

Item 6B – Community Safety & Well-Being

Deputation to the Tenant Services Committee

Good morning, Chair and Members of the Committee. I am a resident speaking today under Item 6B: Community Safety and Well-Being.

Our community includes seniors, people with disabilities, families, newcomers, and long-term residents who rely on stable, predictable safety supports. Over the past several years, we have seen a growing pattern of preventable safety risks that require a coordinated response.

Ongoing Safety Concerns

Residents continue to experience issues such as:

- non-resident activity
- fireworks and late-night disturbances
- stairwell occupation
- unclear property boundaries
- inconsistent safety presence

These concerns have been raised repeatedly, and residents are requesting a formal Safety Audit to ensure risks are properly identified and addressed.

Wellness Checks: A Proven Safety Measure

One of the most effective supports we ever had was the weekly wellness checks implemented during COVID. These check-ins — by phone or in person — helped identify risks early, ensured seniors were safe, and provided reassurance to residents who live alone.

Since these wellness checks ended, we have seen an increase in:

- unreported falls
- medical distress
- seniors too embarrassed or afraid to call for help
- emergency services being involved after preventable delays

These are not isolated incidents; they reflect an ongoing pattern in our community.

Recent Incident Highlighting the Gap

This morning, a resident accidentally left their kitchen tap running, causing water to leak into a neighboring unit and the shared hallway. Staff mopped the hallway but could not enter the resident's unit, and no safety verification was done. Given

our history of falls, this created real concern. I knocked repeatedly until the resident eventually answered.

This incident shows how easily a wellness emergency can be missed. A simple check could prevent serious harm.

Recommendations Under Item 6B

To strengthen safety and well-being in our community, I am requesting:

- **Re-introduce weekly wellness checks** for seniors and vulnerable residents, as previously done during COVID.
- **Implement emergency access protocols** for flooding, leaks, or situations where a resident may be at risk and unable to respond.
- **Conduct a formal Safety Audit** to address ongoing safety concerns, including non-resident activity and stairwell issues.

Closing

I am asking the Committee to help ensure that no resident in our community is left unseen, unheard, or unsafe, and that the supports we know are effective are restored before another preventable emergency occurs.