



Safety Audit Report Card

Date: Thursday, July 16, 2009, 7:30pm – 8:30pm

Area Audited: Humewood Drive

Ward 21 St. Paul's (west)

Neighbourhood #106 Humewood-Cedarvale

The Community Safety Audit was organized by staff and tenants at the YWCA Humewood Drive Housing. The audit took place in the Humewood neighbourhood, close to the intersection of St. Clair Avenue West and Vaughan Road. Six women participated in the Audit, with four participants filling out the audit surveys. Participants identified as people of colour, immigrants & refugees, low income, and people living with disabilities. 5 participants were ages 25-44, and 1 participant was 45-60 years old. The Safety Audit was organized by Humewood Drive Housing because they believed it would be a good learning experience, as well as an opportunity to assess how safe they feel in their neighbourhood.

Humewood-Cedarvale is a residential, family-oriented neighbourhood. YWCA Humewood Drive Housing “is for single women who are looking for affordable, long-term housing”

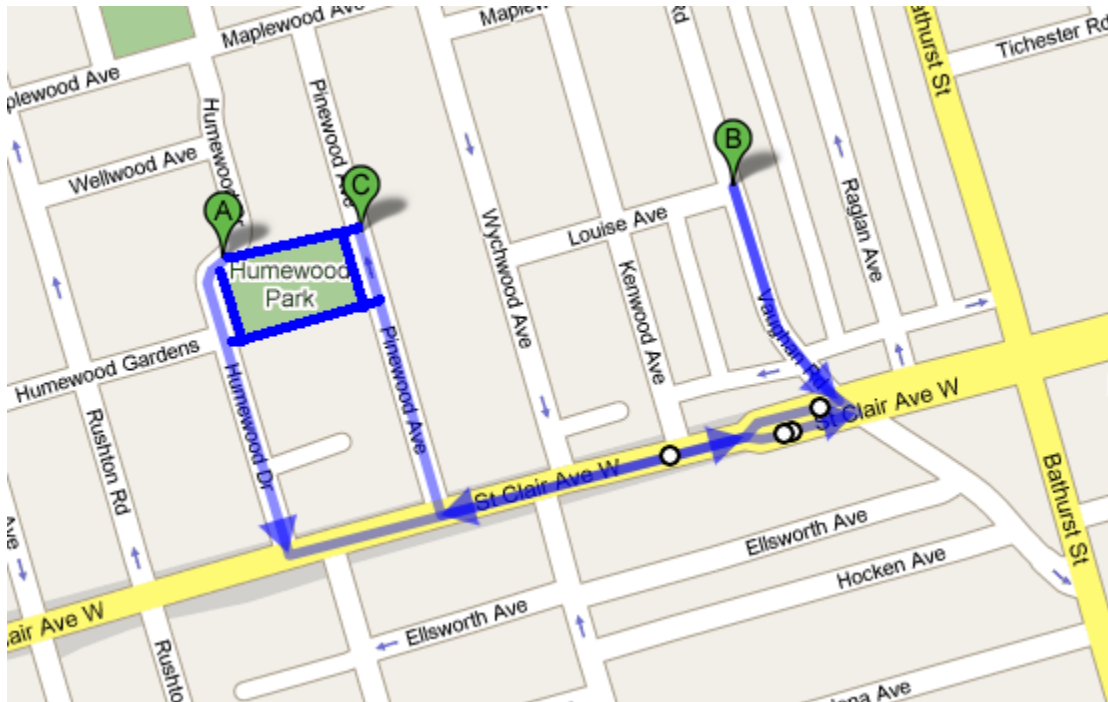
http://www.ywcatoronto.org/shelter_housing_support/housing/humewood.htm.

(See Appendix B for statistics on the ward's demographics)

A.OVERVIEW OF SAFETY AUDIT RESULTS – Physical Environment

METRAC's Safety Audit examines how social and physical environments can make an area safe or unsafe. METRAC defines safety as *'freedom from the threat, fear, and experience of all kinds of violence, oppression, and discrimination.'* The physical environment includes pathways and side streets, buildings and the overall maintenance of the area. These features are so common that people usually don't notice them. But the design of alleyways and buildings and the overall care and maintenance of the neighborhood can impact how safe people feel. Small changes in the physical environment can increase peoples' sense of safety.

Audit Route Map



The average rating for each area of the audit is in the table below.

