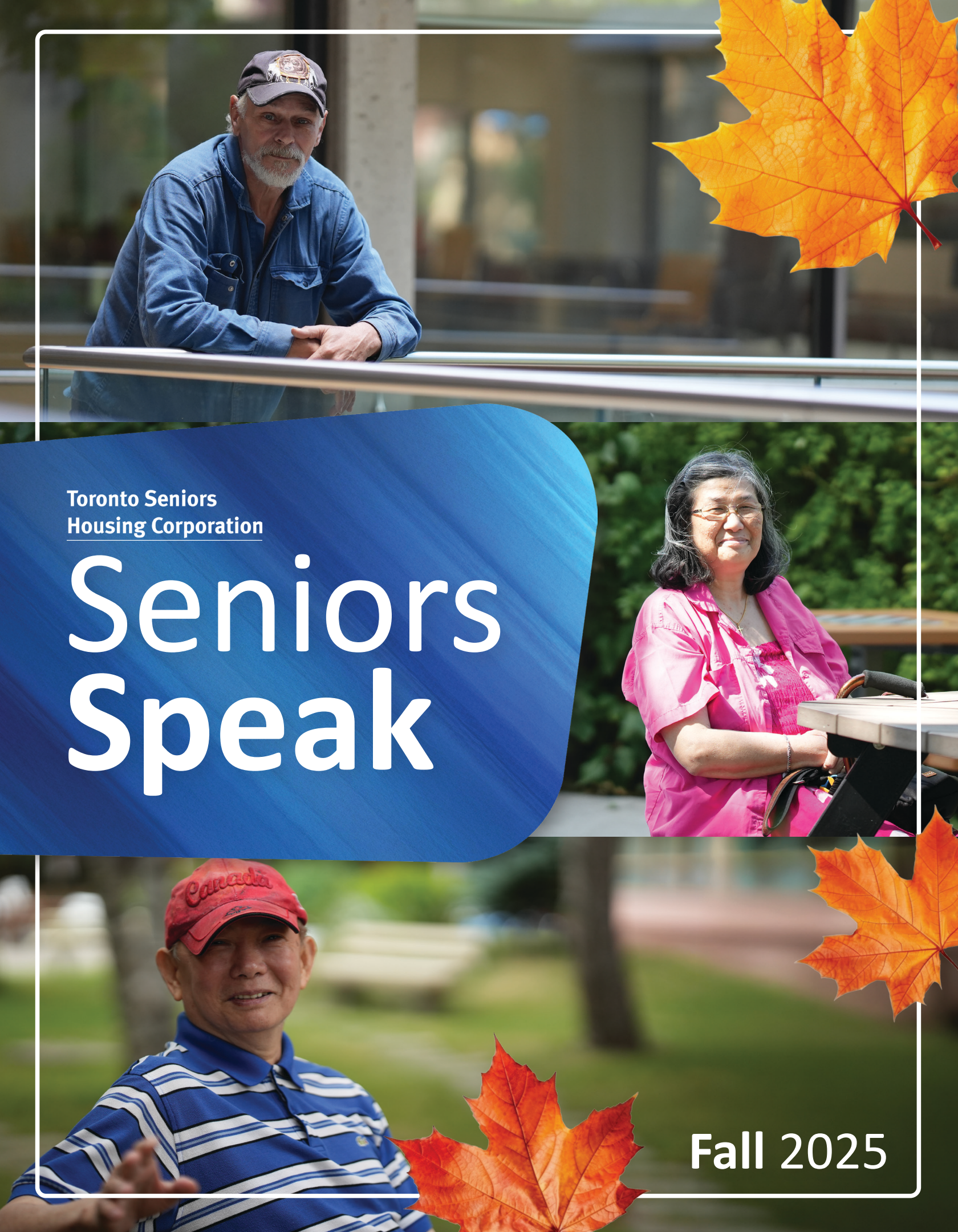




Toronto Seniors
Housing Corporation

Seniors Speak

Fall 2025

Welcome to the **Fall** Issue

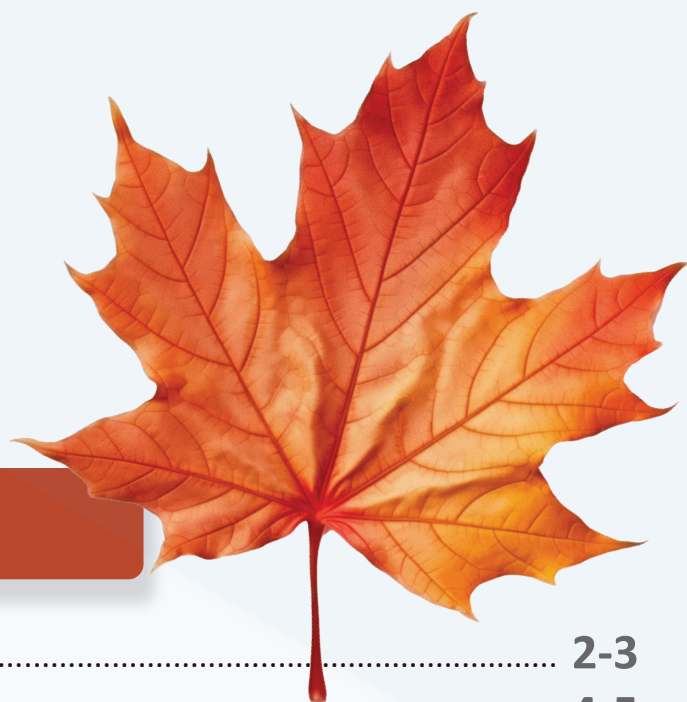


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Message from the CEO

Dear Tenants,

Happy autumn! I am delighted to share the fall edition of Seniors Speak with you.

This time of year is full of opportunities to acknowledge the incredible tenants at Toronto Seniors Housing. On October 1 we celebrated **National Seniors Day**, a day to recognize the wisdom, rich experience, and positive impact each of you bring to your communities.

On November 11, we commemorate **Remembrance Day** – a time to honour those who served in wartime and acknowledge their sacrifice. Remembrance Day carries extra significance this year, as 2025 also marks the eightieth anniversary of the end of the Second World War.

In this issue, you'll also find information about our second-ever Tenant Experience Survey. Your feedback from our last survey helped our staff focus on improving areas you told us mattered most to you. I encourage you to complete your survey so we can continue this important work.

I enjoyed meeting many of you in person on my CEO tour. Hearing your thoughts and ideas is one of my favourite things about serving the Toronto Seniors Housing community.

Tom Hunter

Chief Executive Officer



Tom Hunter

Chief Executive Officer



A story of luck and kindness



Lucky Lee jokes he's lucky because of his name. His journey has indeed been one of luck – but also of kindness and hard work, an extraordinary story of resilience.

Lucky was born to Chinese parents in the 1950s. He spent his early life growing up between Cambodia, Hong Kong, and Vietnam, his parents moving him around to avoid a series of wars in the region. Despite their efforts, as a teenager Lucky ended up in a Malaysian refugee camp with his younger brother.

