



Safety Audit Report Card

Audit Date: October 27, 2010

Area Audited: Empringham Co-op (50, 90 and 110 Empringham Dr.)

Ward 42 – Scarborough-Rouge River (East)

Neighbourhood 132, Malvern

EXECUTIVE SUMMARY

METRAC's Safety Audit looks at how social and physical environments can make an area safe or unsafe. METRAC defines safety as *'freedom from the threat, fear, and experience of all kinds of violence, oppression, and discrimination.'*

The Community Safety Audit was organized by the Malvern Residents' Safety Committee and the Malvern Action for Neighbourhood Change (ANC) and held on the evening of October 27, 2010 at 7pm. In total, 25 individuals, ranging from 1-44 years of age participated in the safety audit. Representatives from the Malvern ANC, members of the community, a police representative and the landlord from TCHC were present at the walkabout. The audit was conducted because community members are interested in creating a safe neighbourhood and preventing future incidents of violence from happening.

The Malvern neighbourhood is culturally diverse with visible minorities comprising 75.7% of the population.¹ The area has a high percentage of recent immigrants in comparison to the rest of the City.² Just over half of the population (54.5%) is of working age (25-64) and the area has a high percentage of young children aged 0-14 living in the area.³ The median private household income is \$76,945 and 30.7% of individuals over the age of 15 currently live in households with low-incomes⁴. (Please see Appendix B for more information on the neighbourhood's demographics)

The top safety priorities identified by participants from the Empringham co-op housing are as follows:

- Insufficient lighting
- Maintenance of trees and shrubs
- Maintenance of pathways
- Lack of fencing

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa131.pdf

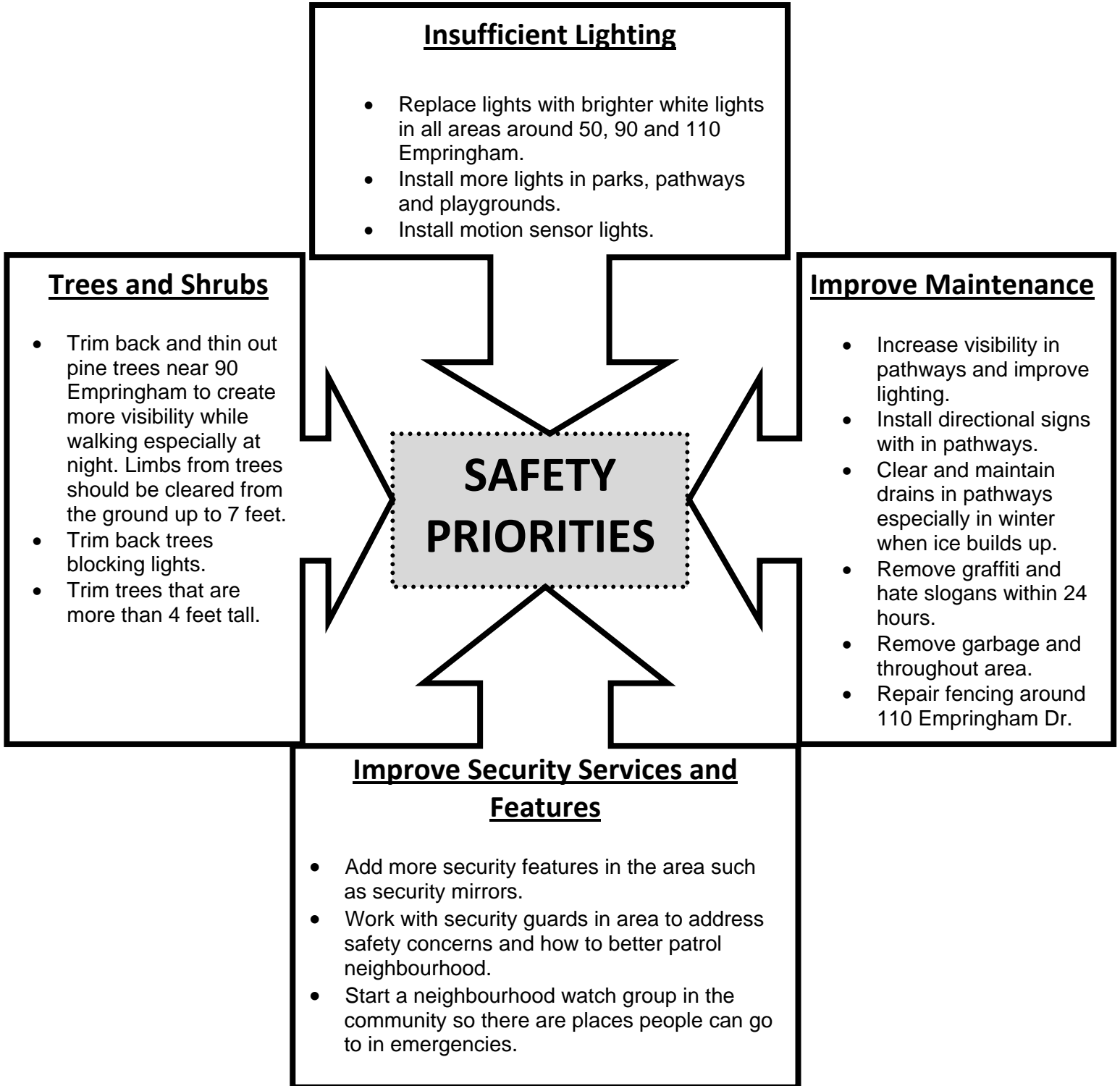
² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa131.pdf

³ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa131.pdf

⁴ http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa131.pdf

SAFETY PRIORITIES

Based on the survey results and discussions about community safety, the following areas stood out as being top priorities for increasing safety for the community.



OVERVIEW OF SAFETY AUDIT RESULTS

The information below is based on the results of the survey and comments made during the safety audit walkabout. Recommendations for action were both stated from participants and based on participants concerns.

| | | |
|-----------------|----------|--|
| OVERVIEW | D | A majority of participants felt relatively safe yet many had safety concerns when it came to specific areas and/or specific safety issues. |
|-----------------|----------|--|

| | | | | |
|----------------------|-----------------|---------------|------------------------|-----------------|
| A - Very Good | B - Good | C - Ok | D - Substandard | E – Poor |
|----------------------|-----------------|---------------|------------------------|-----------------|

| SAFETY FEATURES | GRADE | SAFETY CONCERNS | RECOMMENDATIONS FOR ACTION | CONTACT |
|------------------------|--------------|---|---|---|
| LIGHTING | E | <ul style="list-style-type: none"> Area needs brighter and increased lighting. Participants stated it is difficult to see signs and people from a distance. People were unable to clearly see walking paths in the area. Participants said that many lights in the area are not working. Trees in the area block some of the lighting. | <ul style="list-style-type: none"> Fix or install lighting in the following areas: <ul style="list-style-type: none"> Around the park and playground between 110 and 90 Empringham Dr. Along pathways throughout area Participants suggested replacing yellow lights with white lights, which are brighter. Participants also suggested adding motion sensor lighting within the entire area. Trim back trees that block lighting. | <ul style="list-style-type: none"> Toronto Hydro about lights on City property Property manager and TCHC about increasing lights at 50, 90 and 110 Empringham Dr., and also about installing motion sensor and white lights in the area. Contact City and/or property manager about trimming trees that are blocking lights. |
| SIGNS and MAPS | D | <ul style="list-style-type: none"> Participants stated there are not enough signs identifying the area and signs and maps are not easy to find More signage needed in specific areas | <ul style="list-style-type: none"> Install more signs identifying paths, parks, streets throughout the area. Ensure that all signs in the neighbourhood are clear and easily | <ul style="list-style-type: none"> Contact City about adding signs and maps in area. Contact property |

| | | | | |
|-------------------|---|---|---|---|
| | | <ul style="list-style-type: none"> • Many stated there are no signs that show where to go for help in emergencies. | <ul style="list-style-type: none"> • visible and not blocked by shrubs, etc. • Add signs that indicate who to contact in case of emergencies. | <ul style="list-style-type: none"> • manager about adding signs about who to contact in emergencies and for repairs. |
| ISOLATION | E | <ul style="list-style-type: none"> • The area is very isolated in the evenings, with very few people around. • Participants felt that no one would be able to hear them if they were screaming in the area. • There are not enough working payphones in the area. • Participants felt there were places in the area where they could get trapped. | <ul style="list-style-type: none"> • Install payphones or emergency phones throughout the area • Start a neighbourhood watch group in the community so there are places people can go to in emergencies. • Start a community safety patrol in the evenings and overnight hours. | <ul style="list-style-type: none"> • Contact the City about installing payphones or emergency phones • Contact neighbours about starting a community watch group and/or community safety patrol. • Contact the Crime Prevention Association of Toronto about Neighbourhood Watch programs and resources. |
| SIGHTLINES | D | <ul style="list-style-type: none"> • Participants stated that it was difficult to see their surroundings. • There are many areas with sharp corners and blind-spots that block people's view. • Participants stated that trees and shrubs block their view, particularly around 90 Empringham Dr. | <ul style="list-style-type: none"> • Add more lighting and mirrors to walkway and all around the Co-op to increase sightlines. • Trim pine tree branches at the bottom to create more visibility. Tree branches should be cleared from the ground up to 7 feet to prevent anyone from hiding behind trees. • Trim trees and shrubs that are more than four feet in height. | <ul style="list-style-type: none"> • Contact property manager about trimming bushes and trees around the Co-op and adding more lighting and mirrors to walkways. • Contact City about trees on public property. |

