



Seniors Health and Wellness Hub at 145 Strathmore Blvd/ Greenwood Towers

Item 9

March 24, 2021

Tenant Services Committee

Report: TSC:2021-27

To: Tenant Services Committee (“TSC”)

From: General Manager, Seniors Housing Unit

Date: March 11, 2021

PURPOSE:

This purpose of this report is to provide an update on the establishment of a Seniors Health and Wellness Hub at 145 Strathmore Blvd/Greenwood Towers as part of Phase 1 of Integrated Service Model (“ISM”) implementation.

RECOMMENDATIONS:

It is recommended that the TSC receive this report for information.

BACKGROUND:

Seniors Health and Wellness Hubs in the ISM

The ISM is currently rolling out across the 83 seniors designated TCHC buildings to support senior tenants to age in place, maintain successful tenancies and enjoy a better quality of life. In order to achieve these outcomes, the ISM will be implementing Seniors Health and Wellness Hubs in select TCHC seniors buildings. The ISM is presently implemented in Phase 1 across 18 buildings in the South East region of the City.

Seniors Health and Wellness Hubs are one of the four key innovations of the ISM, and are outlined as a requirement of the ISM in the Accountability Framework (City Report 2020.EX 17.2). Specifically, the Accountability Framework requires that¹:

A) Agencies are identified to act as partners in the establishment of Seniors Health and Wellness Hubs across the City. One hub should be located in the Phase 1 region (South East). Seniors across the SHU should have access to Seniors Health and Wellness Hubs. The Hubs should where possible, also be open to seniors residing in other TCHC buildings and in the community.

B) Partner agencies and senior tenants are engaged to ensure that each Seniors Health and Wellness Hubs offer a range of services that meet tenants' needs.

Seniors Health and Wellness Hubs are seen as an opportunity to address gaps and challenges for senior tenants in areas such as access to recreation and physical activity programs, social isolation, food security, health promotion, etc.

Seniors Health and Wellness Hub for ISM Phase 1

As part of Phase 1 of the ISM rollout, an exciting opportunity to establish a Seniors Health and Wellness Hub has been identified. Through a partnership with WoodGreen Community Services, the Seniors Housing Unit and City of Toronto's Seniors Services and Long Term Care ("SSLTC"), an opportunity is being pursued to relocate an existing WoodGreen Seniors Active Living Centre ("SALC"), located at 800 Coxwell Ave, into a TCHC seniors building in the South East region. This opportunity provides a benefit to all three partners as the SALC fulfils the Seniors Health and Wellness Hub requirements for Phase 1 of the ISM and will provide improved access to services for senior TCHC tenants in the

¹ Refer to page 17 of [2020.EX17.2 – Attachment 4](#).

community, while also providing a location for WoodGreen's SALC, as the lease for their current space expires in March 2021.

The WoodGreen Seniors Active Living Centre program provides access to a range of health promotion and wellness activities, educational workshops, congregate dining/cooking classes, exercise classes, community engagement activities, cultural events, computer education/literacy and outings to seniors.

Site Analysis & Location Selection of 145 Strathmore

In November 2020, the Seniors Housing Unit (“SHU”) and WoodGreen conducted an analysis (including site visits) of potential locations for the Seniors Hub. Five locations were considered: 80 Danforth Ave, 717 Broadview Ave, 1420 Victoria Park Ave, 145 Strathmore Blvd and 3330 Danforth Ave.

Results of the Site Analysis:

Through this analysis, 145 Strathmore was identified as the ideal location for the re-located SALC. Other locations (e.g. 717 Broadview Ave and 80 Danforth Ave) are located in close proximity to an existing Seniors Active Living Centre, resulting in service duplication. In addition, the physical spaces in these locations were smaller than in 145 Strathmore. In other situations (e.g. 1420 Victoria Park Ave), transportation for non-tenant members would be more challenging (e.g. this location is 20 bus stops from a subway station).

145 Strathmore was identified as the optimal location for the following reasons:

- Proximity to two TTC stations;
- Proximity to existing location of WoodGreen SALC (840 Coxwell Ave);
- Identification as a high needs building according to an analysis based on a series of health and housing indicators such as: unit condition,

pest control, community safety, arrears, and health, which therefore would benefit from additional on-site services for tenants;

- The building has 350 units, making it one of the largest in the TCHC seniors portfolio, meaning there is significant opportunity to benefit a large number of tenants;
- Other SHU buildings are nearby, promoting access for other senior tenants;
- 50% of tenants speak Chinese and WoodGreen is able to provide services in Chinese; and
- The community room is a similar size to current SALC and has a kitchen and outdoor space to offer programming.

In addition, in October 2020 Masters of Planning students from Ryerson University conducted an in-depth analysis of the potential of 145 Strathmore as a Seniors Health and Wellness Hub location, and prepared an action plan to guide staff and partners for moving forward with implementation at this site, if selected.

Tenant Engagement on Seniors Health and Wellness Hubs

Tenant Focus Groups

In February 2021, with the support of a CMHC grant, a series of Zoom and telephone focus groups were conducted with 16 tenants residing in the South East region across 6 buildings. During the focus groups, tenants were asked to reflect on their interest in a Seniors Hub in the South East region. The focus groups identified:

- Recreation spaces in buildings are not well utilized;
- Limited programs are available in buildings and programs are misaligned with interests/needs of tenants;
- Social isolation is common and tenants have limited access to activities; and
- Lack of equitable access to programs.

