



Office of the Commissioner  
Housing York Inc.  
Community and Health Services Department

## MEMORANDUM

To: Directors of Housing York Inc. Board  
From: Rick Farrell, General Manager  
Date: April 17, 2019  
Re: Housing Operations Activity Update

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### **Resident Engagement and Programs**

#### **Community Paramedicine for Housing York Inc. Seniors – CP@clinic**

In 2015, York Region Paramedic Services began participating in Community Paramedicine at Clinic (CP@clinic). CP@clinic is a drop-in community-based health promotion program for subsidized seniors apartment buildings with a high volume of 911 calls. Residents can have their blood pressure measured weekly by a trained paramedic for a one year span. The paramedics provide information about risk factors for heart disease, stroke and diabetes, help participants connect to community resources as needed, and can share information with the participant's family physician. The service is free and confidential.

Over the past four years, residents in seven Housing York Inc. (HYI) seniors communities located in the Town of Georgina, Town of Newmarket, Town of Aurora and the City of Richmond Hill have benefitted from the CP@clinic program.

The CP@clinic intervention reduced EMS calls by 14.68 percent during the one year Randomized Control Trial. An analysis of the intervention revealed that it was a cost-effective program that demonstrated significant health benefits to participants; including a reduction in blood pressure levels, diabetes risk scores, pain and discomfort, and anxiety and depression symptoms. Participants also demonstrated improved mobility, self-reported health state and quality of life scores.

This year the Community Paramedicine team worked with HYI to identify two new properties to participate in the program; Keswick Gardens, a 120 unit seniors' community in the Town of Georgina and Heritage East in the Town of Newmarket, a building with 55 units for seniors.

These two communities were chosen primarily due to their high 911 call volumes. The Community Paramedicine team launched their weekly visits to these sites in mid-March. Program success will be measured using a number of indicators including reduced 911 calls in the two buildings selected for the 2019 program.

### **HYI Residents “Protect Your Pipes” and “I Don’t Flush” Campaigns**

HYI is collaborating with the Region to promote the “Protect Your Pipes” and “I Don’t Flush” campaigns with residents. The “Protect Your Pipes” campaign encourages appropriate disposal of Fats Oils and Grease and the “I Don’t Flush” campaign, a partnership with the Ontario Clean Water Agency and the Clean Water Foundation, encourages residents to properly dispose of pharmaceuticals and personal care products.

Blocked pipes recently caused problems at two separate properties in the Town of Georgina. At one property the problem was caused by a “fatberg”, a buildup of hardened fats, oils and grease that has been poured down the drain or flushed down the toilet. The other property had a clog due to a buildup of nonflushable items, including adult diapers. Blockages of this nature can result in backups in resident units and costly cleanups.

Although HYI’s preventative maintenance program includes periodic flushing of wastewater pipes, resident cooperation is critical in preventing drainage clogs. In partnership with the Region, HYI has been distributing Fats Oils and Grease and “I Don’t Flush” information door-to-door and hosting resident information sessions.

### **Red Carpet Rolls Out for Residents at Mackenzie Green in the City of Richmond Hill**

Many HYI communities across York Region organize social events such as bingo nights, potluck suppers, friendship clubs and more. On Sunday, February 24, the Social Club, a tenant-led social group at Mackenzie Green in the City of Richmond Hill, held its annual Oscar Night event. All residents were invited to view the 91<sup>st</sup> Oscar Awards, and twenty-nine attended the event in the resident lounge while enjoying a potluck meal. HYI supports community events that bring residents together, donating movie passes for door prizes, and supplying attendees with movie refreshments.

### **Free Income Tax Clinics at Eight HYI Properties**

Each year, residents receiving a housing subsidy are required to verify their subsidy eligibility. As part of the review, residents are asked to provide a copy of their income tax notice of assessment. To help residents file their taxes, HYI participates in Canada Revenue Agency’s Community Volunteer Income Tax program. Professional accountants or tax preparers volunteer their time to help complete tax returns for eligible individuals. The program is available for individuals who have a modest income and a simple tax situation. Interested residents are invited to book a 30 minute meeting with a volunteer from the program for a free tax preparation meeting and to complete an income tax return.