“I had nothing,” Lucky says of this dark time. “No food, no housing. I just tried to survive and that was it.”

The first stroke of luck and kindness: after a humanitarian group's visit to the camp, Lucky was offered to relocate to Canada. “Without Canada taking me in, I don't know what my life would be like right now,” he says.

Lucky, accompanied by his younger brother, arrived in Toronto in 1979. They were alone, with no family or friends. Lucky found work at a Chinese restaurant as a delivery person. Over time, Lucky helped the elderly owners, Mr. and Mrs. Liu, find ways to run the business more efficiently, gaining their trust as a hard worker.

Mr. and Mrs. Liu's belief in Lucky was another important act of kindness. Lucky recalls once overhearing Mr. Liu telling his wife how much he liked “the young kid.”

“I heard that and I wanted to cry,” says Lucky. “Even now. They were good people.”

Eventually Mr. and Mrs. Liu retired and sold the business to Lucky, who operated the restaurant for the rest of his career. The business was successful, allowing Lucky to live comfortably, visit family overseas, and donate to charities – privileges he’d never dreamed of as a refugee escaping war.

In 2018, Lucky retired and moved to a Toronto Seniors Housing building in the southeast region of the city. An active member of his building’s Tenant Circle, he volunteers at the monthly coffee socials, helps fellow tenants with translation needs, and acts as a friendly connector to many in the community.

“If you can do something good for another human being, do it.”

For Lucky, volunteering is a way to pay forward the kindnesses that were shown to him.