1. Poor	2. Substandard	3. Ok	4. Good	5. Very good
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Safety Audit Report Card	Scale			
OVERVIEW – overall sense of safety in the area.	4.0			
LIGHTING – the ability to see and be seen clearly.	3.5			
SIGNS AND MAPS - knowing where you are reduces fear of being attacked or getting lost.	4.2			
ISOLATION - people tend to feel safer when others are around.	3.7			
SIGHTLINES - clear views ahead and all around, not blocked by bushes, walls or fences.	3.7			
MAINTENANCE - dirty and untidy areas make people feel no one cares and no one will come if they need help.	3.1			
ACCESSIBILITY - it is easy to move around the area.	2.4			
SECURITY – presence of security systems in place that work and security staff treat everyone the same way.	1.7			

The neighbourhood received average ratings for most aspects of physical safety, however there were areas indicated as in need of improvement. Maintenance, accessibility, and security received low ratings and therefore should be the focus for increasing safety of the Humewood Drive area.

Maintenance

Participants identified that there was a lot of garbage in the area, and that they were not clear who is responsible for the maintenance of the area (i.e. there are no signs with contact information).

Accessibility

Accessibility received low ratings for 6 out of 7 questions. Participants were satisfied with the location and accessibility of emergency exit, otherwise the area was not found to be accessible. The areas both outside and inside buildings require attention; there needs to be more parking spaces for people with disabilities, ramps, elevators, and automatic doors. Many doorways need to be widened in order to be accessible for people in wheelchairs, and walkways (i.e. sidewalks, park paths) need to be repaired so they are accessible for people with strollers or in wheelchairs.

Security

Participants identified a lack of security features such as cameras and mirrors, as well as a lack of security guards. As there were no additional comments about security, it is hard to conclude whether or not participants feel there should be additional security features in the area or if they are satisfied without these features.

B. OVERVIEW OF SOCIAL ENVIRONMENT SURVEY

Comments from participants:

- *“Overall the women (tenants living in our housing @ YWCA Toronto Humewood Drive Housing) feel very safe in the neighbourhood.”*

The audit participants stated that they have not personally, nor heard of anyone experiencing discrimination or harassment in the neighbourhood. The sentiment was that the women felt very comfortable in the Humewood area.

Participants stated they would like to see more community services in the area; specifically a recreation centre, health care centre, youth services, and services in more languages.

Two of the participants stated that they feel unsafe because of other people in the neighbourhood, and one of these participants specified she feels unsafe because of homeless people.

In public spaces, the safety needs of different groups sometimes overlap and can seem to conflict, such as the participants' need to feel safe and homeless people's right to access public spaces.

It is important to examine these different safety concerns and see where they are coming from. ***It's important to remember that all the groups using the space are a part of the neighbourhood and should feel free and safe to be there.*** The Safety Audit is a tool that can help people communicate across their differences to come to a common place of understanding where everybody's voices are heard and everybody feels safe. A space should not be made 'safer' for some at the expense of others, and safety for the most vulnerable, marginalized people is just as important as safety for the more powerful people.

C. RECOMMENDATIONS, Part 1

Drawing from the above physical and social environment overviews, there are four notable areas of concern. Some recommendations for action in these areas are:

Maintenance

- The City is responsible for maintenance of public spaces (sidewalks and streets). **Call Toronto 311** to report litter on the street/sidewalk or full garbage bins.
- If the park needs maintenance, **call Toronto 311** to be directed to the proper Parks staff.
- If private spaces along the main streets need maintenance (i.e. businesses) **contact the corresponding BIA** (Business Improvement Area).

Accessibility

- **Contact the Wychwood Heights or Hillcrest Village BIA** if there are businesses in the area that are not accessible.
- If public places are not accessible, **contact your City Councillor** to report this.
- New legislation called the **Accessibility for Ontarians with Disabilities Act** (AODA) is currently under review. AODA states that businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards. The purpose of the Act is to achieve these accessibility standards by 2025.
- Check out these websites for ideas on how to improve accessibility of an existing building:
 - <http://www.wbdg.org/design/accessible.php> (Whole Building Design Guide)
 - <http://www.ada.gov/reg3a.html#Anchor-Appendix-52467> (ADA (Americans with Disabilities Act) Standards for Accessible Design)
 - <http://www.ada.gov/rachek.pdf> (ADA Checklist for Readily Achievable Barrier Removal)

Security

- **Call the Parks Supervisor** for Ward 21 to discuss the lack of security features in Humewood Park.
- **Contact the Wychwood Heights or Hillcrest Village BIA** to work on improving the community's atmosphere together.

