

TENANT INFORMATION SESSION – RECORD OF DISCUSSION

| | QUESTION | RESPONSE / DISCUSSION |
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| 1. | Will there be full-time security at the buildings? | <ul style="list-style-type: none"> • Security is ongoing priority. ISM looks to create aging in place and part of aging in place is ensuring appropriate security. Intend to conduct site reviews to ensure security is adequate. • Client Care Centre (416-981-5500) is available to respond to issues of security. |
| 2. | Importance of accessibility | <ul style="list-style-type: none"> • Modifications for units and seniors programs will remain the same with continued focus on seeking out and creating accessibility for our tenants. |
| 3. | How will my life change as a result of the ISM? | <ul style="list-style-type: none"> • ISM will add programming and staffing to buildings and enhance access to services, community involvement and engagement, and health services. |
| 4. | Will the City be taking over the Seniors Housing Unit | <ul style="list-style-type: none"> • Seniors Housing Unit will become its own corporation under the sole ownership of the City, however the new corporation will not be run/operated by the City of Toronto. |
| 5. | What is timeline of ISM? | <ul style="list-style-type: none"> • We are looking to implement first phase beginning at end of this week on December 11,2020 and into 2021. • Phase 2 will be executed in late-2021. • Phase 3 will be executed in 2022. |
| 6. | How will the ISM create improvements in buildings? | <ul style="list-style-type: none"> • We will be increasing maintenance and building staff, and intend to provide 7-day per week support in buildings. |
| 7. | What plans are there to integrate technology into seniors' buildings? | <ul style="list-style-type: none"> • We are exploring how we can automate more services so that tenants can place requests for staff online. • We are also integrating technology for staff in buildings to action requests in real-time. |
| 8. | How will technology be used to automate issues such as pest control? | <ul style="list-style-type: none"> • We are implementing team focused on challenges related to pest control and similar issues to support tenants. |
| 9. | How will partnerships within the City (i.e. Toronto Public Library) | <ul style="list-style-type: none"> • Toronto Public Library (TPL) is one of our strongest partners. We intend to continue building that partnership capacity with |

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| | provide technological support for seniors to enhance their tech-literacy? | TPL to provide seniors with computer literacy, skills, and access to WiFi. Intend to increase computer literacy capacity among tenants in order to increase access to automated services. |
| 10. | Will the City be taking over the operation of the Senior Housing Unit (SHU)? | <ul style="list-style-type: none"> • City has no intention to take over and operate SHU. Looking to create new Seniors Housing Corporation with its own Board of Directors and executive, but it won't be operated by City. |
| 11. | What can be done to improve pest control and precluding entry of pests for tenants on ground floor of buildings? | <ul style="list-style-type: none"> • There are plans for capital improvement at Thorncliffe, but they been delayed because of COVID. • Please get in touch with my office directly so that we may discuss these improvements. |
| 12. | What oversight will there be for agencies operating in seniors buildings? | <ul style="list-style-type: none"> • ISM will create further indicators that measure the value of the agencies working in our buildings to create value for our tenants. If there are issues with the agencies and partners we will be in a position to respond quickly. • For issues related to pest management please contact Client Care Centre (416-981-5500). |
| 13. | Will ISM remove existing programming in my building? | <ul style="list-style-type: none"> • ISM seeks to create an equal degree of support in all buildings. There will be an increase in support and increased presence of care coordinators so that every tenant has access to supports and programs and equal access to engage in the programs. |