Throughout March, this free service was available for HYI residents at Mapleglen Residences in the City of Vaughan, Rose Town in the City of Richmond Hill, Kingview Court in the Township of King, Fairy Lake Gardens and Founders Place in the Town of Newmarket and Lakeside Residences, Pineview Terrace and Keswick Gardens in the Town of Georgina. The sites were chosen based on the Canada Revenue Agency Community Volunteer Income Tax program's volunteer availability in those areas. The program was expanded from two properties last year to eight properties this year, serving nearly 50 households. With such high interest from residents this year, HYI is looking into how the program can be expanded next year to assist even more residents.

## **Operational Update**

### **Sanitary Connection at Keswick Gardens, in the Town of Georgina**

When Keswick Gardens was developed in the 1990's, a lift station was required to pump the building's waste water to the Town of Georgina's waste water system. HYI was responsible to maintain the lift station and the associated environmental liability.

On [February 1, 2018](#), the HYI Board approved an easement agreement at Keswick Garden for storm, sanitary and water service connections for an adjacent housing development owned by Treasure Hill Inc. The agreement enabled Keswick Gardens to connect to the Town of Georgina's storm, sanitary and water services, through infrastructure Treasure Hill is installing to support their future development. All work has been done at no cost to the Region and Treasure Hill has further agreed to reimburse the Region for any costs or consultant fees incurred as a result of the construction.

Keswick Gardens was successfully connected directly to the Town of Georgina's waste water system on April 2, 2019. The lift station has been decommissioned. HYI worked closely with the Town to keep residents informed of the project and to minimize disruption. Connection to Town services reduces staff call outs responding to pump failures, greater service reliability for residents and reduced environmental liability.

## **Capital Updates**

### **Rose Town, City of Richmond Hill – Bathroom Replacements**

Construction to replace 125 bathrooms at Rose Town in the City of Richmond Hill began in December 2018, and was completed in April 2019. The work included replacement of flooring, vanities, toilets, bathtubs, plumbing fixtures, light fixtures and baseboard heaters. The new floor tile finish provides a low maintenance and slip resistant surface for enhanced safety. Work to complete each bathroom took approximately four working days, with bathroom fixtures being operational by the end of the first working day. Tenant information sessions were held to provide tenants with a project overview including timelines, construction activities and schedules. Each tenant received advance notice prior to any work starting in their unit, allowing them time to make alternate arrangements during construction.

### **Fairy Lake Gardens, Town of Newmarket – Elevator Replacements**

Construction to replace the two elevators at Fairy Lake Gardens in the Town of Newmarket began in October 2018 and was completed in April 2019. The scope of work included elevator cab modernization with new interiors, new controls and hoist motors including cables and safety devices. During construction, one elevator was operational at all times with each elevator out-of-service for approximately nine weeks. Prior to construction, resident information sessions were held to provide residents with a project overview including timelines, construction activities and schedules.

### **Heritage East, Town of Newmarket – Kitchen and Bathroom Replacements**

Construction to replace 66 kitchens and bathrooms at Heritage East (351 Crowder Blvd.) in the Town of Newmarket began in November 2018 and was completed in April 2019. The work included: flooring, cabinets, countertops, light fixtures, vanities, toilets, bathtubs and plumbing fixtures. For enhanced safety, the new floor tile is low maintenance and has a slip-resistant surface. Resident notices were delivered a week in advance of the work to allow residents to make alternate arrangements. Kitchen replacements were completed prior to starting the bathroom work. Each kitchen and bathroom replacement was completed in four working days, with bathroom fixtures being operational by the end of the first working day.

### **Elmwood Gardens, Town of Whitchurch-Stouffville and Springbrook Gardens, City of Richmond Hill – Siding, Window and Door Replacements**

In 2018, window and door replacements began at Elmwood Gardens in the Town of Whitchurch-Stouffville, and Springbrook Gardens in the City of Richmond Hill. The work was completed in April 2019.

The work included replacement of aluminum siding and installation of replacement windows and patio doors. The new energy efficient windows and doors improve the comfort level for residents while reducing energy costs. Resident information sessions were held to provide residents with a project overview including timelines and construction activities and schedules. Each tenant received one week advance notice prior to any work starting in their unit, allowing them time to make alternate arrangements during construction. Feedback has been positive with many residents stating their units are much warmer with the new windows and doors.

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Rick Farrell  
General Manager

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