor of the building with FOB access.- *multiple repeats*
- All accessible units be built with roll-in showers only.



- Any mailrooms with doors must have ADO provided.
- All mailrooms to have a shelf to assist disabled people with getting their mail.
- Lobby intercoms be made accessible in height and reach.

Toronto Community Housing staff note: to be considered during the development of the Accessible Customer Service Policy– Engagement Standards

TENANT ENGAGEMENT-Resident & Community Services

- Provide microphones and audio availability at all portfolio engagement meetings
- Designated areas for mobility devices at all engagement meetings-*multiple repeats*
- 10 days' notice for residents of any meetings or events.
- Residents be required to give staff 10 days' notice for services required. E.g. ASL etc. – *multiple repeats*
- Emergency evacuation protocols should be announced at all /any meeting or event. Public/ Residents/ Staff.
- A master list of all Tenant Reps be made available at minimum to the other Reps portfolio wide so communication can be in place for emergencies. Residents wanting to help residents.
- Posters for events or meetings should contain: agenda, presenters, topics, and purpose on the posters. Services available should be located prominently not at the bottom of the poster.
- Engagement with residents needs to be transparent in providing the results with residents and should have results posted to the Toronto Community Housing website in a reasonable amount of time.
- Accessibility meetings for residents should happen more than once in a while.



Toronto Community Housing staff note: this feedback to be considered and addressed by the VP-Asset Management and VP-Facilities Management

BUILDINGS IDENTIFIED AT MEETINGS WITH ACCESSIBILITY ISSUES- Facilities Management with R-Path Committee.

The following buildings were identified during the six sessions as having accessibility issues:

- Dan Leckie
- 8 & 12 Broadway
- 250 Davenport
- 266 Donlands
- 2739 & 2743 Victoria Park
- 2180 & 2190 Ellesmere
- 10 Humberline
- 5 Bellevue
- 150 The Donway

The follow-up will be done with collaboration between Facilities Management and the R-PATH Committee. If you wish to be part of the follow-up to any of these sites please contact R-PATH Committee Chair, Cathy Birch at cbirch619@msn.com or 647-201-7941.