



## Safety Audit Report Card

**Date:** October 15, 2008, 6:30 to 8:00 pm

**Area Audited:** Church Street (*Charles Street East-Wood Street; Gay Village*)  
Ward 27, Toronto Centre-Rosedale  
Neighbourhood 75, Church-Yonge Corridor

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The Community Safety Audit was organized by the Anti-Violence Program at the 519 Church Street Community Centre. Seven people ages 25 to 60+, participated in the safety audit walkabout and completed the surveys; the participants represented community agency staff and members of the neighbourhood. The audit was led by Howard Shulman, the coordinator of the Anti-Violence Program at the 519 Community Centre. The group conducted a safety audit of their neighbourhood because volunteers at the 519 have done audits in the past and found them to be very effective tools for addressing community safety. Additionally, the Anti-Violence Program had not conducted an audit in many years. Howard had attended a METRAC training session in the spring of 2008, and there was a lot of interest from volunteers.

The Church-Yonge Corridor is a very unique neighbourhood in downtown Toronto. Since the 1950's, it has been known as Toronto's 'Gay Village' because of the concentration of LGBTQ (lesbian, gay, bisexual, trans and queer) social spaces, services, and businesses. It is celebrated as a politically active & strong community, which has provided a safe space for LGBTQ cultures and people to thrive.

The neighbourhood is predominantly single people in their 20's and 30's, the majority of whom live alone. It is not as culturally or racially diverse as many other neighbourhoods in Toronto, with only 34.6%<sup>1</sup> of people in the area identifying as visible minorities. There are many very wealthy people (21.8% have household incomes of +\$100,000<sup>2</sup>) as well as very poor people (41.2% have household incomes less than \$40,000<sup>3</sup>). Of course, as the Gay Village there are many LGBTQ people living and working in the area. (See Appendix B for more statistics on the neighbourhood's demographics)

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<sup>1</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf2/cpa75.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa75.pdf)

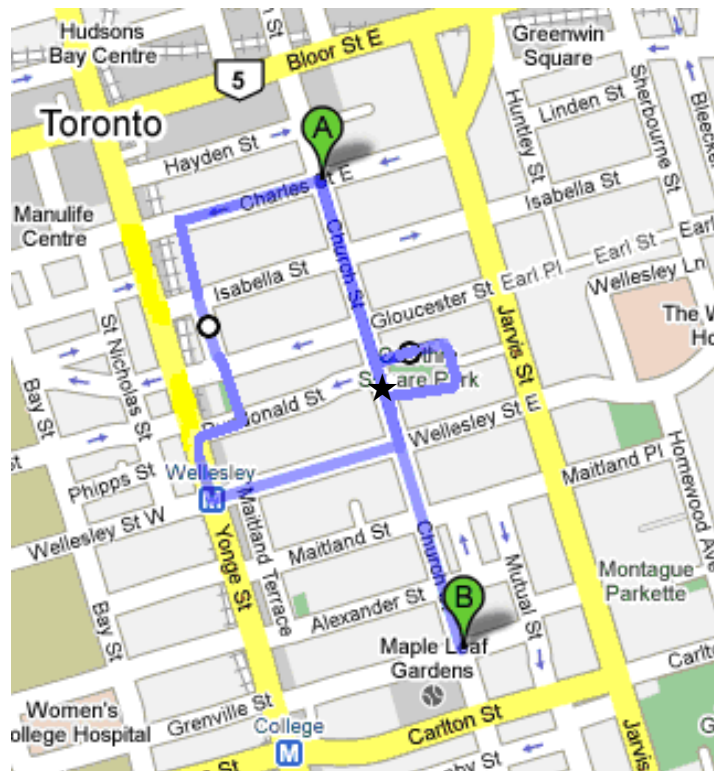
<sup>2</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf4/cpa75.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa75.pdf)

<sup>3</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf4/cpa75.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa75.pdf)