“I was a refugee. You don’t forget where you come from,” Lucky says. “If you can do something good for another human being, do it.”



Community Connect+ update



Regional Tenant Volunteer Meetings

Our mid-year Regional Tenant Volunteer Meetings took place across the city in July. The 136 Tenant Volunteers who gathered, shared their experiences, offered feedback, and discussed challenges.

Toronto Seniors Housing Corporation (TSHC) staff ran a consultation session to get feedback from tenants about their experience as volunteers. One of the common themes we heard is that tenants are interested in developing leadership skills – for example, through educational workshops. With this feedback in mind, we are now exploring ways to make that training possible. Stay tuned!



Summer events update

Over the summer, 44 lively tenant barbecues took place at TSHC buildings across the city. A social highlight of the season, these barbecues gave tenants the opportunity to mix, mingle, and meet friends. With funding from the Community Activities Fund (CAF), more than 4,600 meals were served. A big thank you to all the Tenant Volunteers whose efforts made these events so successful.



Senior Tenants Advisory Committee (STAC) update

Over the summer, STAC provided feedback to TSHC staff on a number of key priorities, including the 2026 Budget and the Tenant Experience Survey (turn to page 15 of this issue to learn more). At the August meeting, STAC heard a presentation about how different organizations in Ontario run services to help seniors age at home and discussed how TSHC might take inspiration from those examples.

.....

Thank you to our **community partners!**



.....

We would like to acknowledge **The Living Room Church** and **Working Skills Centre**, community partners in the Yonge and Eglinton neighbourhood, who donate and distribute food items to TSHC tenants in the area. Their great work is appreciated!



Pictured left to right: Gary Brigden, tenant volunteer; Timothy Lee, Treasurer of The Living Room Church; and Michelle Davis, North East Regional Operations Manager, Toronto Seniors Housing.

A journey of giving and growing

Born and raised in Toronto, Grace Mark has seen the city grow and change over the years. Thanks to her passion for volunteering, Grace has gotten a front-row seat to some of the city's most iconic public events.

A lifelong learner, in 2019 Grace graduated from a hospitality and special events management program at George Brown College. There she studied professional event planning, including fundraising, managing budgets, marketing, and more. Part of the program involved volunteering at special events around the city, which Grace continues to do even after graduating.

Grace has volunteered in a wide variety of places, including events like the Toronto International Film Festival, Fan Expo Canada, festivals at City Hall, and many trade shows. Her roles have ranged from providing directions and answering questions to crowd control and many things in between.

For Grace, volunteering is a way to help others and give back to the community.



But volunteering also provides the opportunity to practice certain skills, like customer service, and even learn new ones. Grace has met people of all ages and walks of life through volunteering, some of them becoming friends.

With so much going on, Grace's schedule is often packed. "I would be bored without it," she laughs. "It gets me out of the house."

A fun fact: over the years Grace has been a movie extra in films starring celebrities like Gene Hackman and Jackie Chan, and even a Marvel movie! She is always where the action is—literally.

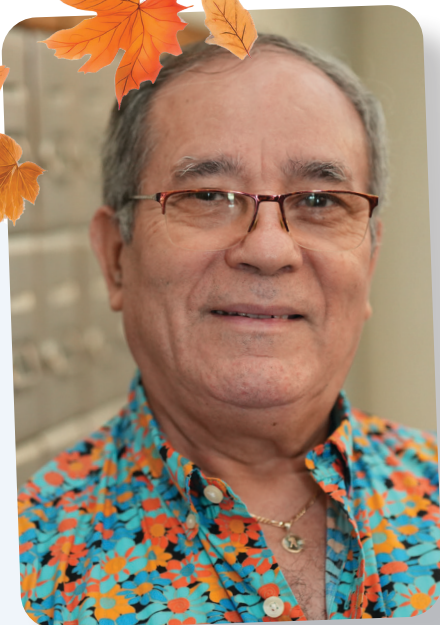
Grace moved into Toronto Seniors Housing in 2023. She's built meaningful friendships with some of her neighbours and is friendly with many others when they pass by in the hall. She is currently enrolled in a pastry class. Grace hopes to one day plan a fundraiser for the Toronto Rehabilitation Institute, where she was once treated as a patient herself.

Grace credits her parents, both immigrants from Mainland China, for sparking her love of volunteering and giving back to the community. "My parents were kind people," she says. "I grew up with that example."

