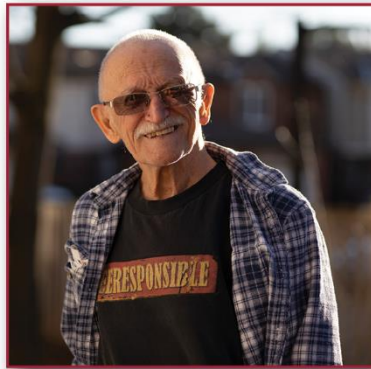


Toronto Seniors Housing Corporation

Welcome Guide





The attached document is **important**. It has information about your building's transition to the new Toronto Seniors Housing Corporation on Wednesday, June 1, including an update about paying your rent. If you do not understand the document, please have someone translate it for you immediately.

所附的文件很**重要**。它含有關於您的大樓在6月1日星期三過渡到新
的多倫多老年住房公司的資訊，包括關於您支付租金的最新情況。
如果您不理解此文件，請立即請人為您翻譯。

سند پیوست، **مهم** است. این سند، دارای اطلاعاتی درباره انتقال ساختمان شما به سازمان
جدید مسکن سالمندان تورنتو در روز ۱ ژوئن است، از جمله یک به روز رسانی درباره
پرداخت مبلغ اجاره شما. اگر محتویات سند را نمی فهمید، لطفاً فوراً از یک نفر بخواهید آن
را برای شما ترجمه کند.

Le document ci-joint est **important**. Il contient des renseignements sur le transfert de votre édifice à la nouvelle société de gestion (la « Toronto Seniors Housing Corporation »), qui aura lieu le mercredi 1^{er} juin. Il comprend notamment une mise à jour concernant le paiement de votre loyer. Si vous ne comprenez pas le document, veuillez demander à quelqu'un de le traduire pour vous immédiatement.

ઑટેચ કરેલ દસ્તાવેજ **મહત્વપૂર્ણ** છે. તે બુધવાર, 1 જૂનના રોજ નવા ટોરોન્ટો સીનિયર્સ
હાઉસિંગ કોર્પોરેશનમાં તમારા બિલ્ડિંગના સંક્રમણ વિશેની માહિતી ધરાવે છે, જેમાં તમારું
ભાડું ચૂકવવા વિશેના અપડેટનો સમાવેશ થાય છે. જો તમને દસ્તાવેજ સમજાય નહીં, તો
કૃપા કરીને કોઈને તમારા માટે તાત્કાલિકપણે તેનો અનુવાદ કરવા કહો.



첨부된 문서는 **중요**한 것입니다. 6월 1일(수) 여러분 건물이 새로운 Toronto Seniors Housing Corporation으로 전환되는 것에 관한 안내와 아울러 집세 납부에 관한 업데이트 정보가 들어 있습니다. 이 문서를 이해하는 데 어려움이 있을 경우, 즉시 다른 사람에게 번역해달라고 부탁드립니다.

Załączony dokument jest **ważny**. Zawiera on informacje o transferze Twojego budynku do nowej korporacji dla seniorów (Toronto Seniors Housing Corporation), które nastąpi w środę dnia 1 czerwca, w tym także uaktualnienie na temat płacenia Twojego czynszu. Jeśli nie rozumiesz tego dokumentu, natychmiast poproś kogoś o jego przetłumaczenie.

O documento em anexo é **importante**. Ele contém informações sobre a transição do seu prédio para a nova Toronto Seniors Housing Corporation, que ocorrerá na quarta-feira, dia 1º de junho, e também uma atualização sobre o processo de pagamento do aluguel. Caso não entenda o documento, peça a alguém que o traduza imediatamente.

Прилагаемый документ **имеет важное значение**. В нем есть информация о переходе вашего здания в ведение новой корпорации Toronto Seniors Housing Corporation со среды, 1 июня, включая обновленную информацию об оплате аренды. Если вы не понимаете документ, немедленно попросите кого-нибудь перевести его для вас.



El documento adjunto es **importante**, ya que contiene información sobre la transición de su edificio a la nueva Toronto Seniors Housing Corporation (TSHC) el miércoles 1 de junio, además de una actualización sobre cómo pagar la renta. Si no comprende lo que dice el documento, haga que alguien se lo traduzca inmediatamente.

