



Resident *inclusion* Plan

(Refer to item G.1)


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Regional Context



INCLUSION CHARTER

OUR COMMITMENT
TO **WELCOMING AND
INCLUSIVE** COMMUNITIES

The Inclusion Charter for York Region is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination.

The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to inclusion, whereby all people feel they belong and have access to the same opportunities.

THE REGIONAL MUNICIPALITY OF YORK


Together with other participating organizations, The Regional Municipality of York is committed to taking action to achieve the vision of the Charter in our organization and in the community. The Region celebrates its growing and diverse population as a source of strength, vitality and economic opportunity. The Region's commitment to inclusion enhances our ongoing work to attract and retain the best talent, promote innovation and provide an excellent customer experience.


Endorsed by: 
Wayne Emmerson
Chair and CEO


Bruce Macgregor
Chief Administrative Officer

This 28th day of June, 2018.

**cifal**
Atlanta

**unitar**
United Nations Institute for Training and Research

**York Region**

Housing York Inc. Context



Achieving New Heights Through Innovation and Sustainability

Housing York Inc.'s 2017 to 2020 Plan





Our Vision and Mission

A leader in affordable housing, building inclusive communities that everyone would be proud to call home.

As a responsible and caring landlord, we work with our residents and partners to deliver housing programs and services that are important to our communities.

**HYI demonstrates its commitment
to inclusion in many ways**

Accessible Homes



Inclusive Communications



آتش سوزی در ساختمانهای بلند

ایمنی آتش سوزی در آپارتمانهای بلند و کاندومینیوم ها

افرادی که در آپارتمانهای بلند یا کاندومینیوم زندگی میکنند، باید از قبل برای بروز آتش سوزی اضطراری آماده باشند.

ایمنی در برابر آتش سوزی از خود شما شروع میشود



آموزش آنچه که باید هنگام وقوع آتش سوزی در ساختمان خود انجام دهید. این بهترین راه برای محافظت از خود و افراد پیرامونتان است.

- با صاحبخانه، سرویس یا مدیر ساختمان صحبت کنید.
- از روشهای اورژانس مطرح شده در طرح ایمنی آتش سوزی ساختمان آگاهی داشته باشید.
- هر آتش سوزی متفاوت است. هنگام شنیدن صدای زنگ خطر یا آگاهی از آتش سوزی باید به سرعت عمل کنید.
- بخاطر داشته باشید علت مرگ بسیاری از افراد ناشی از دود است، نه از آتش. در اینجا به کارهایی که باید انجام دهید، اشاره شده است:

❶ در صورت وقوع آتش سوزی در آپارتمان

- به تمام افراد بگویید آپارتمان را ترک کنند.
- تمام درها را پشت سر خود ببندید، اما قفل نکنید.
- زنگ خطر آتش سوزی در طبقه خود را بسداد و درآورد و فریاد بزنید "آتش - Fire".
- از طریق نزدیکترین راه پله خروجی ساختمان را ترک کنید.
- در یک مکان امن از طریق شماره 9-1-1 یا اداره آتش نشانی تماس بگیرید. هرگز گمان نکنید که این امر انجام شده است.
- هنگام رسیدن مأموران آتش نشانی با آنها دیدار کنید و محل آتش سوزی را به آنها نشان دهید.



❷ هنگام شنیدن صدای زنگ خطر آتش سوزی

آیا باید محل را ترک کنید یا در آنجا بمانید؟

لکتر، لوقات، هنگام آتش سوزی بهترین کار اینست که هر چه سریعتر ساختمان را ترک کنید. اما در بعضی موارد ممکن است قادر به ترک ساختمان نباشید و مجبور شوید بدون آپارتمان خود بمانید. در هر یک از دو مورد شما باید به سرعت و به شماری تأیید عمل کنید. هر چه بیشتر منتظر بمانید، خطر بیش شدن دود ساکن در راه پله ها و راهروها بیشتر میشود و شانس زنده ماندن شما کمتر میشود.



Esercitazione per l'evacuazione in caso d'incendio • 消防訓練 • تمرین آتش سوزی



தீ பயிற்சி • Учебная пожарная тревога



Business Practices that Respect Diversity



NO SMOKING



Notice to End your Tenancy
For Interfering with Others, Damage or Overcrowding
N5

To: (Tenant's name) include all tenant names	From: (Landlord's name)
Address of the Rental Unit:	

This is a legal notice that could lead to you being evicted from your home.

York Region Community and Health Services Department
Social Services Branch – Community Programs/Hostel Programs
OUTREACH ASSESSMENT FORM

Client Information	
First Name:	Last Name:
Birth Date or ID Number:	
Number of Dependents:	
Marital Status:	<input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Married <input type="checkbox"/> Widow <input type="checkbox"/> Other:



Programs and Services that are Important to Residents



Developing the Resident Inclusion Plan

What we learned:

- Our approach to accessibility in our buildings is working well
- Residents generally feel that HYI engages with them respectfully and keeps them informed. Some residents would like more opportunity for input on matters that affect them
- Some residents see their neighbours as an extended family; others expressed that the increasing diversity of their communities makes it difficult to feel connected

Approach

Housing York and its residents all have a role to play in maintaining inclusive communities that everyone would be proud to call home.

	ASK	LISTEN	ADAPT
HYI'S COMMITMENT	We make it easy for residents to request our services and to tell us what's important to them	We value resident perspectives when we are making decisions that affect them	We do our best to adjust our services and our buildings to be inclusive for all residents
RESIDENT'S ROLES	Tell us if you have a concern with our services, your home or your community	Be considerate of your neighbours and remember it is their home too	Do your part to ensure that everyone is welcome in your community

Our Continued Focus

- Enhance the accessibility of our buildings
- Provide inclusive communications
- Ensure business processes respect diversity
- Provide programs and services of value to residents

Sharing the Plan with Residents

- Welcome packages for new residents
- Newsletter and HYI web page
- Posters at HYI properties
- Discussions at resident meetings

THANK YOU

For more information
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