## A.OVERVIEW OF SAFETY AUDIT RESULTS – Physical Environment

METRAC's Safety Audit looks at 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 lighting, signs, sightlines and the isolation of an 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**



★ Marks the 519 Church Street Community Centre

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			
<b>OVERVIEW</b> – overall sense of safety in the area.			<b>3.2</b>	
<b>LIGHTING</b> – the ability to see and be seen clearly.			<b>3.6</b>	
<b>SIGNS AND MAPS</b> - knowing where you are reduces fear of being attacked or getting lost.			<b>3.2</b>	
<b>ISOLATION</b> - people tend to feel safer when others are around.			<b>3.2</b>	
<b>SIGHTLINES</b> - clear views ahead and all around, not blocked by bushes, walls or fences.			<b>3.3</b>	
<b>MAINTENANCE</b> - dirty and untidy areas make people feel no one cares and no one will come if they need help.			<b>3.2</b>	
<b>ACCESSIBILITY</b> - it is easy to move around the area.			<b>3.2</b>	
<b>SECURITY</b> – presence of security systems in places that work and security staff treat everyone the same way.		<b>2.7</b>		

The area was generally seen as average in terms of safety; however there were several areas in need of improvement. The participants noted the following safety concerns:

### LIGHTING

- The lighting is poor in many parks and streets in the area (see section D “Recommendations” for details)

### CAWTHRA SQUARE PARK

Cawthra Square Park is located directly behind the 519 Centre, and is therefore a park used by many people who access the Centre.

- The primary safety issue identified by audit participants was access to and from the park. Access is limited because the park is enclosed by fences on the North and South sides, and most of the exits and entrances are connected to small side streets that are isolated and are not well lit.
- Another concern is that there are only 2 paths in the park. This is a safety risk because it could be hard to escape the park if one was being pursued.

### ACCESSIBILITY

There are many issues with the physical accessibility of the area for pedestrians and people with physical disabilities. Some of these issues are:

- sidewalks on Charles Street are badly damaged (due to ongoing construction)

- fencing along the side of the 519 Community Center has hazardous pieces that stick out
- brass street plaques embedded in the sidewalk at the corners of Church and Wellesley Streets are hazardous (slippery) in the rain and snow
- sidewalks on Church Street are not wide enough for people with strollers or wheelchairs (especially because of the space taken up by store signs and bike posts)

## **SIGNAGE**

There are no street signs at the corners of:

- Church Street & Wood Street
- Church Street & Alexander Street

## **B. OVERVIEW OF SOCIAL ENVIRONMENT SURVEY**

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As the second component of the safety audit, participants filled out the Social Environment Survey. Here are the results:

Incidents of discrimination and harassment have occurred in the area – on the streets, in parks, and around local community centres.

**85.7%** of participants have witnessed or heard about incidents of discrimination in their communities; the most common reasons for this discrimination are: being transgendered or transsexual, gender, race, sexual orientation, or economic status (**73.1%** of the total incidents). **42.9%** of participants (3 out of 7) disclosed personal experiences of discrimination/harassment, which took place on the street, in a park, at work, or in front of the 519 Community Centre. The reasons for this discrimination were sexual orientation and age, and the most common forms of discrimination/harassment were threats of physical violence and verbal comments.

All of the participants, who disclosed their personal experience of harassment and/or discrimination, told a community worker and either friend(s) or the police. They all felt there was a positive outcome to telling/reporting the incident, which shows the great importance of having LGBTQ friendly social services in the neighbourhood.

**42.9%** of participants feel unsafe because of other people in the neighbourhood, and **28.6%** of participants identified parks as being an uncomfortable space to enter.

