



## Safety Audit Report Card

**Date:** September 30, 2009, 7:30 – 8:30 pm

**Area Audited:** Lotherton Pathway (Lawrence Avenue West- Caledonia Road)  
Ward 15, Eglinton - Lawrence  
Neighbourhood 31, Yorkdale-Glen Park

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The Community Safety Audit was organized by residents of Lotherton Pathway, in the Lawrence Ave West and Caledonia Road area. Five people, ages 25 to 44 years, participated in the safety audit walkabout and three participants completed the surveys (1 woman and 2 men). The participants represented members of the neighbourhood and community agency staff and were mainly low-income. This audit was led by Ziggy Miller, who works at the Action for Neighbourhood Change (ANC) Office located at 109 Lotherton Pathway. The group conducted the safety audit of their neighbourhood because they wanted to see changes made within their community whereby all individuals can feel safe. The participants audited the area around four large condo buildings and townhouses along Lotherton Pathway. This is the first time residents of the area conducted a safety audit. Furthermore, METRAC was invited by the residents to discuss the Community Safety Audit and to participate in the audit walkabout. Residents plan to continue to address safety issues of the community, and expressed interest in continuing to work with METRAC.

The Yorkdale-Glen Park Neighbourhood predominantly consists of working age people (ages 25-64) and seniors<sup>1</sup>. The neighbourhood is fairly diverse as there has been an increase in visible minorities living in the area; since 2006 the population is 40.4%<sup>2</sup> visible minorities. There are wealthy people in the Yorkdale-Glen Park Neighbourhood, where 23.4% of household incomes of \$100, 000, but around half of the population are living with low-incomes, which is less than \$50,000.<sup>3</sup> This area is family oriented. **(See Appendix B for more statistics on the neighbourhood's demographics)**

Additionally, ANC provides community engagement programming for residents in particular neighbourhoods. As Lotherton Pathway is populated with immigrants (mainly from China, Vietnam, Sri Lanka, Caribbean, Africa, and Turkey.)<sup>4</sup>, ANC works toward preventing isolation and depression among immigrant residents. One way ANC reduces

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<sup>1</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf1/cpa31.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa31.pdf)

<sup>2</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf2/cpa31.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa31.pdf)

<sup>3</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf4/cpa31.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa31.pdf)

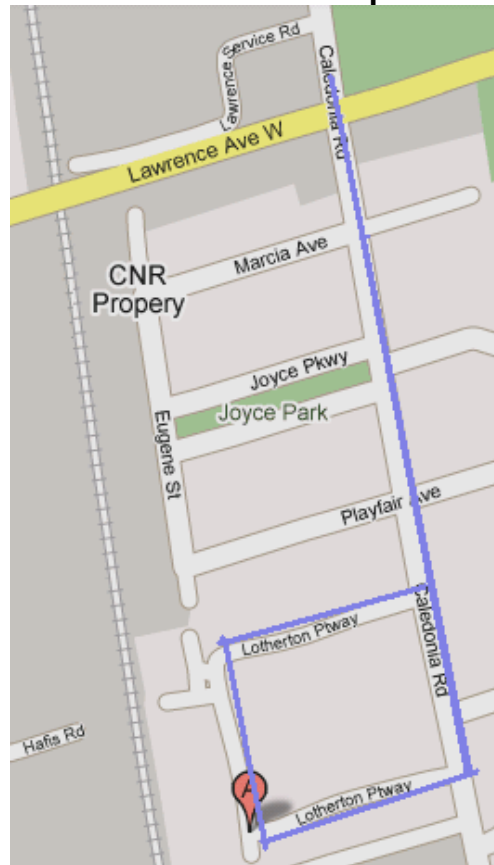
<sup>4</sup> <http://www.unitedwaytoronto.com/stories/community/betterPlace.php#>

these feelings is by inviting residents to become community volunteers, in order to become active within their community and to befriend residents. As a result, ANC has been successful in initiating community development with members of the neighbourhood, and residents state that they feel happier in the area they are living in.<sup>5</sup>