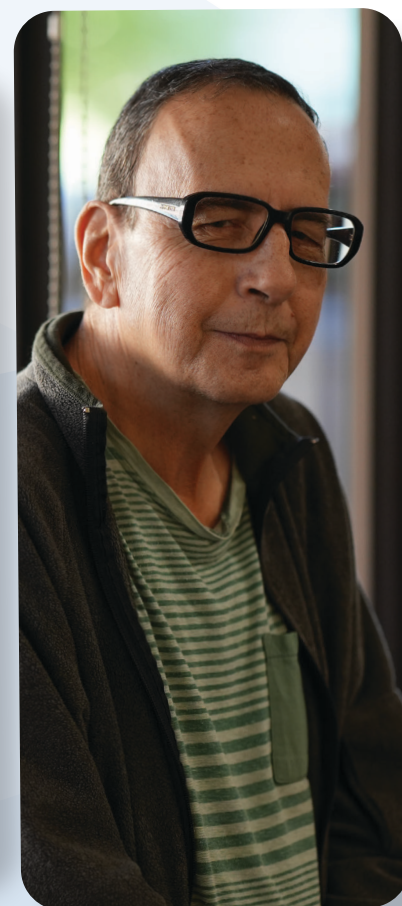
Now Grace is that role model for friends and peers, contributing her talents and energy to the bustling city right outside her door.



**"My parents
were kind
people. I grew
up with that
example."**



Your community





at a glance!





Journey to home

In a way, Patrick Palmer has spent years in search of home.

Born on the East Coast, Patrick describes his early life as “rough,” spending time in and out of jail between the ages of 16 to 29. He ultimately broke the pattern and went on to build a career in industrial spray painting.

At 62, he lost his job to the pandemic. Unable to pay rent, Patrick and his beloved dog Tookaye were evicted from their Toronto home. At first, they stayed with family and friends, but without a long-term solution—and unable to secure affordable, permanent housing—Patrick found himself unhoused.

Patrick strategized. He purchased necessities—winter gear, a winter tent, a woodstove—and camped out in a wooded area in Scarborough. He used fallen wood to fuel the woodstove, which provided heat and allowed him to cook. Only at times of absolute necessity did Patrick accept friends’ offers to stay over, not wanting to impose. He lived in the woods with Tookaye for about three years.

Patrick's turning point came when he became connected to Scarborough's ACSA Community Services, whose Street Outreach Program team worked to secure him a unit at a Toronto Seniors Housing building through the City's Rapid Rehousing Initiative. Rapid Rehousing also provided furniture and household items – so Patrick quickly had, as he describes, “everything I could possibly need.”

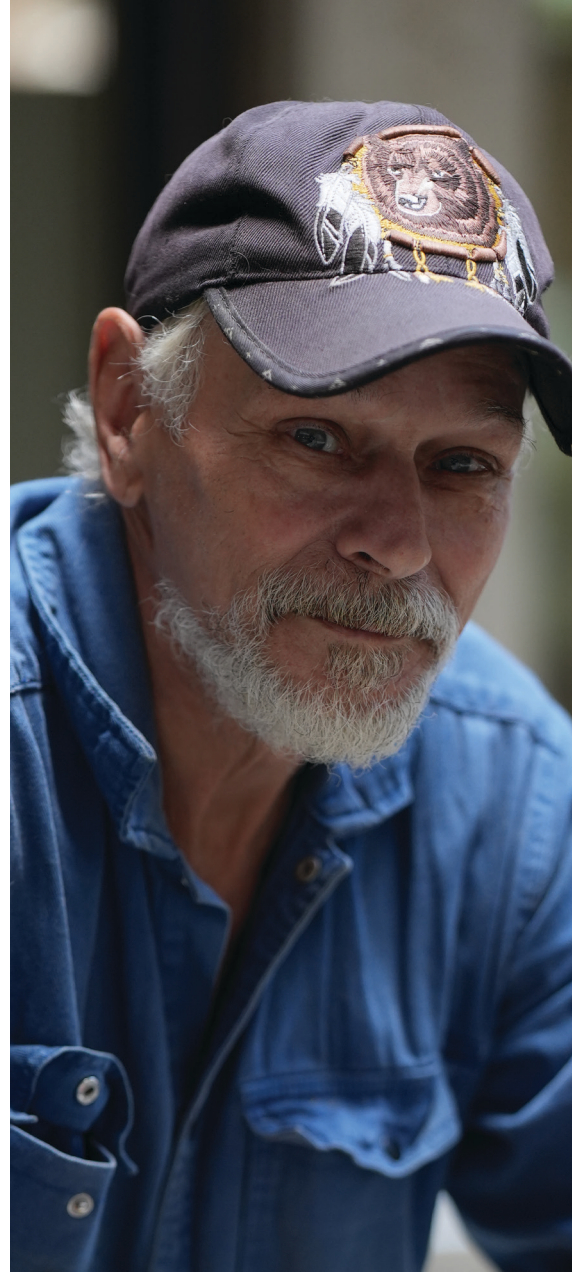
When he first arrived, Patrick joined a tenant volunteer meeting to get to know his neighbours. He soon became in charge of the pool table in his building's recreation room, fixing broken pool cues and even donating two of his personal cues for communal use. He's also helping plan the end-of-year tenant celebration.