Community Services

- Contact your City Councillor to request that they invest money in a new community centre that could include all of the services listed above.
- See Section D for a list of community organizations in the area, some of whom provide the services listed above.
- Set up a meeting with local anti-poverty groups, such as the Davenport-Perth Neighbourhood Centre, to learn more about homelessness in the neighbourhood and to talk about your safety concerns.

C. RECOMMENDATIONS, Part 2

Recommendations for enhancing the safety features of the area based on the safety audit results include the top 4 priority concerns expressed by the participants:

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
Priority 1: Poor Lighting in Humewood Park		
<ul style="list-style-type: none"> • There are no lights at the Humewood Drive entrance to the park • The lights are burnt out at the Pinewood Avenue entrance to the park • Some lights are covered by trees 	<ul style="list-style-type: none"> • Lighting in city parks is the responsibility of Parks, Forestry and Recreation. • Parks, Forestry, and Recreation is responsible for trimming trees. <ul style="list-style-type: none"> - Report the trees that are covering park lights to the Urban Forestry Department. • The numerous safety issues in the park points to an overall lack of attention. Contact your City Councillor to ask for their support on this issue. <ul style="list-style-type: none"> - Schedule a meeting with the parks supervisor for your ward; they are responsible for community relations with regards to city parks. 	<p>Call Toronto 311 to be directed to the proper Parks staff person.</p> <p>Parks Department (Urban Forestry) Phone: 416-338-8733</p> <p>Diane Tomlin, Parks Supervisor – Ward 21 Phone: 416-397-4678</p> <p>City Councillor, Joe Mihevc Phone: 416-392-0208 Email: councillor_mihevc@toronto.ca</p>

CONTACT INFORMATION

Appendix A contains additional contact information for city repairs.

1. City Contacts

City Councillor: Joe Mihevc

City Hall, 100 Queen Street West Suite B24, Toronto ON, M5H 2N2

Phone: 416-392-0208 | Fax: 416-392-7466

Email: councillor_mihevc@toronto.ca | Website: www.joemihevc.com

- **Community Office**

747 St. Clair Avenue West, Toronto ON, M6C 4A4

Phone: 416-392-7460 | Fax: 416-392-7459

Toronto Police Services, Division 13

Phone: 416-808-1300 | Fax: 416-808-1302

Website: <http://www.torontopolice.on.ca/d13/>

- Community Relations Officer: Constable Michael Jander, (416) 808-1308

Toronto 3-1-1 (formerly Access Toronto)

Phone: 311 | If outside Toronto: 416-392-CITY (2489) | TTY customers: 416-338-0889

Email: 311@toronto.ca | Website: www.toronto.ca/311/

- Provides information on who to contact for any services in the city government

City of Toronto Transportation Services

Phone: (416) 338-9999

Website: www.toronto.ca/transportation

Toronto Hydro (for streetlights)

Phone: 416-542-3195 | Website: www.torontohydroenergy.com/street_form.asp

City of Toronto Solid Waste Management

Customer Service: 416-338-2010

Community Clean Up Program: 416-338-0338

- Report a "litter hot spot" - e.g. an overflowing bin or basket, or an unusually dirty street or sidewalk by calling 416-39-CLEAN (392-5326)

2. Parks, Forestry and Recreation

City of Toronto Parks and Recreation

Phone: 416-392-1111, | Fax: 416-392-0049

Email: parks@toronto.ca | Website: www.toronto.ca/parks

- Information about recreation programs, pools, and rinks

Diane Tomlin, Parks Supervisor – Ward 21

Phone: 416-397-4678

Parks Department (Urban Forestry)

18 Dyas Road Main floor, Toronto ON, M3B 1V5

Phone: 416-338-8733 | Fax: 416-392-1915

The Forestry Branch provides the essential services needed to protect, maintain and enhance the existing urban forest. Service areas include: Forestry Operations, Tree Protection & Plan Review, Forest & Natural Environment Management, and Forestry Operations response to the Asian Long-horned Beetle.

Key public services of the Forestry Branch include requests for servicing trees on city property, administration of tree bylaws, tree planting on city parks and streets, public planting events, management of ravines.

3. Local Community Services

Wychwood Heights Business Improvement Area (BIA)

598 St. Clair Avenue West, Toronto ON, M6C 1A7

Email: info@wychwoodheights-bia.com

The Wychwood Heights BIA was created to serve the 130 + businesses between Bathurst and Humewood on St. Clair Avenue West. The Wychwood Heights BIA is an organization of businesses and property owners who, with member and community input, are dedicated to working and advocating for the creation of a vibrant, commercially successful, physically improved neighbourhood main street with a distinct local image.