## **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 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**



represents the ANC Office located at 109 Lotherton Pathway

<sup>5</sup> <http://www.unitedwaytoronto.com/stories/community/betterPlace.php#>

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 |
|---------|----------------|-------|---------|--------------|

| Safety Audit Report Card  | Scale |     |     |  |
|---|-------|-----|-----|--|
| <b>OVERVIEW</b> – overall sense of safety in the area.  |       |     | 3.2 |  |
| <b>LIGHTING</b> – the ability to see and be seen clearly.   |       |     | 3.9 |  |
| <b>SIGNS AND MAPS</b> - knowing where you are reduces fear of being attacked or getting lost.                     |       |     | 3.3 |  |
| <b>ISOLATION</b> - people tend to feel safer when others are around.  |       | 2.5 |     |  |
| <b>SIGHTLINES</b> - clear views ahead and all around, not blocked by bushes, walls or fences.                     |       |     | 3.4 |  |
| <b>MAINTENANCE</b> - dirty and untidy areas make people feel no one cares and no one will come if they need help. |       |     | 3.5 |  |
| <b>ACCESSIBILITY</b> - it is easy to move around the area.  |       | 2.9 |     |  |
| <b>SECURITY</b> - the security systems works and security staff treat everyone the same way.                      |       |     | 3.3 |  |

The area was generally considered to be safe; however there are quite a few areas in need of improvement. The participants noted the following safety concerns:

### LACK OF LIGHTING

- The lights do not work in specific areas, including the ANC Office at 109 Lotherton Pathway and at the playground.
- The Playground which is located in the middle of the four buildings and the daycare building which is behind the basketball court require lighting.
- As the playground and daycare are located near the train tracks, more lighting is needed so the train tracks are visible at night.
- There needs to be more lighting at the back stairway near the daycare because a lot of people use the back of the building as a pathway and due to the lack of lighting, the stairway is dangerous.
- Lighting at side doors of all four condo buildings is required.
- More lighting needs to be installed at townhouses 31 and 37, and 175-189 as addresses are not visible at night.

### SIGNAGE

There is a significant need for increased signage throughout the entire area. Specific signs needed are:

- At the ANC Office.
- To direct people where specific buildings are located. As there are two entrances for Lotherton, it can be confusing to visitors; a map including all the building addresses would be very helpful.

- To notify individuals where to park, especially between buildings #50 and #100.

## **MAINTENANCE**

There have been many issues with poor general maintenance within the area. Some issues identified are:

- Roads need to be resurfaced and paved.
- There are no garbage bins around the townhouses and buildings; as a result, there is a lot of litter and garbage has piled up behind the day care building.
- Bushes are too tall in front of #940 Caledonia Road.

## **SECURITY**

There are many concerns about the security guards at Lotherton Pathway. Some of the issues the participants identified are:

- Security guards often leave the premises and spend their shifts at Tim Horton's. When they are on the premises, they sit in their office and do not walk around to check the buildings.
- Security guards do not work consistent hours, and their shifts are not long enough.
- When domestic violence, drugs, or other types of fights are occurring in public areas, Security guards do not intervene.

## **B.OVERVIEW OF SAFETY AUDIT RESULTS – Social Environment**

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

According to the survey results, incidents of discrimination and harassment have not occurred in the area.

None of the participants have witnessed or heard about incidents of discrimination against other people in the neighbourhood. 67% of the participants (2 out of 3) have not experienced discomfort, and/or discrimination in the neighbourhood.

