



Community and Health Services Department  
Housing York Inc.

## Memorandum

To: Members of the Housing York Inc. Board of Directors  
From: Rick Farrell  
General Manager  
Date: December 1, 2016  
Re: **Housing Operations – Monthly Activity Update**

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This Housing Operations update provides highlights of progress made against the 2016 Business Plan as well as a summary of the Good Neighbour Awards ceremony; the 2016 Innovation Award received for the Richmond Hill Hub; site activities in November 2016; and tenant engagement action.

2016 Business Plan

### **Celebrating Good Neighbours - The Good Neighbours Awards**

On November 4, 2016, Housing York hosted the Good Neighbours Awards ceremony at Madsen's Garden in Newmarket. Award winners shared their heart-warming stories, applauded the efforts of their neighbours and enjoyed a celebratory lunch with their friends, family, and several members of the Housing York Board and Regional Council. Over 150 guests attended the event to honour 10 residents that were nominated by their neighbours because they care for their communities making them a better place to live.

Chair Heath delivered welcoming remarks and thanked everyone for their continuing support to make Housing York communities healthy and vibrant.

Over the last few months, Housing York received over 40 submissions for a Good Neighbours Award. Ten of the nominees were selected to receive an award. The winners were nominated for demonstrating community spirit; honouring cultural diversity; taking leadership in their communities; performing an act of kindness; and showing pride in their home and community.

The Good Neighbours Award recipients are:

- Mary Farrow, Keswick Gardens, Town of Georgina
- Dave Warford, Keswick Gardens, Town of Georgina

- Gunter Stelzer, Kingview Court, King Township
- Vera Reid, Tom Taylor Place, Town of Newmarket
- Irene D’Vaz, Mackenzie Greene, Town of Richmond Hill
- Klara Dziova, Evergreen Terrace, Town of Richmond Hill
- Sylvia Cubarici, Blue Willow Terrace, City of Vaughan
- Joan Roshanian, Mapleglen Residences, City of Vaughan
- Ion Constantinescu, Mapleglen Residences, City of Vaughan
- Pamela Lewis, Elmwood Gardens, Town of Witchurch-Stouffville

Sylvia Cubarici of Blue Willow Terrace was selected as the Grand Prize Winner – a gazebo will be built at Blue Willow Terrace in Sylvia’s honour.

## Awards

### **Celebrating Innovation – Ontario Non-Profit Housing Association Innovation**

The Ontario Non-Profit Housing Association (ONPHA) presents an annual Innovation Award to a non-profit housing provider that has developed an innovative response to an environmental, operational, or community challenge. To be eligible the non-profit housing organization must demonstrate creativity, high-quality and innovation by creating a unique program or service response to a challenge facing their organization, community or tenants. The initiatives must demonstrate promising outcomes and serve as inspirations and models for other non-profit housing providers.

On November 5, 2016, Housing York was awarded the 2016 ONPHA Innovation Award in recognition of the collaborative efforts undertaken in creating the Richmond Hill Hub. The Richmond Hill Hub was declared “a shining example of the mixed-use, community hub model in affordable housing.”

ONPHA represents 700 non-profit housing providers who house more than 400,000 people in 163,000 homes in 220 communities across Ontario.

## Site Activities

### **Heritage East – Parking Lot Upgrades**

The parking lot upgrade at Heritage East in Newmarket has been delayed two weeks. Additional work is required due to unforeseen underground conditions. Construction is anticipated to be completed by the end of November. The Town of Newmarket has extended on-street parking until that time.

## **Carbon Monoxide & Smoke Detector Replacements**

Over 2,000 combination carbon monoxide and smoke detectors are being replaced in approximately 1,500 units at 15 Housing York properties. The combination units are hardwired to the electrical panel and include a back-up lithium battery that is expected to last 10 years. This work is currently underway and is expected to be completed by mid-December.

## **Tenant Engagement and Programs**

### **Maplewood Place, Fairy Lake Gardens and Founders Place – Community Safety Workshops**

York Regional Police presented three personal safety workshops for seniors at Fairy Lake Gardens and Founders Place in Newmarket and Maplewood Place in Richmond Hill. The workshops provided personal and community safety tips including: building safety; refusing entry to people residents do not know; when to call 911; internet and telephone scams; and bullying.

### **Housing York and 360° Kids**

360° Kids runs a Youth Program at Mulock Village and Brayfield Manor in Newmarket serving youth between the ages of 12 to 18.

Recently, services at Brayfield Manor were expanded to include an After School Program for children between the ages of 7 to 12. The program has been well received by the Brayfield community. Ten children attend the After School Program for the younger age group and 15 youth participate in the Youth Program. Activities in the After School Program include homework support and educational arts and crafts sessions. The youth program includes animal therapy, wellness activities, cooking lessons, movie nights, fieldtrips, and camps.

At Mulock Village, 360° Kids started their new YouTHRIVE program for children and youth ages 7 to 18, providing wraparound supports five nights a week. Youth workers provide mentorship through: informal counselling services; job search support; homework and post-secondary assistance; and basic life skills to encourage leadership, promote life skills and help mentor youth within the community. Turnout has been high with 35 participants for this specific program.

### **Mulock Village, Newmarket – Canadian Mental Health Association Support Group**

Parents at Mulock Village have appreciated the services provided to their children through the 360° Kids program and have asked for a similar support program for themselves. As a result, the Community Partnerships and Support Services team helped secure assistance through the Canadian Mental Health Association. Adult residents at Mulock Village can now participate in the Flexible Support Program. This program offers a variety of supports, as well as different levels of intensity. Low intensity supports include: enrollment in support groups throughout York Region and one-to-one

support with referrals. The intensive case management program includes: one-to-one support, goal setting and assistance with housing stability. High intensity community supports team-client can receive up to six months of support from a multi-disciplinary team which includes a psychiatrist.

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Rick Farrell  
General Manager

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