Hillcrest Village Business Improvement Area (BIA)

747 St Clair Avenue West, Toronto ON, M6C 4A4

Phone: 416-658-5708 | Email: info@hillcrestvillage-bia.com

The Hillcrest Village BIA represents the businesses on St Clair Ave West between Christie and Winona.

African Training and Employment Centre of Toronto

1440 Bathurst Street, Toronto ON, M5R 3J3

Phone: 416-653-2274 | Fax: 416-653-7817

Email: atecto@bellnet.ca | Website www.atec-inc.ca

*Individual and group vocational counselling * part and full time English as a Second Language (ESL), computer skills and job search skills * focus on understanding Canadian cultural environment * participates in LINC (Language Instruction for Newcomers to Canada) upon assessment by YMCA of Greater Toronto, child care available*

Davenport-Perth Neighbourhood Centre (DPNC)

1900 Davenport Road, Toronto ON, M6N 1B7
Telephone: **416-656-8025** | Fax: **416-656-1264**
E-mail: dpnc@dpnc.ca | Website: www.dpnc.ca

Davenport-Perth Neighbourhood Centre (DPNC) supports people in its neighbourhood, especially those who face economic and/or social barriers, to enrich their lives and the life of the community. We do this by working in partnership with community members and organizations to offer a range of health, employment and social support initiatives that are flexible, responsive, non-discriminatory and barrier free.

**their catchment area ends at Ossington, so borders with the Humewood-Cedarvale Neighbourhood*

Eritrean Canadian Community Centre of Metropolitan Toronto

579 St Clair Avenue West, Toronto ON, M6C 1A3
Phone: 416-658-8580 | Fax: 416-658-7442
Email: info@eritreancommunitygta.ca | Website www.eccctoronto.ca

Services include: information and referrals; translation and interpretation; informal counselling; recreation & cultural activities; workshops for youth and women on education, health, employment and career options; settlement and integration services; advocacy; high school tutoring (homework club); youth support groups

Humewood House

40 Humewood Drive, Toronto ON, M6C 2W4
Phone: 416-651-5657 | Fax: 416-654-3670
Email: information@humewoodhouse.com

Humewood House provides housing, programming, childcare, life skills training, and counselling for pregnant young women and parenting women & their children.

Learning Enrichment Foundation

15 Cherrywood Ave, Toronto, ON, M6C 2X4
Phone: 416-658-8886; 416-760-2550 | Fax 416-394-4106 ; 416-769-9912
Email: humewood@lefca.org | Website: www.lefca.org

LEF offers employment training programs ranging from industrial skills to project management. There is also a group of programs that specifically serve youth. The Learning Enrichment Foundation has developed an innovative, community-driven, job search strategy designed to provide job seekers with the skills necessary to find the opportunity, land the job and develop the career they've been seeking. Programs are available in Albanian, English, Portuguese, and Spanish.

NA-ME-RES (Native Men's Residence) Employment Centre

22 Vaughan Road, Toronto, ON, M6G 2N1

Office Phone: 416-653-3091 | Crisis Phone: 416-652-0334 | Fax: 416-653-8438
Email: general@nameres.org | Website: www.nameres.org

*Services are available for anyone: employment counselling, job search techniques, and job placement * computer training and upgrading * access to computers, photocopier, fax machine * Handyman Job Creation Program -- temporary handyman employment within the community. Services available in English and Ojibway.*

NA-ME-RES Homeless Resource Centre

22 Vaughan Road, Toronto ON, M6G 2N1
Office phone: 416-653-3091 | Crisis phone: 416-652-0334 | Fax: 416-653-8438
Email: general@nameres.org | Website: www.nameres.org

*Information and referral on shelters, social services and other services * Housing Support Program assists individuals in accessing permanent housing * Alcoholics Anonymous every Sunday, 2 pm at 14 Vaughan Rd * Na-Me-Res Travelling Directory-directory of outreach and social services. Services available in English and Ojibway.*

Ontario Society (Coalition) of Senior Citizens' Organizations

660 Briar Hill Avenue, Suite 207, Toronto ON, M6B 4B7
Office phone: 416-785-8570 | Toll-free phone: 1-800-265-0779 | Fax: 416-785-7361
Email: ocscsco@web.net | Website: www.ocscsco.ca

OCSCCO's mission is to improve the quality of life for Ontario's seniors through offering education programs, policy and research, information, referral, counseling, research materials, outreach and support, self-help and volunteer programs. OCSCCO is a coalition of over 160 seniors' organizations and individuals representing 500,000 senior citizens from across Ontario.