Audit participants noted services that are needed in the neighbourhood are:

- Health Care Centres
- Recreation Centres
- Youth Services
- Libraries
- Services in more languages

## C. KEY HIGHLIGHTS

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Comments from participants:

- *“Police take too long to respond to domestic violence calls”*
- *“Cops stop people and randomly harass them...they are clearly targeting black people”*

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. Police Harassment and Domestic Violence

Based on the information provided from residents, they stated that there is a pattern of police racially profiling community members, specifically black people, resulting in physical and verbal harassment and discrimination. Additionally, residents reported a number of incidents of domestic violence in private and public spaces. (*physical and social*)

Participants did not disclose on the social environment survey that they had witnessed or heard of incidents of discrimination or harassment in the neighbourhood, however they did comment extensively about police profiling and domestic violence in the group discussion. They expressed concern about police misconduct and that their complaints are dismissed when they call the local police station. They are also concerned that no one intervenes when they see someone, usually a woman, being abused and when the police are called, their response rate is extremely slow.

**Recommendations:**

- Address domestic violence through public education, focusing on what residents can do to support someone who is being abused. Contact the Neighbourhood, Friends and Family campaign, which raises awareness about domestic violence through supporting women and other members of the community who are experiencing abuse.
- Contact CLASP, a service provided by York University's Osgoode Law School, working within the Jane-Finch Community. CLASP is able to facilitate workshops about police racial profiling and taking action.
- Contact Jane Alliance Neighbourhood Services to provide education and support work in the area. The agency can raise awareness about where women can get support if they are being abused.

**2. Adequate Security Services**

The current security guards do not meet the needs of residents'; either their services need to be strengthened or a new company should be brought in to provide security for the area. (*social and physical*)

**Recommendations:**

- Conduct public community meetings with security services and Condo Management (Maple Ridge Community Management) to acknowledge that there is a high need for security in the area due to active violence in the neighbourhood and to ensure resident safety.
- Install other security features, such as corner mirrors, lighting, and emergency phones.

**3. Addressing Night time Safety**

As there is not enough lighting in the area, many of the residents feel unsafe at night. The issue of lighting should be addressed to Condo Management or Business Improvement Areas (BIA). (*physical and social*)

**Recommendations:**

- Address the issue of inadequate lighting, as well as maintenance of lights, with Maple Ridge Community Management (Condo Management), so they are able to address the issue to the City of Toronto which is responsible for ensuring proper lighting in public and Condo Management for lighting in private spaces.
- Schedule a meeting, or send a letter to the Fairbank Village Business Improvement Area (BIA) to ask for assistance with increasing the lighting to commercial streets in the area. (They are committed to making the neighbourhood safer and more accessible to pedestrians).

#### 4. **Cleanliness of Neighbourhood**

There is a need for additional garbage bins behind the daycare and around the building and townhouses. (*physical*)

##### **Recommendations:**

- It is important that the property manager be made aware of the need for additional garbage bins. They should be encouraged to contact the City Councillor to ask for garbage bins. This could be done through a petition, a letter from the ANC, or an informal meeting.

#### 5. **More services are needed** in the area (*social*)

##### **Recommendations:**

- Bring other concerned members of the community together to form a neighbourhood association group to strategize and discuss service needs in the area. This issue is important for discussion among community members because these individuals are experts of their own areas and are aware of the services needed.
- Meet with existing service providers to talk about what other services are needed and learn more about what services they already provide.
- Make other residents more aware of the local services; organize a community fair where you invite local groups to have a table and give out information about their services.
- Meet with your City Councillor to talk about funding for additional services.

It is important to connect with the municipal government to address the physical changes and 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*.