There are a number of services in the area that are either lacking or needed. They include:

- Multilingual Services (**42.9%** of participants identified this need)
- Affordable housing
- LGBTQ Friendly Community Policing

## C. KEY HIGHLIGHTS

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Comments from participants:

- “As of today I feel comfortable walking on Church St., but not 2:30 to 4:30 am”
- “People around the 519 and wall at Cawthra Park make me feel uncomfortable”

In public spaces, the safety needs of different groups sometimes overlap and can seem to conflict. For example, youth using a park next to a community centre see it as a safe place to hang out, but homeowners may think the park is unsafe because the youth go there. Dog owners may see the park as a safe area where their pets can run free and get exercise, but parents with young children might not want to go to the park because of potential dog poop and the fear that their kids might get bitten.

However, it is important to examine these different and sometimes conflicting safety concerns and see where they are coming from. ***It's important to remember that all the groups using the park are a part of the neighbourhood and should feel free and safe to use the space.*** 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.

Four issues stood out in the audit as being of great importance. They are listed below along with possible means to address these issues:

1. The safety of **Cawthra Square Park** and other parks in the area (*physical*)
  - The Toronto Department of Parks, Forestry and Recreation are responsible for ensuring the upkeep and safety of all city parks
  - Organize a meeting with Mark Emslie, Parks Supervisor to discuss the access and safety issues with the park; ask that they build more walkways and paths, install additional lighting, and remove some of the fencing so that there are choices for entering and exiting the park.
  - Contact your City Councillor to ask for additional lighting in the side streets that connect to the park.
2. **Nighttime** is when people feel the least safe (*physical and social*)
  - The City of Toronto is responsible for ensuring proper lighting in public spaces
  - The local Business Improvement Area (BIA) may also help with adding lighting to commercial streets (they are committed to making the neighbourhood safer & more accessible to pedestrians)

3. There is a very high incidence of **physical and verbal discriminatory violence**, most often because of one's sexuality and/or gender (*social*)
  - This can be addressed through public education about homophobia and sexism
  - Organize a meeting with the local police division to strategize how to make public spaces safer for LGBTQ folks
4. **More services are needed** in the area, especially for youth, poor people, and new immigrants (*social*)
  - Bring other concerned members of the community together to form a new group to strategize and discuss service needs in the area
  - Meet with existing service providers to talk about what other services are needed
  - Meet with your City Councillor to talk about funding for additional services

It will be necessary to engage the municipal government in addressing many of the physical changes that are needed, as well as the general public around the social safety of the area. Some ideas on how to do so can be found in *Section E: Strategies for Following-up on Results*.

A common issue that arises in Safety Audits is a fear of people who panhandle (ask for change on the sidewalks), homeless people in parks, and groups of youth. A solution that is often suggested for this is to increase policing and security in the area. Unfortunately, increased policing does not address the root reasons of why people are poor; it only further criminalizes people living in poverty. Poverty is also a form of violence, and we believe we must work together in our communities to end it. Some things your community could organize for are to build more affordable housing, to create a guaranteed livable income, and more services for people with addictions and/or mental health issues.

## D. RECOMMENDATIONS

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
<b>Priority 1: Poor Lighting along Sidewalks and in Parks</b>		
<ul style="list-style-type: none"> <li>• There is poor lighting in parks, which causes residents to fear walking alone at night</li> <li>• There is poor, or no lighting along many streets in the neighbourhood</li> <li>• Lack of adequate lighting and/or damaged lighting increases opportunity for violence</li> </ul>	<ul style="list-style-type: none"> <li>• Increase lighting in parks (George Hislop Park and James Canning Gardens), and along Church Street to make space safer for pedestrian traffic</li> <li>• Ask Toronto Hydro to repair any streetlights that may be burnt out or smashed in the area</li> <li>• Ask your local Business Improvement Area (BIA) to install additional lighting</li> </ul>	<p>Toronto Hydro Phone: 416-542-3195 Website: <a href="http://www.theenergyservices.com/streetlighting/street_light_outages/index.cfm">www.theenergyservices.com/streetlighting/street_light_outages/index.cfm</a></p> <p>Church Wellesley Village BIA David Wootton Phone: 416-393-6363 Fax: 416-924-8228 Email: <a href="mailto:info@churchwellesleyvillage.ca">info@churchwellesleyvillage.ca</a> Website: <a href="http://www.churchwellesleyvillage.ca">www.churchwellesleyvillage.ca</a></p>
<b>Priority 2: Lack of Public Telephones</b>		
<ul style="list-style-type: none"> <li>• There is a major need for more public telephones in the entire neighbourhood.</li> <li>• Maintenance is needed on existing phones</li> <li>• Payphones at the following locations have restricted access at night: <ul style="list-style-type: none"> <li>○ 2 phones outside of an apartment building at 592 Church Street</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Contact your Councillor's office about adding payphones and the maintenance needed on existing phones.</li> <li>• Contact Bell Canada to repair broken phone booths</li> <li>• Contact the Community Police Liaison to report the restricted access phones and frame it as a safety issue. If unsuccessful, contact your Councillor's office.</li> </ul>	<p>City Councillor: Kyle Rae Phone: 416-392-7903</p> <p>Bell Canada Repair Phone: 611</p> <p>Community Relations Police Officer: Constable Paul Nadeau Phone: 416-808-5108</p>