இத்துடன் இணைத்து அனுப்பப்பட்டு உள்ள ஆவணம் முக்கியமானது ஆகும். உங்களுடைய கட்டிடம் புதிதாக உருவாகி உள்ள Toronto Seniors Housing Corporation என்ற ரொறொன்ரோ முதியோர் வீட்டுவசதி வாரியத்தின் கீழ் ஜூன் மாதம் 1ஆம் திகதி புதன்கிழமை கொண்டுவரப்படுவது பற்றிய தகவல் இதில் அடங்கியுள்ளது. உங்கள் வாடகையைச் செலுத்துவது பற்றிய புதிய தகவலும் இதில் உண்டு. இந்த ஆவணத்தை நீங்கள் விளங்கிக் கொள்ள முடியவில்லை என்றால், தயவுசெய்து உடனடியாக இதனை வேறொருவரின் உதவியுடன் மொழிபெயர்த்து அறிந்து கொள்ளுங்கள்.

Tài liệu đính kèm **quan trọng**. Tài liệu có thông tin về sự chuyển tiếp của chúng cư quý vị sang Công ty Gia cư Cao niên Toronto (Toronto Seniors Housing Corporation) mới vào ngày thứ Tư, 1 tháng Sáu, bao gồm tin cập nhật về việc trả tiền thuê nhà của quý vị. Nếu quý vị không hiểu tài liệu, xin nhờ người nào dịch tài liệu ngay lập tức cho quý vị.



Message from CEO Tom Hunter

There is always something refreshing and exhilarating about starting something new.

Today, June 1, 2022, we begin to put down roots as we begin operations at Toronto Seniors Housing Corporation (TSHC). We are rooted in our desire to support our senior tenants with the best possible housing options in the City of Toronto. Our launch affirms the City of Toronto's commitment to deliver on its Tenants First Plan where seniors can age in place with dignity and in comfort.



Building on the tremendous efforts that came before, we believe we must also provide access to supports for seniors to live healthy lives. We know that living in dignity and comfort is more than just about housing. By connecting you with health and care providers, we want to help improve your quality of life.

Together, senior tenants, staff and other stakeholders will now begin the next step in our evolution. Together we will create an organization that is attentive, accountable and caring as we strive to meet your needs. We will accomplish this work together by drawing on each other's knowledge, experience, and passions. We all have something to contribute.



We all know it will not be a straight line to achieving our goals. As we have seen, the pandemic has amplified the fault lines in our housing system. Nevertheless, we believe we will make a positive difference through our collective efforts with our tenants, Board, City Council and community partners. We are all in this together.

TSHC will be a place where our collective energy, focus and determination will make a difference in the lives of our seniors. That is our purpose. We are now here to meet your needs, work with you, and advocate for you.

In the coming weeks and months ahead, I will be out in the community with other team members. We look forward to meeting you and hearing more about how to best support you and others in our communities.

Today, we will begin down a new path together. We look forward to continuing this important work with you.

Best,

Tom Hunter

Chief Executive Officer



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Corporate head office:

Toronto Seniors Housing Corporation

423 Yonge Street, 2nd floor, Toronto, M5B 1T2

Phone: **416-945-0800**

Email: **info@torontoseniorshousing.ca**

Website: **torontoseniorshousing.ca**

Tenant Support Centre

Our seniors dedicated help line connects you to the Tenant Support Centre. It is available 24 hours a day, seven days a week.

Phone: **416-945-0800**

Email: **support@torontoseniorshousing.ca**

Community Safety Unit

Phone: 416-921-2323

Toronto Community Housing's Community Safety Unit will continue to work in your community. You can continue to call them about illegal or criminal activity, parking issues, excessive



noise, and more. Staff are there to answer calls 24 hours a day, seven days a week. Always call **9-1-1** in an emergency.

Toronto Seniors Housing Corporation site staff:

Please write down the contact information of your site staff. Details are listed on bulletin boards in your building. The Tenant Support Centre can also give this information.

My Superintendent is:

Phone: _____

Email: _____

My Seniors Services Coordinator is:

Phone: _____

Email: _____

My Tenant Services Administrator is:

Phone: _____

Email: _____

My Tenant Engagement and Services Supervisor is:

Phone: _____

Email: _____

My Community Housing Supervisor is:

Phone: _____

Email: _____



My Regional Manager is:

Phone: _____

Email: _____

Supports and services at Toronto Seniors Housing Corporation

Your Seniors Services Coordinator (SSC) is the main person to contact for all tenant-facing concerns in the building, including questions about your rent and tenancy, getting access to supports and services, and how to engage with TCHC and contribute to the community. They can also help with referrals to health and community agencies. An SSC is assigned to each building. SSCs have weekly office hours and contact details posted in their building(s).