## D. RECOMMENDATIONS

| TOP SAFETY CONCERNS  | IDEAS FOR CHANGE/ACTION   | FOLLOW-UP  |
|--|---|--|
| <b>Priority 1: Poor Lighting</b>   |   |  |
| <ul style="list-style-type: none"> <li>• At sides of all 4 buildings</li> <li>• Burnt out street lights along Lotherton Pathway</li> </ul> | <ul style="list-style-type: none"> <li>• You may contact Condo Management, Maple Ridge Community Management to add more lighting in the area.</li> <li>• Ask Toronto Hydro to repair any streetlights that may be burnt out.</li> <li>• Ask your local Business Improvement Area (BIA) to install additional lighting.</li> </ul> | <p>Toronto Hydro<br/>Phone: 416-542-3195<br/>Website: <a href="http://www.torontohydroenergy.com/street_form.asp">www.torontohydroenergy.com/street_form.asp</a></p> <p>Maple Ridge Community Management Ltd.<br/>75 Rosedale Ave West, Unit # 6,<br/>Brampton, ON L6X 4H4<br/>Phone: 905- 454-6776 or 416- 652-5528<br/>Fax: 905- 454-1424<br/>Email: <a href="mailto:info@mrcm.ca">info@mrcm.ca</a><br/>Website: <a href="http://www.mrcm.ca/introduction.asp">http://www.mrcm.ca/introduction.asp</a></p> <p>The Fairbank Village Business Improvement Area (BIA)<br/>Phone: 416.646.0661</p> |

| TOP SAFETY CONCERNS  | IDEAS FOR CHANGE/ACTION  | FOLLOW-UP   |
|--|--|---|
| <b>Priority 2: Lack of Signs</b>   |  |   |
| <ul style="list-style-type: none"> <li>Street Signs on Caledonia Rd which read “Lotherton Pathway” are easy to miss.</li> <li>House addresses are hard to see</li> </ul> | <ul style="list-style-type: none"> <li>Bigger and visible signs</li> <li>Maps at each entrance identifying where the buildings are</li> <li>Ask Condo Board to bring issue of replacing signs to property manager and then the property manager may contact the Toronto Department of Transportation to replace street signs.</li> <li>Ask Condo Board to address the issue of either changing the number plates of houses or increase lighting. To increase lighting, ask your local BIA to install more lighting.</li> </ul>   | <p>The Fairbank Village Business Improvement Area (BIA)<br/>Phone: 416-646-0661</p>   |
| <b>Priority 3: Accessibility</b>   |  |   |
| <ul style="list-style-type: none"> <li>Everything is very inaccessible</li> <li>Sidewalks are falling apart</li> </ul>   | <ul style="list-style-type: none"> <li>Need to install or fix the following: <ul style="list-style-type: none"> <li>Ramps (to get into buildings and on sidewalks for those in wheelchairs and have strollers)</li> <li>Automatic Doors</li> <li>Fix sidewalks</li> </ul> </li> <li>For sidewalk repairs and making ramps, contact the Toronto Department of Transportation</li> <li>For automatic doors added to the building, speak to condo board and property manager</li> <li>Contact City Councillor to express concerns over physical conditions in the area</li> </ul> | <p>Toronto Transportation Customer Service<br/>Phone: (416) 338-9999</p> <p>City Councillor Name: Howard Moscoe<br/>100 Queen Street West, Suite B30<br/>Toronto, ON M5H 2N2<br/>Phone: 416-392-4027<br/>Fax: 416-392-4191<br/>E-mail: <a href="mailto:councillor_moscoe@toronto.ca">councillor_moscoe@toronto.ca</a></p> |