Skills for Change

791 St Clair Ave W, Toronto, ON, M6C 1B7
Phone: 416-658-3101 | Fax: 416-658-6292
Email: sfc@skillsforchange.org | Website: www.skillsforchange.org

Skills for Change offers language training (ESL programs), skills upgrading and employment preparation, and settlement services.

St Stephen's Community House: Bathurst Street Site Employment and Training Centre

1415 Bathurst Street, Suite 201, Toronto ON, M5R 3H8
Phone: 416-531-4631 | TTY phone: 416-531-4926 | Fax: 416-531-2680
Email: cannem@ststephenshouse.com | Website: www.ststephenshouse.com

St. Stephen's serves youth between the ages of 15 and 30 who are seeking employment. Some of their programs are: employment training, computer workshops, help with finding & applying for jobs, and job placements. They also have a program for

newcomers to Canada, and an Employment Resource Centre (ERC), which is open to all members of the community (regardless of age) and offers a state-of-the-art job search library, free fax, computer and Internet access, and professional guidance from knowledgeable employment counsellors. Programs are available in Amharic, Chinese (Mandarin), English, French, Italian, Japanese, Spanish, Swahili, and Tigrinya.

The Stop: Community Food Centre

1884 Davenport Rd. Toronto, Ontario

Phone: 416.652.7867 | Email: general@thestop.org

The Stop's Green Barn: 601 Christie Street, Barn #4 | Phone: 416.651.7867

The Stop Community Food Centre strives to increase access to healthy food in a manner that maintains dignity, builds community and challenges inequality.

The Stop has two locations: at our main office at 1884 Davenport Road we provide frontline services to our community, including a drop-in, food bank, perinatal program, civic engagement, bake ovens & markets, community cooking, community advocacy, sustainable food systems education and urban agriculture. The Stop's Green Barn, located at 601 Christie Street, is a sustainable food production and education centre housing a greenhouse, food systems education programs, a sheltered garden, community bake oven and compost demonstration centre.

Wychwood Green Arts Barns

601 Christie Street, Toronto ON, M6G 4C7

Phone: 416-392-7834 | Email: barns@torontoartscape.on.ca

Website: <http://www.torontoartscape.on.ca/places-spaces/artscape-wychwood-barns>

Artscape Wychwood Barns houses 13 not-for-profit organizations, 15 artist studios and 26 artist live/work spaces. A community gallery also provides public access to arts and culture. Artscape Wychwood Barns are wheelchair accessible. The Covered Street Barn is available for rental year-round for community events, conferences, weddings and festivals.

Useful Web Links

- <http://www.toronto.ca/parks/torontofun/index.htm> (List of all services offered at City of Toronto recreation centers)
- <http://www.211toronto.ca> (search engine for community services in Toronto)

D. STRATEGIES FOR FOLLOWING UP ON RESULTS

Here is a list of possible follow-up actions in response to the Safety Audit results:

1. **Municipal Services:** Contact your municipal offices to report any public infrastructure that need repairs. (See the *City Contacts* information above). Set up a meeting with the City Councillor to discuss concerns and share ideas for changes to make the area safer.
2. **Community Services:** If your group has identified social concerns (*i.e. discrimination*), connect with community services & organizations in the area to build partnerships to increase the overall sense of community that is lacking. Organize a public meeting with representatives from various groups and talk about how you can work together to address the local safety issues. See the contact information above to find some possible connections.

Sometimes the formal systems are not adequate enough to address our concerns and protect our right to safety & equity. When these avenues fail to solve the problem, it is important for communities to organize together to use their collective political, economic and social power.