Supports and services outside Toronto Seniors Housing Corporation

Office of the Commissioner of Housing Equity (OCHE)

The function of OCHE is to help tenants who are facing eviction for unpaid rent.

Phone: **416-632-7999**

Email: **info@oche.ca**



City of Toronto

Contact for information about services provided by the City of Toronto

Phone: **311**

Email: **311@toronto.ca**

211 Central

For information or referral to access a range of social, health, food, housing and community supports.

Phone: **211**

Website: **211central.ca**

City of Toronto Seniors Services

Contact for information on services for seniors that are offered by the City.

Phone: **416-217-2077**

Email: **seniors@toronto.ca**



Toronto Seniors Helpline

Reach out for access to a wide range of supports and services for seniors seeking assistance.

Phone: **416-217-2077**

Toronto Crime Stoppers

If you have information about a crime to share with the police but want to stay anonymous, contact Crime Stoppers. You do not have to give your name.

Phone: **416-222-8477 (TIPS) or 1-800-222-8477**

Email: **crime@222tips.com**



Section 1: General change, legal names and corporate processes

On Wednesday, June 1, 2022, Toronto Seniors Housing Corporation (TSHC) became the landlord of the 83 seniors-designated buildings owned by Toronto Community Housing. TSHC is a city-owned corporation with a focus on meeting the needs of senior tenants. It provides safe, affordable housing to seniors. This includes access to health and community supports that seniors need.

June 1 marks the next phase in the transition.

When did Toronto Seniors Housing Corporation begin operating?

Toronto Seniors Housing Corporation began operating as of Wednesday, June 1, 2022.

What is the legal name of the new corporation?

It is Toronto Seniors Housing Corporation.



What is the legal address of my landlord?

Toronto Seniors Housing Corporation
423 Yonge Street, 2nd floor
Toronto, Ontario
M5B 1T2

Who do I contact if I need help or service?

If you require assistance for a service request, contact the Tenant Support Centre at **416-945-0800** or support@torontoseniorshousing.ca. You can also speak with your local Seniors Services Coordinator, who can help connect you to the right supports or services you need.

Have any processes changed?

As of Wednesday, June 1, the Toronto Seniors Housing Corporation has moved to the next phase of the transition. This will be a smooth and gradual transition.

What has changed as of June 1:

- **Building operations:** Toronto Seniors Housing Corporation will operate the buildings, deliver services and be there to support tenants.
- **Help line:** Tenants will call a new dedicated help line to request maintenance or information. This help line



connects you to the Tenant Support Centre. It will be available 24 hours a day, seven days a week.

What stays the same:

- **Paying rent:** You will continue to pay your rent to Toronto Community Housing during the next phase of the transition. The way you pay rent will stay the same for now. Rent is still due on the first day of the month. When there is a change to how and where you pay your rent, Toronto Seniors Housing Corporation will communicate this with you months in advance of any change.
- **Your lease:** Your lease will transfer to the new corporation. You will not sign a new one.
- **Staff:** The same staff who worked in your building prior to June 1 are now TSHC staff. They are there to meet the day-to-day needs of you and your neighbours. They are your first point of contact for information or tenancy support.
- **Accommodations:** You will still be able to request unit modifications under the Accessibility Program if you need to function better in your unit. Modifications that are currently in progress will be completed. Translation and interpretation services will be available if you need help. Speak to your Seniors Services Coordinator for more information.
- **Community Safety Unit:** The Community Safety Unit will continue to work in your community. You can contact them at **416-921-2323**.



- **Major building repairs:** Toronto Community Housing continues to own the buildings, and will take care of any major building repairs or upgrades.

Over time, new services and supports will be made available to you through the Integrated Service Model. Toronto Seniors Housing Corporation is committed to giving tenants plenty of notice before any processes change.



Section 2: Rent, leases and utilities

Who do I make my rent payments to?

You will continue to pay your rent to Toronto Community Housing right now. The way you pay rent will stay the same for now. Rent will still be due on the first day of the month. When there is a change to how and where you pay your rent, Toronto Seniors Housing Corporation will communicate this with you months in advance of any change.

Tenants can pay rent in one of the following ways:

- Pre-authorized payment
- Local bank, credit union, trust or cheque cashing company payment
- Phone or online banking payment
- In-person at your local office

Important: If you think you might miss or be late with a rent payment, call us at **416-945-0800**.

Do I need to sign a new lease?