| TOP SAFETY CONCERNS   | IDEAS FOR CHANGE/ACTION  | FOLLOW-UP  |
|---|--|--|
| <b>Priority 4: Garbage Bins and Recycling</b>   |  |  |
| <ul style="list-style-type: none"> <li>• A lot of litter in the area</li> <li>• Area around big trash operators are filthy</li> </ul> | <ul style="list-style-type: none"> <li>• Additional items required: <ul style="list-style-type: none"> <li>– Garbage bins outside</li> <li>– Recycling and compost in buildings</li> </ul> </li> <li>• Contact condo board and property manager about the garbage issues.</li> <li>• Contact City of Toronto Solid Waste Management Services to advise about the excessive amount of garbage on the streets and being provided with garbage and recycling bins.</li> </ul> | <p>City of Toronto Solid Waste Management Services:</p> <ul style="list-style-type: none"> <li>• Report a “litter hot spot”: e.g. an overflowing bin or basket, or an unusually dirty street or sidewalk by either calling (416) 39-CLEAN (392-5326) or sending an email to <a href="mailto:cleanandbeautiful@toronto.ca">cleanandbeautiful@toronto.ca</a></li> </ul> <p>City Councillor Name: Howard Moscoe (see above for contact details)</p> |
| <b>Priority 5: Lack of Public Telephones</b>  |  |  |
| <ul style="list-style-type: none"> <li>• There are no public phones in the area.</li> </ul>   | <ul style="list-style-type: none"> <li>• Install phones in front of all buildings and in underground parking.</li> <li>• Contact your City Councillor’s office about adding payphones. in installing public phones, check out or call Canada Payphone Corporation</li> <li>• Contact condo management for installing emergency phones in the underground parking that has connection to security police.</li> </ul>  | <p>City Councillor Name: Howard Moscoe (see above for contact details)</p> <p>Maple Ridge Community Management Ltd.<br/> 75 Rosedale Ave West, Unit # 6,<br/> Brampton, ON L6X 4H4<br/> Phone: 905- 454-6776 or 416- 652-5528<br/> Fax: 905- 454-1424<br/> Email: <a href="mailto:info@mrcm.ca">info@mrcm.ca</a><br/> Website: <a href="http://www.mrcm.ca/introduction.asp">http://www.mrcm.ca/introduction.asp</a></p>                         |

## **CONTACT INFORMATION**

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Appendix A lists other contact information for city repairs.

### **1. City Contacts**

#### **City Councillor Howard Moscoe**

100 Queen Street West, Suite B30, Toronto ON, M5H 2N2

Phone: 416-392-4027 | Fax: 416-392-4191

E-mail: [councillor\\_moscoe@toronto.ca](mailto:councillor_moscoe@toronto.ca)

#### **Toronto Police Services, Division 13**

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

Email: [13division@torontopolice.on.ca](mailto:13division@torontopolice.on.ca) | 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](mailto:311@toronto.ca) | Website: [www.toronto.ca/311/](http://www.toronto.ca/311/)

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

#### **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)

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

Phone: 416-542-3195 | Website: [www.torontohydroenergy.com/street\\_form.asp](http://www.torontohydroenergy.com/street_form.asp)

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

Sidewalk Repair/ Adding Ramps

Phone: (416)-338-9999

## **2. Local Community Services**

### **The Fairbank Village Business Improvement Area (BIA)**

Phone: 416.646.0661

Website: [www.fairbankvillagebia.ca](http://www.fairbankvillagebia.ca)

### **Access Alliance Multicultural Health and Community Services: Newcomer Information Centre and Settlement Services**

881 Jane St. Suite 200B, Toronto, ON, M6N 4C4

Phone: (416) 760-8677 | Fax: (416) 760-8670

E-mail: [mail@accessalliance.ca](mailto:mail@accessalliance.ca) | Website: <http://www.accessalliance.ca/>

*Services are provided in English; Hindi; Punjabi; Spanish; Urdu. Services provided are: **Settlement information and referral:** assistance filling out government forms \* community outreach \* settlement counselling \* **Youth Volunteer and Mentoring Program** youth@accessalliance.ca - newcomer youth services, settlement counselling, outreach, information and referral*

### **Broad African Resource Centre**

600 Caledonia Rd, Bsmt, Toronto, ON, M6E 4V5

Phone: 416-783-1400 ; 416-783-5914 | Fax: 416-783-6526

Email: [barc@broadafrican.org](mailto:barc@broadafrican.org) | Website: [www.broadafrican.org](http://www.broadafrican.org)

Contact: Emmanuel Monis, Program Manager

*Open to all immigrants and refugees, including youth and families, focus on African community. Youth empowerment; crime prevention; advocacy on behalf of youth with problems; workshops; job or volunteer placement; after school tutoring. Newcomer escort and advocacy; African Heritage Education -- arts, music, movies, fashion. Information Technology-computer skills training*

