



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: May 21, 2019
Re: Housing Operations Activity Update

Resident Engagement and Programs

Welcoming 2019 Summer Students

Housing York Inc. (HYI) offers summer employment opportunities for high school aged youth who live in our housing communities. In addition to providing paid employment and meaningful work experience, the employment program gives the students opportunities to build their employment skills in a supportive environment. The high school student team is supported by staff and a university student whose role includes peer leadership. This year's university student is an HYI resident who first worked with us as a high school student.

The high school student employment program focuses on resident engagement activities. Last year, the students implemented the HYI Alerts campaign, successfully enrolling more than 700 residents in the electronic notifications system. This summer the students will be supporting the HYI resident survey, promoting the survey to residents and helping them use technology to complete the survey. The program will give our students work experience in customer service, communications and marketing, while they build teamwork skills and make a positive contribution to their community.

This year, HYI is also participating in the Region's university student program. As part of our continued efforts to transition to electronic records, two students have been hired to support a project to scan key resident records, such as lease agreements, into HYI's property management software.

Seniors Safety Academy

HYI actively works with Regional and community partners to deliver programs and services that are important to our communities. In recent years, HYI has partnered with York Regional Police (YRP) to deliver the Seniors Safety Academy program at seniors buildings in King Township and the Town of Newmarket. This spring the program was offered at Keswick Gardens, a 120 unit seniors' building in the Town of Georgina.

YRP's Seniors Safety Academy is a four week program, offered free of charge, to inform seniors about crime prevention and personal safety. Participants learn about crime prevention, fraud and scams, elder abuse, traffic and pedestrian safety and the Crime Stoppers program. Seniors were also able to learn about fire safety from YRP and Georgina Fire and Rescue Services Firefighters as part of the YRP sessions.

The program concluded with a hot lunch donated by YRP and Georgina Fire to celebrate the 35 residents graduating from the program and to present their signed certificates of completion.

Helping residents prepare for emergencies

HYI's 2017 to 2020 Plan, [Achieving New Heights Through Innovation and Sustainability](#), included a commitment to share personal emergency preparedness communications with residents to help build resiliency. Emergencies can result in residents having to leave their homes, sometimes for an extended period of time. HYI regularly provides fire safety and related emergency preparedness information to residents. HYI also has processes in place to manage building evacuations and to connect residents who are temporarily displaced to appropriate supports.

Emergency Preparedness Week occurred between May 5 and May 12, 2019. This year, HYI participated by encouraging residents to take concrete actions to be better prepared for an emergency. HYI delivered "Be Prepared" information, describing simple steps residents can take to create an "emergency to-go bag", to all 2,600 HYI households (Attachment 1).

Community Living York South Day Program at the Richmond Hill Hub

The Richmond Hill Hub is a 202 unit apartment building on Yonge Street, in the City of Richmond Hill. In addition to a youth program space with emergency and transitional housing beds, the building includes two ground floor commercial rental spaces. One space is leased to 360°kids and the second has recently been leased to Community Living York South.

Community Living York South is a not-for-profit organization that provides support services to children, youth, adults and seniors who have an intellectual disability and live in Southern York Region. Community Living York South is one of HYI's supportive housing partners, providing supports to residents in several buildings, including the Hub.

The commercial space occupied by Community Living York South will be used for programs such as the Learning Academy, a program that offers educationally based day programming, with a focus on the practice and improvement of various literacy skills by combining classroom teaching with fun games and movement to adults with intellectual disabilities.

Capital Updates

Hadley Grange, Town of Aurora – Makeup Air Unit Replacement

Construction to replace the makeup air unit at Hadley Grange, located in the Town of Aurora began in May 2019, and will be completed in November 2019. The work will consist of replacing the existing unit located in the mechanical penthouse with a new rooftop mounted unit. The new makeup air unit will include both heating and cooling and will service all of the common areas.

There is a four to five month manufacturing timeline for the fabrication of the unit with on-site construction work to begin in September 2019. There will be minimal impact to the tenants and information sessions will provide tenants with project updates and schedules.

Rick Farrell
General Manager

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Attachment
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