



Community and Health Services Department
Housing York Inc.

MEMORANDUM

To: Directors of Housing York Inc. Board
From: Kathy Fischer, General Manager
Date: May 29, 2023
Re: Housing York Inc. Activity Update

This report highlights Housing York Inc. (HYI) activities for April through to June 2023.

Engaging and informing residents with the 2022 Housing York Inc. highlights handout

Each June, HYI submits an annual report to York Region as the Shareholder of the Corporation. HYI also distributes a shorter, more resident-focused update each year to its communities (Appendix A). The intent of this resident communication is to keep residents informed of significant achievements and initiatives throughout the year, such as resident inclusion measures, a financial update and an overview of the Region's growing communities. For residents interested in a more in-depth report, a link to the full Shareholder Annual Report is included within the highlights document.

Community Paramedicine clinics continue to be offered to residents at various housing sites

Community Paramedicine is an innovative, community-centric health promotion initiative designed to serve seniors residing in York Region, particularly in areas with a high frequency of 911 calls. This program, facilitated through the York Region Community Paramedicine program, offers a confidential environment where residents can openly discuss their health and well-being with paramedics.

This past spring, HYI hosted several Community Paramedicine clinics at various housing location in York Region, including Hadley Grange in the Town of Aurora, Keswick Gardens and Northview Court in the Town of Georgina and Maplewood Place in the City of Richmond Hill.

The program is instrumental in assisting seniors with disease prevention, and health management and promotion.

As HYI continues to partner with the Community Paramedicine program, the team remains dedicated to fostering a supportive environment that prioritizes the health and well-being especially of HYI's senior residents.

Housing York Inc. hosts an employee event to promote awareness during North American Occupational Safety and Health week

The first week of May marked the annual observance of Mental Health Week, and the North American Occupational Safety and Health Week. This year, York Region celebrated the confluence of these two events, highlighting the essential connection between mental and physical health in the workplace. HYI, along with the Region's Corporate Wellness partners and Employee Health and Safety, hosted a special event at Kingview Court in the Township of King on May 5, 2023, bringing together the team to promote employee well-being.

Employees at the event enjoyed a barbeque and had the opportunity to engage with members of the HYI Joint Health and Safety Committee. Team members learned about the importance of workplace health and safety, accessed valuable resources, and discussed the Committee's ongoing efforts to foster a safe work environment.

Under Ontario's *Occupational Health and Safety Act*, workplace health and safety are a shared responsibility among employers, workers and supervisors. The Joint Health and Safety Committee plays a crucial role in fulfilling this mandate, working collaboratively to identify potential hazards and recommend control measures to prevent workplace injuries.

Housing York Inc. builds on the 2022 resident survey results to inform a new laundry services contract

HYI is committed to evaluating and enhancing resident services. The 2022 resident survey results, presented to the Board in [May 2023](#), provided a summary of important resident feedback on a number of HYI services to pinpoint opportunities to further improve services. With the laundry services contract expiring in October 2023, the team reviewed survey results to improve the tendered services. HYI conducted a pulse survey of the laundry services at four select buildings. The team targeted buildings that registered lower satisfaction scores on the 2022 resident survey, despite a positive overall portfolio laundry satisfaction rating of 76%. The findings from the pulse survey will be applied to the upcoming laundry services contract and operational practices.

Properties involved in the pulse survey included 78 Dunlop Pines and Mackenzie Green in the City of Richmond Hill, Woodbridge Lane in the City of Vaughan and Armitage Gardens in the Town of Newmarket. The HYI team gathered feedback from residents by distributing posters and suggestion boxes, encouraging residents to share their ideas for improving laundry

services. Feedback included a variety of suggestions regarding ways to improve machine accessibility, maintenance and cleanliness.

This initiative exemplifies HYI's commitment to a resident-centric approach, where the voices of residents continue to guide programs and services.

Capital improvements to buildings

Armitage Gardens, Town of Newmarket: roof replacement

Armitage Gardens is a two-storey building located at 200 Eagle Street in the heart of Newmarket. It is connected to the Newmarket Health Centre Long-Term Care Home and has 58 apartments for seniors. The building was originally constructed in 1958 for long-term care, and Armitage Gardens was created as part of a renovation in 2002.

The roofing was last replaced in 2002 as part of the renovation and has reached end of useful life. Construction commenced October 2022 and the first sections of roof were completed in December. Work on the remaining section of the roof started in April 2023 and will be completed in June 2023. The roofs replaced included the main flat roof, clay tile pitched roof and aluminum canopy roof. As an energy conservation measure, additional insulation was installed as part of the roof replacement.

Heritage East, Town of Newmarket: packaged terminal air conditioner, window and door replacement

Heritage East consists of two buildings located at 349 and 351 Crowder Boulevard in Newmarket. One is a family building and the other a seniors' building. The buildings were originally constructed in 1992 with a total 121 apartments: 55 seniors' units and 66 family units.

The packaged terminal air conditioner (PTAC) units, windows and doors are original and have reached end of useful life. As an energy conservation measure, the new windows will be triple-pane aluminum windows. Construction commenced in April 2023 and is expected to be completed by Q3 2024.