### **Community Action Recourse Centre**

1652 Keele St, Toronto, ON, M6M 3W3

Phone: (416)652-2273 | Fax: (416) 652-8992

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

*Provides services in Chinese (Mandarin and Cantonese), Dari, English, Ewe, Farsi, Ga, Hindi, Italian, Pashto, Portuguese, Somali, Spanish, Twi, Urdu, Vietnamese. Information and referral to government and social services \* assistance in filling out government forms \* income tax clinic \* advocacy \* free new and used clothing \* participates in CAP (Community Access Program) -- free Internet access \* Housing Connections (see separate entry) Community Partner -- assistance with housing search and application process \* settlement services \* community development activities \* English conversation group \* support group for Spanish-speaking women \* information workshops*

### **Horizon For Youth**

422 Gilbert Ave, Toronto, ON, M6E 4X3

Phone: (416) 781-9898 | Fax: (416) 781-1933

E-mail: [info@horizonsforyouth.org](mailto:info@horizonsforyouth.org) | Website: [www.horizonsforyouth.org](http://www.horizonsforyouth.org)

*For young men and women ages 16-24 who are homeless or transient. Provide services: Emergency shelter and short term housing program \* capacity 35 \* length of stay depends on plan \* food packages \* meals \* clothing \* personal needs \* emotional support \* counselling \* access to housing worker \* life skills training, crisis intervention, housing workshops \* community referrals \* outreach and aftercare support \* day programs, drop-in services, clinical referral and assessment, case management, advocacy*

### **Jane Alliance Neighbourhood Services**

909 Jane St, Ste 205, Toronto, ON, M6N 4C6

Phone: 416-249-6742 | Fax: 416-249-3430

Email: [info@janealliance.com](mailto:info@janealliance.com) | Website: [www.janealliance.com](http://www.janealliance.com)

*Services provided in Amharic ; Arabic ; Dari ; English ; Farsi ; Hindi ; Italian ; Somali ; Swahili ; Urdu. Services provided are: **Newcomer assistance** -- settlement support and counselling ; housing referral and support; educational workshops; information on Canadian school system ; settlement and trauma counselling for survivors of torture, in partnership with Canadian Centre for Victims of Torture **Women's Program** -- mutual support, monthly workshops on abuse, family and relationships, health, self-esteem, women in the workplace*

### **Lawrence Heights Community Health Centre**

12 Flemington Road, North York, ON M6A 2N4

Phone: 416-787-2862

*Offers free, health care for everyone in our community – from infants to seniors*

### **North York Community House**

700 Lawrence Ave West, North York Ontario, M6A 3B4

Phone: 416-784-0920 | Fax: 416-784-2042 E-mail: [nych@nych.ca](mailto:nych@nych.ca) | Website:

<http://www.nych.ca>

*North York Community House (NYCH) is a dynamic community centre providing exciting and innovative programs and services to the residents of southwest North York. They work with new Canadians, women, children, youth and families to foster a sense of belonging, independence, and creativity, and help build strong, healthy communities. Provide programs for: New Canadians: English Language Instruction: LINC program, In House Settlement Services, School Settlement Service- SEPT program. Services for Women and Family: Newcomer Connection - Capacity & Leadership Training Program, "Cook & Talk" and Community Kitchen Programs, "Get Moving! - Physical Activities & Healthy Living Program, Weekly Women's & Family Groups Program, and Parenting Groups. Services for Children and Youth: Drop-in Program, Homework Club, Success in School. Services for Community Development: Action for Neighbourhood Change (ANC) Lotherton-Caledonia and Community on the Move.*

### **North York Harvest Food Bank**

640 Lawrence Ave W, Rear, Toronto, ON, M6A 1B1

Phone: 416-635-7771 | Fax: 416-635-5599

Email: [info@northyorkharvest.com](mailto:info@northyorkharvest.com) | Website: [www.northyorkharvest.com](http://www.northyorkharvest.com)