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
<b>Priority 3: Lack of Street Signs</b>		
<ul style="list-style-type: none"> <li>• There are 2 intersections that lack street signs at all 4 corners <ul style="list-style-type: none"> <li>○ Church Street &amp; Wood Street</li> <li>○ Church Street &amp; Alexander Street</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Street signs are a municipal issue, and so the Toronto Department of Transportation is responsible for fixing and replacing street signs. They should take action on all reports made to their office.</li> <li>• Call the Municipal Transportation Traffic Signal Out Office to report the missing street signs</li> </ul>	<p>Municipal Transportation Traffic Signal Out Office (Roads and Traffic) Phone: 416-397-8723</p> <p>Toronto Transportation Customer Service Phone: 416-338-9999</p>
<b>Priority 4: Hazardous Street Plaques</b>		
<ul style="list-style-type: none"> <li>• There are plaques embedded in the sidewalks at the corner of Church Street and Wellesley Street.</li> <li>• When it rains or snows these plaques become slippery, and are hazardous for pedestrians</li> </ul>	<ul style="list-style-type: none"> <li>• Residents would like these plaques to be removed</li> <li>• For sidewalk repairs, make a report to the Toronto Department of Transportation</li> <li>• Contact your local Business Improvement Area and ask them to help you address this issue.</li> </ul>	<p>Toronto Transportation Customer Service Phone: 416-338-9999</p> <p>Church-Wellesley Village BIA David Wootton Phone: 416-393-6363 Fax: 416-924-8228 Email: <a href="mailto:info@churchwellesleyvillage.ca">info@churchwellesleyvillage.ca</a> Website: <a href="http://www.churchwellesleyvillage.ca">www.churchwellesleyvillage.ca</a></p>

## **CONTACT INFORMATION**

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Appendix A lists other contact information for city repairs.

### **1. City Contacts**

#### **City Councillor: Kyle Rae**

100 Queen Street West Suite A5, Toronto ON, M5H 2N2

Phone: 416-392-7903

Fax: 416-696-4300

Email: [councillor\\_rae@toronto.ca](mailto:councillor_rae@toronto.ca)

#### **Toronto Police Services, 51 Division**

51 Parliament Street, Toronto ON, M5A 2Y5

Phone: 416-808-5100

Fax: 416-808-5102

Email: [51division@torontopolice.on.ca](mailto:51division@torontopolice.on.ca)

- Community Relations Officer: Constable Paul Nadeau, 416-808-5108

#### **Access Toronto:** (for information on who to contact for any services in the city government)

Phone: 416-338-0338

Email: [accesstoronto@toronto.ca](mailto:accesstoronto@toronto.ca)

#### **City of Toronto Transportation Services**

Phone: (416) 338-9999

Website: [www.toronto.ca/transportation](http://www.toronto.ca/transportation)