Keswick Gardens, Town of Georgina: packaged terminal air conditioner, window and door replacement

Keswick Gardens is a seniors' building, located at 43 The Queensway North in Georgina. The building was originally constructed in 1991 with a total 120 apartments.

The PTAC units, windows and doors are original and have reached end of useful life. As for Heritage East, as an energy conservation measure, the new windows will be triple-pane aluminum windows. Construction commenced in April 2023 and is expected to be completed by Q3 2024.

Orchard Heights, Town of Aurora: roof replacement

Orchard Heights consists of two seniors' building, located at 55 and 57 Orchard Heights in Aurora. The buildings were originally constructed in 1971 and 1973 respectively. The roof replacement is planned for 57 Orchard Heights, which is a 6-storey building consisting of 61 apartments.

The roof was last replaced in 2000 and has reached end of useful life. The new flat roof will include proper drainage and insulation. The new insulation and drainage will also help improve the building energy consumption and reduce carbon footprint. Construction commenced in June 2023 and is expected to be completed by Q4 2023.

As exemplified by the aforementioned examples of the capital work being undertaking in the HYI buildings, the team is committed to maintaining all buildings in a state of good repair.

A handwritten signature in black ink, appearing to read 'K. Fischer', with a stylized, cursive script.

Kathy Fischer
General Manager
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Appendix A – HYI 2022 Highlights

2022 Highlights



Fostering Strong and Connected Communities

Housing York Inc. (HYI) is dedicated to building strong relationships with its residents and creating thriving communities residents are proud to call home. Effective resident engagement is at the heart of HYI's mission and the HYI team is committed to supporting connected neighborhoods. Resident engagement highlights from 2022 include:

- HYI collaborated with community agencies to provide resources, services and support during the COVID-19 pandemic, including distributing rapid antigen test kits to seniors during the Omicron wave.
- As COVID-19 measures eased, the HYI team organized in-person events including ice cream and barbecue events at buildings throughout York Region, fostering open and inclusive communities while updating residents on new initiatives.
- Thanks to resident participation, the 2022 resident survey achieved a response rate of almost 50%. Of these respondents, 80% indicated they were satisfied with the quality of services, building and property maintenance, and communications with HYI team members. The input received will be utilized to further improve services to residents.
- Through the Community News newsletters, important information regarding housing maintenance, wellness, community resources and housing updates was delivered to residents.
- The HYI team effectively engaged residents in a campaign to obtain consent for electronic communication to enable more timely communications with residents. HYI exceeded the 10% email consent goal with a 26% success rate.

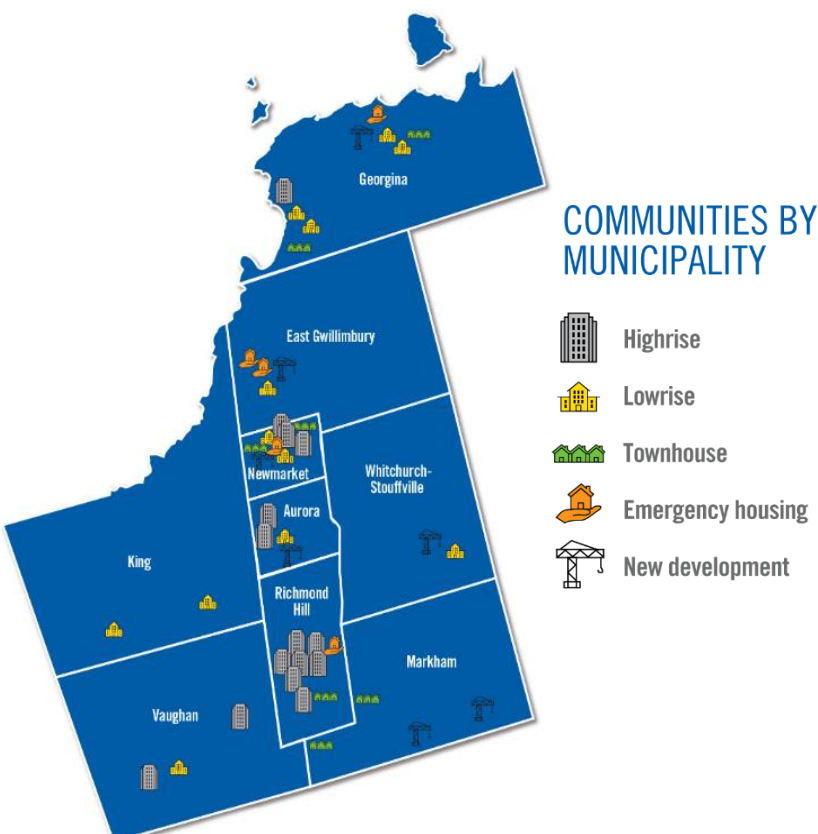


A family enjoys ice cream at the Heritage Village East resident event in Newmarket

Supporting Diversity and Inclusion

The [Resident Inclusion Plan](#) guides HYI's commitment to diversity and inclusion, ensuring that the HYI team thoughtfully accommodates the needs of all residents in the delivery of services. In 2022, HYI achieved significant milestones in promoting inclusivity across various areas, including:

- Prioritizing resident well-being through proactive wellness checks to ensure residents had access to the necessary services during challenging periods.
- Increasing accessibility of the 2022 Resident Survey by making it available in five languages and providing in-person assistance to those who require it.
- Continuing efforts to address racism and discrimination through ongoing employee training on equity, diversity and inclusion.
- Engaging English and Chinese-speaking residents throughout the occupancy of senior residents to Unionville Commons in the City of Markham by providing translated materials and bilingual team members at in-person events.