No, you do not need to sign a new lease. Your lease will transfer to the new corporation and you will not sign a new one. Your current lease will apply until you move out.



As your current lease will transfer to the new corporation, the rights and responsibilities laid out in it will still apply to you and your household. This includes tenant obligations like paying rent, allowing landlord inspections, keeping your unit clean, reporting income changes or changes to the names or identities of people who live with you, and more.

What is the arrears (unpaid rent) process?

All tenants are responsible for paying their full rent on the first day of every month. Tenants who receive Rent-Geared to Income subsidy are also responsible for reporting changes in income, and confirming who lives in their home so that their rent is calculated properly. Toronto Seniors Housing Corporation is committed to working with tenants to make sure they meet these responsibilities and, wherever possible, prevent tenants from losing their housing.

Toronto Seniors Housing Corporation has adopted the current TCHC Arrears Process. As a result there will be no change to the way that arrears are handled at this time.

What happens if I am in arrears before June 1 or after the transition?

Toronto Seniors Housing Corporation staff will work with you to create a repayment plan where your household will make extra payments on top of your regular monthly rent until the arrears are paid.



If your household is in arrears at any time before or after the transition, you will still work with the same staff.

Is the Office of the Commissioner of Housing Equity an available service?

Yes, the Office of the Commissioner of Housing Equity (OCHE) is an available service to tenants living in the Toronto Seniors Housing Corporation. If you need help, contact OCHE directly at **416-632-7999** or **info@oche.ca**.

What is the process for unit transfers?

If you are interested in transferring to another building (whether in the Toronto Seniors Housing Corporation portfolio or back to Toronto Community Housing) for reasons like a different location, you will need to submit a new application through Access to Housing at the City of Toronto (formerly known as Housing Connections).

You may be eligible for a faster transfer under a priority transfer category to another building within the Toronto Seniors Housing Corporation portfolio. These priority categories remain the same as they were with Toronto Community Housing and have very specific eligibility criteria. If you would like more information about priority transfers and if you are eligible, contact your Seniors Services Coordinator.



Will I still get an annual unit inspection?

Yes, unit inspections will still occur once a year. You must allow staff to enter your unit for this inspection. This is one of the tenant responsibilities laid out in your lease. Your superintendent is responsible for inspecting your unit and making sure there are no concerns for your safety or the state of the unit.

You will always receive a 24-hour Notice of Entry form before this inspection is done.

Will I still participate in the annual rent review?

If your rent is geared to income (RGI subsidy), you will still participate in the annual rent review process. We will send you a rent review package once a year. The package includes forms that you must fill out by the stated deadline to report the income of everyone in your household.

Completing the annual rent review process is one of the tenant responsibilities laid out in your lease and is an important part of your rent-geared-to-income subsidy.

Affordable rent and market rent tenants will receive a notice every year to let them know if rent has increased.



How do I report changes to income?

If you receive a rent-geared-to-income subsidy, there are some changes you must report in writing within 30 calendar days of the change. They include but are not limited to:

- Permanent changes to the number of people who live in the unit (also known as household composition)
- If a member of the household starts or stops receiving basic financial assistance through Ontario Works or the Ontario Disability Support Program

Other income changes will be reported at your normal annual review time.

If you have changes to report, or have questions about when to report changes, contact your Seniors Services Coordinator.

Will my utilities agreement stay the same?

Some tenants are responsible for paying their own utilities. Your current utility agreement will stay the same, whether you pay for your utilities or not. If you are not sure if you pay for your own utilities, your Seniors Services Coordinator can give you more information.



Section 3: Building Staff, Maintenance and Services

Will my local staff stay the same?

The staff who work in your building will not change as a result of the transition to the Toronto Seniors Housing Corporation. They will be there to meet the day-to-day needs of you and your neighbours. They will also be the first person you contact for information or maintenance requests

Who can I contact if I have a maintenance request?

For maintenance requests, such as pest control, bed bugs, repairs and more, you can speak with your superintendent or Seniors Services Coordinator directly, or contact the Tenant Support Centre at **416-945-0800** or [**support@torontoseniorshousing.ca**](mailto:support@torontoseniorshousing.ca).

What is the process if staff need access to my unit?

Your unit is your home and we respect that. There may be times when staff or contractors need to enter your unit, either in an emergency situation or to make a repair, inspect your unit or show it to new tenants if you are moving out. Regardless, the *Residential Tenancies Act* requires that we give you at least 24 hours' written notice before entering your unit, except in the



case of an emergency or if you consent to entry. This notice will take the form of a 24-hour Notice of Entry.