*Collects, sorts and distributes food to food banks, shelters and meal programs in northern Toronto and northern Etobicoke \* gleans surplus food from farms and companies \* conducts community food drives \* produces and distributes information on hunger and poverty issues \* works cooperatively with other food recovery programs \* food bank and meal program referrals \* on-site emergency food assistance **by appointment only** \* resource centre available to clients \* harvest library open to students \* seasonal, free income tax clinic*

### **Salvation Army- Community and Family Services: York Family Services**

1100 Weston Rd, Toronto, ON, M6N 3S4

Phone: 416-766-1361 ext 8 | Fax: 416-766-7058

Email: [york.cfs@gmail.com](mailto:york.cfs@gmail.com) | Website: [torontosalvationarmy.ca](http://torontosalvationarmy.ca)

*Provides emergency material assistance including food, clothing as available counseling and volunteer opportunities*

### **Syme 55+ Centre**

33 Pritchard Ave, Toronto ON, M6N 1T4

Phone: (416) 766-0388 | Fax: (416) 766-2882

Email: [syme55@bellnet.ca](mailto:syme55@bellnet.ca) | Website: [www.syme55.com](http://www.syme55.com)

*Provides services for seniors and adults living with disabilities. Services are: Social, recreation and education programs \* drop-in and scheduled programs \* health clinic \* legal clinic \* seasonal income tax clinic \* foot care \* support group for osteoporosis \* congregate dining (luncheon Monday-Friday), transportation available \* bereavement support group \* information and referral, problem solving \* Snow Link, student snow clearing registry for seniors*

### **Syme-Woolner Neighbourhood and Family Centre**

2468 Eglinton Ave W, Toronto, ON, M6M 5E2

Phone: 416-766-4634 | Fax: 416-766-8162

Email: [thewitt@symewoolner.org](mailto:thewitt@symewoolner.org) | Website: [thewitt@symewoolner.org](http://thewitt@symewoolner.org)

Contact: Angela Dayes, Adult Program and Community Development Coordinator, 416-766-4634 ext 228

*Community drop-in program, especially for persons belonging to vulnerable groups; advice on eviction, immigration; social assistance appeals; income tax clinic; free breakfast and lunch Monday to Sunday; clothing; condoms, needle exchange; health information and referral; access to computer; telephone; workshops*

## **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.

**This would be appropriately used after the condo board and property manager requests go unheard from the city.**

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 violence prevention group in the neighbourhood
- Starting a safety committee in your area
- Becoming apart of the condo board to address the needs and concerns of the building

## 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: 416-396-7071
- 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  
access@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-frame/  
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 Yorkdale-Glen Park

According to Statistics Canada, the demographics for Yorkdale-Glen Park Neighbourhood are as follows:

### Age:

- Children 0-14, 15%
- Youth 15-24, 11%
- Working Age, 25-64, 50%
- Seniors, 65+, 24%

### Language:

- 58% of this population speaks English as their “home language”
- Italian, Chinese, Spanish, Portuguese, and Tagalog at the top 5 home languages after English and French

### Social Identity:

- Same rate of recent immigration as the city average; the largest recent immigrants populations are from Southeast Asia and Europe
- 40.4% of the people in the area identify as visible minorities (the rate is higher than the city average)

### Housing

- 42% of dwellings are rentals, 58% of dwellings are owned

### Family Status

- 32% of adults are single (never been married)
- 46% are legally married
- 3% are in a common-law relationship

### Income

- Average household income- \$71,249
- Median household income- \$ 59, 744
- 2.6% of people have a household income of less than \$10, 000
- 10.7% of the population have a household income of less than \$50,000
- 23.4% of the population have a household income of 100,000 and up

Source: The City of Toronto. 2006 City of Toronto Neighbourhood Profiles: Yorkdale-Glen Park: Neighbourhood 31. Retrieved from [http://www.toronto.ca/demographics/cns\\_profiles/cns31.htm](http://www.toronto.ca/demographics/cns_profiles/cns31.htm).