“If I can do anything to help the place I live, or make it better, I'm more than willing to,” he says.

Unfortunately, Tookaye the dog—who'd been by Patrick's side the whole journey—passed from kidney failure this past summer. These days Patrick has a new puppy, Shyla, who brings him joy and companionship.

Patrick hopes that by sharing his story, others will be inspired to support Toronto Seniors Housing and other organizations that helped him find his home.

“I hit 66, and I didn't think I'd live past 25,” he says. “I chose to change my path. I was given chances, and they worked.”



“If I can do anything to help the place I live, or make it better, I'm more than willing to.”

We remember

Remembrance Day is observed across Canada each year on November 11. It is a day to honour those who served in wartime and remember those who passed in military service.

Remembrance Day carries extra significance this year, as 2025 also marks the eightieth anniversary of the end of the Second World War.

At Toronto Seniors Housing, we know some tenants in our community have served in the Canadian Armed Forces and Royal Canadian Mounted Police, and others have lived through times of conflict in Canada and around the world. Your experiences, sacrifices, and resilience have shaped the identity of our city and our country at large.

On Remembrance Day, our community recognizes the courage and contributions of TSHC tenants – and veterans across the country – that have allowed us all to live in Canada in peace.



“They shall grow not old, as
we that are left grow old:
Age shall not weary them,
nor the years condemn.
At the going down of the sun
and in the morning

We will remember them.”

Excerpt from Laurence Binyon’s poem “For the Fallen” (1914)

The Tenant Experience Survey is open!



Toronto Seniors Housing Corporation (TSHC) is in the process of mailing a Tenant Experience Survey package to all TSHC units.

You can complete the survey in one of three ways:



mail



telephone



online

All the instructions on how to complete the survey are in the package

Please take the time to complete your survey and encourage your neighbours to participate as well!

Your feedback from the last survey in 2023 helped us understand what matters to you. We have since been working to improve areas that you identified, such as:

- Improving the quality and increasing the number of programs and activities in your buildings.
- Providing information to access services and supports outside of TSHC. Your Seniors Services Coordinator is always available to help you find the supports and services that you need.

Filling out this year's survey will help us understand if we have made a difference and how we can continue to improve.

If you have any trouble completing the survey or need it in another language, please:

- call **(416) 613-8225**
- email **TSHCSurvey@ForumResearch.com**, or
- contact your Seniors Services Coordinator



Your **voice matters!**

Working together for safer communities



The Community Safety Unit (CSU) helps keep Toronto Seniors Housing Corporation (TSHC) communities safe and secure. They provide law enforcement, as well as education and well-being checks to ensure tenants are safe and well.

What is a Special Constable?

Special Constables are police representatives assigned to look into issues related to Toronto Seniors Housing property or vehicles. They have the authority to act as peace officers to respond to higher risk situations.

Special Constables work in our communities through an agreement with the Toronto Police Service and the Ontario government.

When should I call the CSU?

You should call the 24/7 CSU line at **416-921-2323** for non-emergency security concerns, such as when you:

- See illegal activity
- Are concerned for someone's safety
- Are having a major dispute with a neighbour
- Need to report trespassers
- Would like to report a parking violation at a TSHC building



What happens when I call?