#### **Toronto Hydro** (for streetlights)

Phone: 416-542-3195

#### **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)

## **PARKS**

#### **City of Toronto Parks, Forestry & Recreation**

Address: 8<sup>th</sup> Floor 100 Queen Street West, Toronto ON, M5H 2N2

Phone: (416) 392-8565

Email: [parks@toronto.ca](mailto:parks@toronto.ca) | Website: <http://www.toronto.ca/parks/index.htm>

- Lights and litter in park: 416-392-1111

#### **Mark Emslie, Parks Supervisor – Wards 20, 27**

Phone: 416-392-1759

Email: [memslie@toronto.ca](mailto:memslie@toronto.ca)

**Bob Duguid, Toronto Parks Landscape Architect**

Phone: 416-392-1925

**Brad Eyre, Policy Officer for Parks Service Improvement Coordinator**

Phone: 416-392-0359

**2. Local Community Services:**

**Church Wellesley Village Business Improvement Area (CWBIA)**

481A Church Street (above Cumbrae's Meats), Toronto ON

Phone: 416-393-6363

Fax: 416-924-8228

Email: [info@churchwellesleyvillage.ca](mailto:info@churchwellesleyvillage.ca) | Website: [www.churchwellesleyvillage.ca](http://www.churchwellesleyvillage.ca)

*\*Please note: the office employs one staff member, coordinator David Wootton. It is best to call ahead if you are dropping by to confirm someone will be there to greet you. A mailbox is available for material to be dropped off at the top of the stairwell.*

*The Church Wellesley Village Business Improvement Area is an association of commercial property owners and tenants who are deeply committed to preserving and improving our diverse urban community through high energy promotion of the business district and civic engagement with a remembrance of a history rich in advocacy for sexual liberation, social justice and equality. Through a streetscape beautification program aimed toward encouraging resident and tourist pedestrian traffic, we intend to help foster a safe, healthy and vibrant neighbourhood.*

**2-Spirited People of the 1st Nations**

Phone: 416-944-9300

Fax: 416-944-8381

Email: [info@2spirits.com](mailto:info@2spirits.com) | Web site [www.2spirits.com](http://www.2spirits.com)

*Support, referrals, advocacy \* HIV/AIDS education and prevention including distribution of male and female condoms, lubricant and Aboriginal resource material \* needle exchange \* same sex domestic violence information and referral \* care teams and caregiver training \* social events \* participates in CAP (Community Access Program) -- free Internet access \* volunteer opportunities*

**Access Alliance Multicultural Health & Community Services Interpreter Services**

Phone: 416-324-2731

Fax: 416-324-9198

Email: [interpreterservices@accessalliance.ca](mailto:interpreterservices@accessalliance.ca) | Website: [www.accessalliance.ca](http://www.accessalliance.ca)

*Trained interpreters in over 60 languages \* expertise in health and community services*

### **All Saint's Church Community Center**

315 Dundas Street East, Toronto ON, M5A 2A2

Phone: 416-368-7768

Email: [admin@allsaintstoronto.com](mailto:admin@allsaintstoronto.com) | Website: [www.allsaintstoronto.com](http://www.allsaintstoronto.com)

*Outpatient treatment for youth with substance abuse related problems. Day treatment program for youth 14-18 years with addictions and mental health problems. Community professionals and agency staff -- consultation and training in early identification and management of substance abuse \* also education and prevention programming \* street outreach provided from a mobile van, including counseling, needle exchange and free condoms*

### **Central Toronto Youth Services**

Phone: 416-924-2100

Fax: 416-924-2930

Email: [mail@ctys.org](mailto:mail@ctys.org) | Website: [www.ctys.org](http://www.ctys.org)

*Youth mental health centre with many programs, including community youth outreach program, pride & prejudice, relationship skills for violence prevention, probation outreach, and early release support.*

