

TCHC Board Deputation

Item 9D – Accessible Unit Turnover Program

Item 11A – Bi-Annual Community Safety and Wellbeing Update

Good afternoon Chair and Board members.

My name is Elana Eid. I am a Toronto Community Housing tenant, an Addictions and Mental Health Worker student, and the mother of a daughter with significant support needs.

Thank you for the opportunity to speak on Item 9D and Item 11A.

I appreciate the work being done in both areas because accessibility and community wellbeing are deeply connected.

When we think about accessibility, I encourage TCHC to think beyond physical mobility. Accessibility should also include developmental disabilities, sensory needs, communication differences, trauma, and the realities faced by caregivers.

Several years ago, I was assaulted by another tenant in my building. Criminal proceedings ultimately resulted in a conviction, and I appreciate that cameras have since been installed and that the individual responsible was removed.

However, because there were no cameras at the time and because legal proceedings take time, by the time there was documented proof, I had missed the transfer timeline available to tenants experiencing violence and trauma.

Although years have passed, I continue to live in the same building and continue to experience the effects of that trauma.

I share this experience not to revisit the past, but because it taught me something important:

Trauma, healing, and justice do not always fit neatly within administrative timelines.

As someone studying addictions and mental health, I have learned that prevention begins long before crisis. Stable housing, community connection, and trauma-informed approaches contribute to healthier and safer communities.

Recommendations

- Continue expanding accessibility to include developmental disabilities, sensory needs, and the realities faced by caregivers alongside physical accessibility.
- Continue strengthening community wellbeing initiatives and partnerships that promote connection, prevention, and tenant engagement.
- Explore whether additional flexibility may be appropriate in exceptional circumstances involving violence, trauma, and lengthy legal processes.

Accessibility and community safety are ultimately about dignity, healing, belonging, and ensuring every tenant has the opportunity to thrive.

While I understand that the Board does not address individual tenancy matters, I hope my

experience can help inform future policies, and I would welcome the opportunity to speak with the appropriate staff regarding whether there may be options available in my circumstances.

Thank you for your time and consideration.