When you call 416-921-2323 the dispatcher will ask you questions to determine what type of help you need. If you would prefer, you can remain anonymous and not leave your name.

Translation is available. When you call, state the language you would like to speak in. An interpreter will join the line. You may need to wait a few minutes while the interpreter is contacted.

The number of calls and types of complaints received by CSU are used to determine where to focus security resources.

If you are dealing with an emergency situation, you should not call the CSU. You should call 911.



Dispatchers **can**:

- Take information you provide, determine if the situation is life-threatening, and alert the proper authorities
- Send Special Constables to assist



Dispatchers **cannot**:

- Handle calls not related to security
- Transfer calls to other departments
- Share personal information

The Community Safety Unit (CSU) is here to help and keep your community safe.

If you have information to share with us or an incident to report, call the CSU Dispatch at **416-921-2323**.

In case of emergency, please call **911**.

If your issue is maintenance-related, call the Tenant Support Centre at **416-945-0800**.

Crime Stoppers can be contacted at **1-800-222-TIPS (8477)**.

Report changes in your household



To keep your records up to date and maintain your Rent-Geared-to-Income (RGI) subsidy, **you must report these changes within 30 days.**



Your **household income drops by 20 percent or more** (for example, job loss, fewer work hours, starting social assistance, or retirement).



People move in or out of your unit.



You or a household member **starts or stops school.**



You or a household member **starts or stops receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP).**



You or a household member receiving OW or ODSP has a **permanent increase from other income** (like employment or pensions).



Your **income tax return was recently reassessed** by Canada Revenue Agency (CRA).

Reporting these changes and submitting the required documentation helps maintain eligibility for RGI assistance.

Please contact your Tenant Services Administrator or Seniors Services Coordinator right away to report any changes.





Seniors Speak is available in many languages

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

இந்த ஆவணத்தை வேறு மொழி அல்லது வடிவத்தில் கோர **416-945-0800** ஐ அழைக்கவும்.

Llame al **416-945-0800** para solicitar este documento en otros idiomas o formatos.

Καλέστε το **416-945-0800** για να ζητήσετε αυτό το έγγραφο σε εναλλακτική γλώσσα ή μορφή.

Для запроса этого документа на другом языке или в альтернативном формате позвоните по телефону **416-945-0800**.

Для запиту цього документа іншою мовою або в альтернативному форматі зателефонуйте за номером **416-945-0800**.

다른 언어 또는 형식으로 된 버전은 **416-945-0800** 으로 요청하십시오.

请拨打 **416-945-0800**，以其他语言或格式索取此文档。

Xin gọi **416-945-0800** để yêu cầu có tài liệu này bằng một ngôn ngữ hay bằng một dạng thức thay thế khác.

برای درخواست این اطلاعات به زبان یا فرمت دیگر، با شماره **416-945-0800** تماس بگیرید.

Zadzwoń pod numer **416-945-0800**, aby poprosić o ten dokument w innym języku lub formacie.

Appelez le **416-945-0800** pour demander ce document dans une autre langue ou un autre format

વૈકલ્પિક ભાષા અથવા ફોર્મેટમાં આ દસ્તાવેજની વિનંતી કરવા માટે **416-945-0800** પર કોલ કરો

Ligue para **416-945-0800** para solicitar este documento em um idioma ou formato alternativo

Stay connected! 



To stay connected and updated with the news and events of Toronto Seniors Housing, make sure to follow us on social media. You can find us on Facebook and LinkedIn. You can also learn more on our website at **TorontoSeniorsHousing.ca**.

Want to be featured in an upcoming newsletter? Prefer to get Seniors Speak in your email inbox? Contact us at **SeniorsSpeak@TorontoSeniorsHousing.ca**.

Get in touch

You can call these numbers 24 hours a day, seven days a week, or reach us by email at **Support@TorontoSeniorsHousing.ca**.

Tenant Support Centre: 416-945-0800

Community Safety Unit: 416-921-2323

Crime Stoppers: 416-222-8477

Acknowledgements

Toronto Seniors Housing values the diversity of our city and the tenants we support. We also acknowledge the history, both positive and negative, that has led to this rich variety of people living together in Toronto.

Please visit **[TorontoSeniorsHousing.ca/Acknowledgements](https://torontoseniorshousing.ca/Acknowledgements)** for Toronto Seniors Housing's Land and African Ancestral Acknowledgements.