### **BREAKAWAY Family & Youth Initiatives| Harm Reduction Outreach**

Phone: 416-234-1942

Fax: 416-234-5702

41 Niagara St, Toronto, ON, M5V 1C2

Email: [mseymour@breakawayyouth.org](mailto:mseymour@breakawayyouth.org) | Website: [www.breakawayyouth.org](http://www.breakawayyouth.org)

*Comprehensive, individualized treatment and harm reduction services \* community-based setting \*treatment includes pharmacotherapies such as methadone, individual and group counseling, acupuncture \*social and recreational activities \* referral and advocacy \* outreach to correctional facilities in Toronto*

### **Culture Link**

160 Springhurst Avenue Ste 300, Toronto ON, M6K 1C2

Phone: 416-588-6288

Fax: 416-588-2435

Email: [iabsiye@culturelink.net](mailto:iabsiye@culturelink.net) | Website: [www.culturelink.net](http://www.culturelink.net)

*Newcomer Youth Centre: including newcomer youth settlement services, counseling, support groups, referrals and orientation. Services include homework help for ESL students, leadership training including cross cultural peer mediation and job search and resume assistance. Refugee and Newcomer Girls Group, Newcomer Pride Program for LGBTTIQ youth and recreation opportunities. Services available in Afrikaans ; Arabic ; Bengali ; Bhojpuri ; Chinese (Cantonese); Chinese (Mandarin) ; Czech ; English ; Farsi; Filipino; French ; German ; Gujarati ; Guyanese Creole English ; Hindi ; Italian ; Japanese; Pashto ; Portuguese ; Punjabi ; Russian ; Sinhala ; Somali ; Spanish ; Swahili ; Tamil ;Tibetan ; Urdu and West Indian dialects.*

### **Native Women's Resource Centre of Toronto**

Phone: 416-963-9963

Fax: 416-963-9573

Email: [jtaylor@nativewomenscentre.org](mailto:jtaylor@nativewomenscentre.org) | Website: [www.nativewomenscentre.org](http://www.nativewomenscentre.org)

*Crisis intervention \* information and referral \* advocacy \* urban orientation \* community outreach \* Native Advancement Program -- academic upgrading to grade 12 \* Women's/Youth Circles -- cultural traditions and crafts, support groups, speakers \* Dawnissog -- workshops and activities such as cultural teachings, recreation and healthy relationships \* family violence prevention workshops, holistic approach \* self empowerment support \* Pimaatisiwin -- drop-in for mothers and children birth-6 years \* parenting classes \* parent relief \* Homelessness Initiatives -- recycled clothing shop \* assistance finding housing \* Ojibway classes \* participates in CAP (Community Access Program) -- free Internet access \* Community Economic Development programs*

### **Ontario Coalition Against Poverty (OCAP)**

Phone: 416-925-6939

Fax: 416-925-6995

Email: [ocap@tao.ca](mailto:ocap@tao.ca) | Website: [www.ocap.ca](http://www.ocap.ca)

*Direct action anti-poverty organization with campaigns for raising welfare rates & affordable housing; advocates for individuals facing eviction or termination of social assistance*

### **St. Christopher House**

248 Ossington Avenue, Toronto ON, M6J 3A2

Phone: 416 532-4828

Email: [info@stchrishouse.org](mailto:info@stchrishouse.org) | Website: [www.stchrishouse.org](http://www.stchrishouse.org)

*Can meet a woman at any Toronto-area shelter or agency for counseling and support services. Violence against women programs (King & Shaw location), immigrant and refugee services and harm reduction drop-in (Queen & Bathurst location), drop-in services, counseling, supportive housing project (homeless prevention). A staff member is at the Sistering drop-in centre every Wednesday at lunch. These services are available to any Toronto resident.*

### **White Ribbon Campaign**

Phone: 416-920-6684 | Toll-free phone 1-800-328-2228

Fax: 416-920-1678

Email: [info@whiteribbon.ca](mailto:info@whiteribbon.ca) | Website: [www.whiteribbon.ca](http://www.whiteribbon.ca)