Participants also stated strong support for Hubs to reduce isolation, help tenants stay active and create a sense of community, and that Hubs could be open to other seniors in the community. Finally, tenants shared ideas for the types of programming they would want to see in a Hub (e.g. outdoor programming, dance, fitness, digital training/access, health education and services, social programs and food access).

Tenant Survey at 145 Strathmore

In early March 2021, a door to door survey, in English and Chinese, was conducted with 146 tenants to assess their interest in a Seniors Health and Wellness Hub in the building. Staff provided a definition of a SALC, asked tenants basic questions related to their interest in participating in activities in the SALC and how they saw the SALC benefitting their wellbeing. Overall, the survey demonstrated strong support for a SALC with 71% of respondents indicating that they would participate in the SALC, 18% indicating that they would consider participating in the SALC, and only 11% stating that they would not participate. The survey also found that there is currently limited use of the common room, with approximately 40% of respondents stating that they do not use it. Finally, the survey also collected suggestions for future programming ideas in the Hub.

Senior Tenant Advisory Committee

In early March 2021 the Senior Tenant Advisory Committee (“STAC”) hosted a focused meeting on Seniors Health and Wellness Hubs. STAC is a group of SHU tenants assembled to provide input on the ISM. Overall, the STAC members demonstrated support for Hub opportunities, but emphasized that they need to reflect tenant input and tenants need to be considered equal partners in their implementation. In terms of programming, STAC members identified cultural programming and learning as a priority area, as well as health services and stated the importance of understanding fit with existing programming and considering transportation needs. Broad programming ideas were also captured.

Responsible Personal Accessibility in Toronto Housing (“R-PATH”)

The Seniors Housing Unit engaged with R-PATH to address alignment with previous and planned work in 145 Strathmore. R-PATH had raised concerns to ensure any accessibility renovations completed would not be impacted by further work required. With renovations required for the Seniors Health and Wellness Hub, all enhancements would adhere to accessibility requirements and minimize any impact on recently completed renovations.

Security Analysis

In March 2021 the SHU engaged the Community Safety Unit to conduct a security assessment of implementing a Hub at 145 Strathmore. No major issues were identified and key elements to be considered include:

- Managed access would be required;
- SALC and SHU would have staff on-site to support (with the regional office located at 145 Strathmore as well); and
- 24 hour security guard is in place in the building.

Benefits of Seniors Health and Wellness Hub at 145 Strathmore Ave

This SALC represents an opportunity for the SHU to meet an ISM requirement while supporting a respected community agency in meeting a need to find a location for their program. There are a number of other benefits of this partnership, including:

- Provides a range of on-site services and programming to tenants in 145 Strathmore, the largest building in the Phase 1 ISM region and has been identified as high needs;
- Enhances a partnership with WoodGreen Community Services, which will result in more opportunities for collaboration, for example, expanding the SALC programming to other buildings in the area through a hub-and-spoke model (mobile services);
- Improves the common space in 145 Strathmore for tenant use when the SALC is not operating. The SALC would be expected to be operating generally during daytime hours Monday-Friday; and
- Because WoodGreen is an anchor agency in the East Toronto Health Partners (East Toronto Ontario Health Team), this partnership may

provide other opportunities to align health services for tenants in the building and other locations.

Funding Requirements to Establish a Hub at 145 Strathmore Ave

WoodGreen and the SHU have met to identify renovations required to the community room at 145 Strathmore Ave to convert the space into a useable and practical location for the WoodGreen SALC.

Specifically, these renovations would create a new accessible washroom, activity rooms (small, medium and large), staff office space and a storage room. These enhancements will enable the SALC to run concurrent programming (post-COVID-19).

TCHC's Design & Engineering Unit has estimated the cost of the renovations at \$120,000-\$165,000 to put in place new partitions (glass walls), doors and the accessible washroom.

WoodGreen is requesting that the Toronto Central LHIN cover 50% of the costs to renovate the space and TCHC is proposing to cover the other 50%, or approximately \$82,000.

From an operational perspective, TCHC will provide the Use of Space in kind to WoodGreen and specific details would be confirmed through the establishment of a formal agreement.

Next Steps

Finalizing initial programming with the Hub would be conducted (subsequent to the survey) through further tenant engagement (considering current COVID-19 restrictions) and we would continue to work with tenants and the community to ensure the programming offered through the Hub meets needs and interests.

Initial setup of the SALC would be considered to operate in the existing space until renovations could be completed. Tenant/staff/community partner communications would be undertaken prior to launch and ultimately the SALC would become operational at 145 Strathmore pending any COVID-19 dependencies.

Seniors Health and Wellness Hubs in Other SHU Regions

As part of the ISM, the SHU will be rolling out additional Seniors Health and Wellness Hubs across the City in the different regions as the next phases of the ISM are implemented later in 2021 and into 2022. Locations will be identified with tenant engagement, understanding of programming for tenant needs, space analysis, and a review of current service provision in the buildings. The SHU will work SSLTC and with community agencies to identify potential partners capable of operating hubs.

SIGNATURE:

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