3. **Media:** If your complaints to the city go unheard, consider taking your story to the media. You can get the media involved for an event or simply if the conditions in your neighbourhood are exceptionally dangerous. This would work especially well if it is used with a demonstration or picket or any visual display of community organizing.
 - Send a **press release** and call your local newspapers and TV & Radio news stations. The press release should be simple, accurate and brief. On the top of the page write: FOR IMMEDIATE RELEASE or PRESS RELEASE, the headline of the event, and the date. Then give a brief description of what you want a reporter to cover; include who, what, where, when, why, and how. Make sure to do a follow-up call after you send out the press release. Editors see hundreds of press releases and you want to make sure that yours is memorable.
 - **Toronto Star's "The Fixer Column"**. They are interested in hearing about what's broken and damaged in your neighbourhood. Go to www.thestar.com/thefixer and click on the Submit a Problem link. Or call them at 416-869-4823.
4. **Petition:** A simple way to show that your community is organized and cares about the issues at hand is to present the city with a signed petition of all the problems and demands stating what you would like the city to do (*i.e. build more shelters & affordable housing so people don't have to sleep in parks*)

5. Other Strategies:

- Starting a safety committee in your area
- Starting a violence prevention group in your neighborhood
- Conducting letter writing campaigns
- Town Hall Meetings
- Holding community forums & events
- Organizing workshops in the community
- Holding community events
- Surveys and opinion polls

Resources for Community Organizing

United Way, Action for Neighbourhood Change Resources

<http://unitedwaytoronto.com/whoWeHelp/neighbourhoodStrategy/resources.php>

The Citizen's Handbook: A Guide to Building Community, published by the Vancouver Citizen's Committee

<http://www.vcn.bc.ca/citizens-handbook/>

Basics of Organizing by the (U.S.) National Training and Information Center

<http://www.tenant.net/Organize/orgbas.html>

Information about Harm Reduction Principles and Practices:

- <http://www.canadianharmreduction.com/> (Canada)
- <http://www.harmreduction.org/> (USA)

APPENDIX A: City of Toronto Contact Information for Community Repairs

http://www.toronto.ca/services/pdf/whose_job_is_it.pdf

How can we help?

Call the local Municipal Licensing & Standards Office (ML&S):

- North York District: 416-395-7011
- Toronto and East York District: 416-397-9200
- Scarborough District: 416-396-7071
- Etobicoke York District: 416-394-2535

To report:

- A-frame/portable signs
- Abandoned appliances
- Property in general disrepair or hazardous condition

311 Toronto

www.toronto.ca
access.toronto@toronto.ca
416-338-0338

tabia
Toronto Association of
Business Improvement Areas

* Business Improvement Areas (BIA)
www.toronto-bia.com
416-889-4111

- Broken traffic signals
416-397-8723
- Broken/missing street signs
416-397-8723
- Decorative lighting
Contact your local BIA*
- Broken phone booth
6-1-1
- Hanging baskets
Contact your local BIA*
- Damaged bus shelter
1-866-827-8725
- Remove A-frames/
portable signs
See ML&S box
- Sidewalk repairs
416-338-9999
- Leaking fire hydrant
416-338-8888
- Graffiti
416-338-0338
- Repair street light
416-542-3195
- Street banner
Contact your local BIA*
- Repair mail box
1-800-267-1177
- Repair parking meter
416-393-7275
- Repair newspaper boxes
416-338-9999
- Litter on street/sidewalk/garbage bin full
416-338-0338
- Request new bike posts, report
damaged posts/abandoned bikes
416-392-9253
- Damaged recycling bin
416-259-3200
- Fix a water main
416-338-8888

APPENDIX B: Demographics of Ward 21

Age:

- Children 0-14, 15%
- Youth 15-24, 11.5%
- Working Age 25-64, 59.2%
- Seniors, 65+, 14.3%

Language:

- 65.7% of the population speaks English as their mother tongue
- Spanish (3.9%), Italian (3.1%), Tagalog (2.9%), Portuguese (2.4%), and Greek (1.8%) are the next 5 most spoken mother tongues

Social Identity:

- The top ten ethnic origin groups are: Jewish, Filipino, Canadian, Italian, Chinese, Portuguese, English, Greek, Polish, Jamaican
- 23.3% of residents identify as a “visible minority”

Housing:

- 42% of dwellings are owned; 58% are rented
- 53.2% of private dwellings are one-family households
- 39.1% of private households are lived in by only 1 person

Family Status:

- 46.4% of couples have children
- 36.3% of couples do not have children
- 17.3% are single parents

Income:

- Average household income - \$113,458
- 5.7% of households have an income less than \$10,000 (compared to 6.6% across Toronto)
- 31.9% of households' income is less than \$40,000
- 35.9% of households have an income of \$40,000 - \$99,999
- 26.4% have household income of +\$100,000
- 36.2% of individuals are low-income
- 13.9% of families are low-income

Source: The City of Toronto. *2006 City of Toronto Ward Profiles: Ward 21*. Retrieved from http://www.toronto.ca/wards2000/pdf/2006/ward21_2006profiles.pdf