Passage House transitional housing in the Town of East Gwillimbury

Housing York Inc.’s Growing Community

HYI takes pride in its housing portfolio and remains committed to providing quality housing solutions for the Region’s growing communities. In 2022, the Housing Services development team progressed on multiple housing projects.

Unionville Commons, City of Markham: Construction continued on the seniors’ community housing development and leasing began in late 2022. The building will begin move-ins for the 265 senior apartments in early 2023, with future plans for a hub offering seniors-focused services to the community.

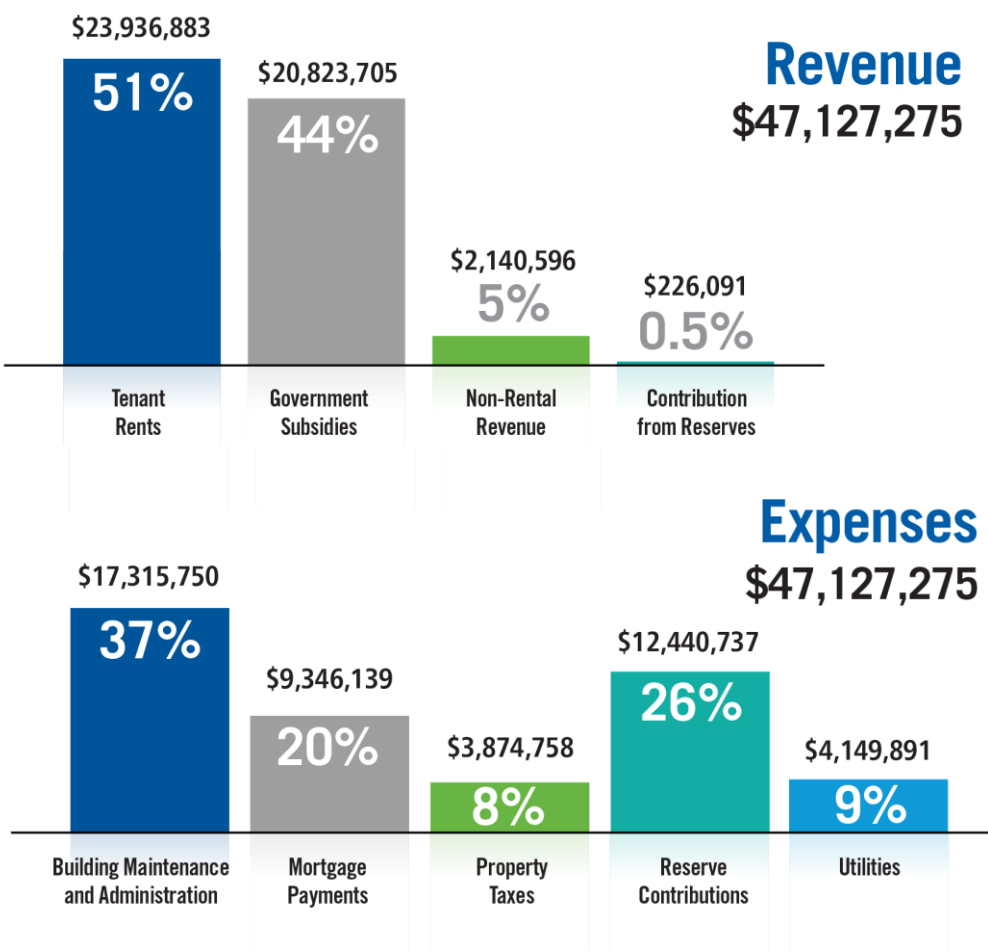
Passage House, Transitional Housing, Town of East Gwillimbury: The two-storey, 18-unit transitional housing for men who are experiencing homelessness was completed in the fall of 2022. Operations are funded by York Region’s Social Services with services provided by Blue Door.

The Bridge, Transitional Housing, Town of Georgina: Construction began for transitional housing for youth aged 16 to 26 who are experiencing homelessness. The eight duplex-style housing units will be complete in the spring of 2023. Operations are funded by the Region’s Social Services with services provided by the Salvation Army.

Stouffville Community Housing, Town of Whitchurch-Stouffville: Progress continued on a community housing development in the Town of Whitchurch-Stouffville. The building will include 97 subsidized and market rental apartments for seniors and families. Construction is scheduled to be complete in 2024.

2022 FINANCIAL HIGHLIGHTS

Despite the unprecedented impacts of post-pandemic recovery, HYI remained in a strong financial position throughout 2022, demonstrating the resilience of the organization in challenging circumstances.



To access Housing York Inc.’s full Annual Report, please visit www.york.ca/hyi