*Men working to end men's violence against women \* public education and information \* annual White Ribbon Days*

### **YMCA**

42 Charles Street East, Toronto ON, M4Y 1T4

Phone: 416-413-1020 ext. 4074

Email: [memberservices@ymcagta.org](mailto:memberservices@ymcagta.org)

*YMCA of Greater Toronto offers health and social services for all members of the community. We aim to foster an inclusive society that welcomes everyone – regardless of background, circumstances, or abilities. Programs include: YMCA Child Care, YMCA Health, Fitness and Recreation, YMCA Employment Services, YMCA Newcomer Services, and YMCA Volunteer.*

### **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)

## **E. STRATEGIES FOR FOLLOWING UP ON RESULTS**

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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)
  - For example: set up a meeting with the Parks Supervisor to discuss concerns and share ideas for changes to make the park 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](http://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 Tenant 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](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: 416-398-7071
- Etobicoke York District: 416-394-2535

To report:

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

**City of Toronto**  
www.toronto.ca  
accasstoronto@toronto.ca  
416-338-0338

**tabia**  
Toronto Association of  
Business Improvement Areas  
\*Business Improvement Areas (BIA)  
www.toronto-bia.com  
416-889-4111

<ul style="list-style-type: none"> <li>Broken traffic signals 416-397-9723</li> <li>Broken/missing street signs 416-397-9723</li> <li>Decorative lighting Contact your local BIA*</li> <li>Broken phone booth 6-1-1</li> <li>Hanging baskets Contact your local BIA*</li> <li>Damaged bus shelter 1-866-827-9725</li> <li>Remove A-frame/ portable signs See ML&amp;S box</li> <li>Sidewalk repairs 416-338-9999</li> <li>Leaking fire hydrant 416-338-8888</li> </ul>	<ul style="list-style-type: none"> <li>Graffiti 416-338-0338</li> <li>Repair street light 416-542-3195</li> <li>Street banner Contact your local BIA*</li> <li>Repair mail box 1-800-267-1177</li> <li>Repair parking meter 416-393-7275</li> <li>Repair newspaper boxes 416-338-9999</li> <li>Litter on street/sidewalk/garbage bin full 416-338-0338</li> <li>Request new bike posts, report damaged posts/abandoned bikes 416-392-9253</li> <li>Damaged recycling bin 416-259-3200</li> <li>Fix a water main 416-338-8888</li> </ul>
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## APPENDIX B: DEMOGRAPHICS OF CHURCH-YONGE CORRIDOR

According to Statistics Canada, the demographics of the Church-Yonge Corridor area are as follows:

### Age:

- Children 0-14, 4.5%
- Youth 15-24, 14%
- Working Age 25-64, 72.5%
- Seniors, 65+, 9%

### Language:

- 82.29% of the population speaks English as their “home language”
- Chinese, Spanish, Korean, Russian, Japanese are the “5 Top home languages” after English & French

### Social Identity:

- Lower rate of recent immigration than the city average; the largest recent immigrant populations are from East Asia & Europe
- 34.6% of people in the area identify as visible minorities (less visible minorities than the city average)

### Housing:

- 71% of dwellings are rentals

### Family Status:

- 66% of adults are single (never been married)
- 14% are in common-law marriage
- 20% are legally married

### Income:

- Average household income - \$104,877
- Median household income - \$48,977
- 9.4% of people have a household income of less than \$10,000 (compared to 7% across Toronto)
- 41.2% of households have an income less than \$40,000
- 21.8% have household income of \$100,000 and up

Source: The City of Toronto. *2006 City of Toronto Neighbourhood Profiles: Ward 75*. Retrieved from [http://www.toronto.ca/demographics/cns\\_profiles/cns75.htm](http://www.toronto.ca/demographics/cns_profiles/cns75.htm)

*Safety Audit Report Card – Church Street (Charles Street East-Wood Street) Ward 27*  
*Audit conducted on 15<sup>th</sup> of October 2008*