Does the new corporation have a Client Care Centre for us to call?

You can call a new dedicated help line to request maintenance or information. This help line connects you to the **Tenant Support Centre**. It will be available 24 hours a day, seven days a week.

Phone: **416-945-0800**

Email: support@torontoseniorshousing.ca

Is the complaints process the same as it was prior to the transition to the new corporation?

Yes. The complaints process remains the same as it was prior to the transition. If you have an issue or concern, contact local staff or the Tenant Support Centre so they can look after it.

If your issue or complaint is not resolved in five business days from when you reported it, or if you are unsatisfied with the response or service you get, you can file a complaint with the Solutions team.

- **416-945-0888**
- solutions@torontoseniorshousing.ca



Please note that the Solutions team is still part of Toronto Community Housing and will be a shared service between the two corporations for the time being.

Will it take longer to deliver service during the transition to the new corporation?

It will not take longer to deliver services to tenants during or after the transition to Toronto Seniors Housing Corporation. It will take staff the same amount of time to deliver or complete a service as it did before the transition. Please note that service delivery timelines do depend on the service being requested and availability of staff or vendors to complete the repair.

For some time, you will see TCHC's logo on some of the forms in use. As transition continues, we will move from TCHC to TSHC logos. We thank you for your patience as we work through this.

Will standards change for service and maintenance?

Standards will stay the same for service or maintenance requests or repairs. Over time, these may change based on input from tenants.



Who handles large-scale repairs and upgrades?

As Toronto Community Housing still owns the buildings, it will take care of major building repairs or upgrades. Staff from the new corporation will continue to be responsible for smaller repairs and fixes to tenants' units.

Will access to recreation rooms, laundry and other amenities change?

Access to recreation rooms, laundry facilities and other building amenities will be the same during and after the transition.

How will TSHC provide accessible services?

Toronto Seniors Housing Corporation is committed to meeting the accessibility needs of tenants in a timely manner.

Accessibility-related policies currently in use at Toronto Community Housing have been adopted by Toronto Seniors Housing Corporation. This includes providing accessible customer service in a respectful and transparent manner, and delivering accessible communications in print and digital materials.

Can I still get my unit modified?

Toronto Seniors Housing Corporation has adopted Toronto Community Housing's application process for unit



modifications. This means that you will still be able to request a unit modification if you need to function better in your home. You will use the same medical questionnaire as Toronto Community Housing. The only difference is that you will submit your application to your local TSHC staff. Unit modifications that are currently in progress will be completed.

To request a unit modification, please contact your Seniors Services Coordinator or Superintendent, and they will work with you.

Will there be translation and interpretation services?

The Toronto Seniors Housing Corporation is committed to providing accessible services, translations, and interpretation services to all tenants. This includes providing translation and interpretation upon request. To ask for translation, American Sign Language, or an interpreter, please contact the Tenant Support Centre at **416-945-0800** or support@torontoseniorshousing.ca. Please give us a minimum of 10 business days to make the arrangements for these services.



Section 4: My Community

Who can I contact for any security questions or support?

You can continue to contact Toronto Community Housing's Community Safety Unit (CSU) for security questions or support. CSU staff are available 24 hours a day, seven days a week and can be contacted at **416-921-2323**. CSU will continue to conduct daily patrols, deliver a variety of safety programs for tenants, and working to help tenants feel secure at home, in buildings and at events.

Always call **9-1-1** in an emergency such as a fire, a crime in progress or a life-threatening medical emergency.

Does Toronto Seniors Housing Corporation have an emergency response plan?

Yes. Being able to function during an emergency is important in delivering clean, safe, well-maintained, affordable homes for tenants. An Emergency Response Plan (ERP) makes sure the company is prepared to respond to many types of emergencies that may impact the safety and security of tenants, staff and properties. Toronto Community Housing and Toronto Seniors Housing Corporation share a joint ERP.

The ERP applies when an emergency occurs that exceeds the capability of site staff to respond effectively. We will review



and maintain the plan on a regular basis. Our process includes annual risk assessments, testing and training.

The ERP is a confidential document and cannot be posted for public review. If you have questions about the plan, contact support@torontoseniorshousing.ca and they will direct your questions to the appropriate team.

In the event of an emergency, call **9-1-1**.

Will the Confronting Anti-Black Racism Strategy transfer to the new corporation?

Toronto Seniors Housing is committed to creating a diverse, inclusive and equitable environment for tenants. TSHC has adopted the recommendations and practices of the Confronting Anti-Black Racism Strategy currently endorsed by Toronto Community Housing. The Centre for Advancing the Interests of Black People (The Centre) will continue to support TSHC tenants and staff, and lead the organization in implementing the strategy. This means you will still be able to access The Centre and the various programs and resources offered to tenants. You can contact TheCentre@torontohousing.ca for more information.

Will any in-building programs that I participated in transfer to the new corporation?

All current programs that are led by agencies and tenants will transfer to the new Toronto Seniors Housing Corporation.



The Toronto Seniors Housing Corporation Board of Directors has also committed to evaluating these programs to make sure they meet the needs of senior tenants. Information about program updates or changes will be communicated throughout the transition.

Do we still have an engagement system? Do we have leadership representation?

The Toronto Seniors Housing Corporation Board of Directors has committed to evaluating all programs that transfer over from Toronto Community Housing to make sure that they meet the needs of senior tenants. This includes the formal Tenant Engagement System.

While this evaluation is ongoing, local engagement work will continue. Tenant representatives and members of Building Committees can continue their roles as advocates for tenants.

Tenants can work with their local Seniors Services Coordinator or Engagement Community Services Coordinators to address issues. Work to develop a formal seniors tenant engagement system will start later this year.

Do we still get Tenant Action Funds?

The Toronto Community Housing Board of Directors approved the 2022 Tenant Action Funds (TAF) during the April board meeting. Toronto Seniors Housing Corporation tenants will be



able to apply for TAF this year and applications will be reviewed at an Interim Seniors Funding Table. The program will be evaluated for 2023.

Will agencies that have space in our building still be present?

Agencies that use space in seniors buildings to provide services for tenants will continue to operate. Use of Space agreements that outline how agencies use the non-residential space will be transferred to Toronto Seniors Housing Corporation. The new corporation will be reviewing these agreements with a seniors-focused lens. We want to make sure these agreements meet your needs.

What happens with the Integrated Service Model?

As part of the Tenants First plan, Toronto Community Housing and City of Toronto staff worked closely to design and develop the Integrated Service Model (ISM), gathering input from senior tenants and provincial healthcare partners. The model increases the staff-to-tenant ratio in each building, providing tenants with faster access to onsite staff and services when they need it.

The ISM is in place in all 83 buildings and is adopted as part of the new corporation. It is the foundation that TSHC will use to provide ongoing support and services to help you age in place with dignity and in comfort.



How can I get involved as a tenant in the new corporation?

There are a number of ways you can get involved and make a difference in your building and community:

- Social recreation and community programs
- Tenant Engagement System (currently under review)
- Participatory Budgeting (PB) (currently under review)
- The Centre for Advancing the Interests of Black People
- Senior Tenants Advisory Committee (STAC)
- Tenant Board member selection
- Surveys
- Community gardens
- Deputations at Committee and Board meetings

You are encouraged to speak with the Seniors Services Coordinator (SSC) assigned to your building to help connect you to the resources you are looking for. If you are not sure who your SSC is, call the Tenant Support Centre at **416-945-0800** and they can connect you to the right person.



Toronto Seniors Housing Corporation Board of Directors

Role	Name
Mayor's Designate (Councillor)	Paul Ainslie
Vice-Chair	Lawrence D'Souza
Member (Councillor)	Paula Fletcher
Member	Linda Jackson
Member	Warren Law
Director (tenant)	Carrie MacNeil
Director (tenant)	Jim Meeks
Member	Brenda Parris

Can I depute at Board meetings for the Toronto Seniors Housing Corporation?

A deputation is the way people can tell the Board what they think about a topic being considered at the Board meeting. Any member of the public may ask to make a deputation at a Board meeting.

Deputations can be spoken or in writing, and must be about items that are on the meeting agenda.

More information about how to depute at Toronto Seniors Housing Corporation Board meetings can be found at torontoseniorshousing.ca.



Where can I find support and service information outside TSHC?

A **Directory of Services for Seniors and Caregivers** was developed by the City of Toronto and 211 to provide information about services available in Toronto for older adults and caregivers. This Directory describes each type of service and the best way to access it. Services are grouped according to subject. Information may change, but you can always call ahead to make sure that a service is still offered. A copy of this directory is available in all buildings. You can also find this support and service information by visiting **211central.ca**, speaking with your Seniors Services Coordinator, speaking with your building's Superintendent or visiting your local Toronto Public Library branch.



Call **416-945-0800** to request this guide in an alternate language or format.

torontoseniorshousing.ca