| | | | | |
|---------------------------|----------|---|---|---|
| <p>MAINTENANCE</p> | <p>D</p> | <ul style="list-style-type: none"> • Many participants said the area is not clean or maintained. • Participants stated there are a lot of graffiti and hate slogans in the area. • Participants had many concerns about maintenance issues within their units and the length of time it took items to be fixed. • Ice and water builds up in pathways as drains are not working properly. • Park between 90 and 110 Empringham Dr. floods over in winter and becomes icy. • Cable box in pathway to 90 Empringham Dr. is broken • Fences at 110 Empringham Dr. need to be fixed. | <ul style="list-style-type: none"> • Clear garbage from around the area. • Remove hateful graffiti and slogans in the area within 24 hours, unless there is a pending police investigation. • Ensure that residents know who to contact regarding maintenance issues within their units. Post repair information in each unit. • Install/repair drainage systems along paths and in park so that ice and water do not accumulate. • Fix cable box on pathway and ensure that it is properly maintained. • Repair/seal the fences between houses. • Organize community clean-up days to help clean the neighbourhood and get rid of hateful slogans/graffiti. | <ul style="list-style-type: none"> • Contact Councillor and City about removing hateful graffiti. • Contact property manager to inform all residents about who to contact about repairs in unit. • Contact City/property manager about fixing drainage system along pathways. • Contact cable company or City about fixing cable box in pathway. • Contact property manager about repair/sealing the fences between houses. • Contact community members, property manager and Councillor about organizing community clean-up days. • |
|---------------------------|----------|---|---|---|

| | | | | |
|----------------------|---|--|---|--|
| ACCESSIBILITY | D | <ul style="list-style-type: none"> • Participants stated that it is hard to move around the area if you are using a wheelchair and/or pushing a stroller • There are not many parking spaces for people with disabilities • Doorways in the buildings are not wide enough for wheelchairs and/or strollers • Emergency exits are relatively easy to find | <ul style="list-style-type: none"> • Conduct an accessibility audit of area to ensure that the needs of residents are met. • Make the building and area more accessible by widening doorways and ensuring all walkways and paths are wide enough for people to use. • Ensure all walkways are flat and level so it is easy for people in wheelchairs and with strollers to use. • Add more parking spaces for people with disabilities. | <ul style="list-style-type: none"> • Contact property manager/TCHC about an accessibility audit to ensure that units are accessible, e.g., widening doorways. • Contact City and property manager about ensuring all pathways and sidewalks are wide enough for people in wheelchairs and with strollers. • Contact property manager about making more parking spaces for people with disabilities. |
| SECURITY | E | <ul style="list-style-type: none"> • There needs to be more fire and security alarms in the area. • Participants stated that there are no security features, such as security cameras, or mirrors, in the area. • More security guards are needed in the area. • There are concerns that security guards are not helpful or respectful. | <ul style="list-style-type: none"> • Add more security features in the area, including cameras and security mirrors. • Work with security guards in area to address safety concerns and how to better patrol neighbourhood. • Discuss with security company and TCHC concerns about security staff. | <ul style="list-style-type: none"> • Contact property managers about adding security features such as cameras and mirrors in the area. • Contact TCHC and security company regarding |

| | | | | |
|--|---|---|---|---|
| | | | | concerns with security staff. |
| SOCIAL ENVIRONMENT Discrimination | D | <ul style="list-style-type: none"> • Some participants have experienced discrimination in their neighbourhood. Reasons include age and race/ethnicity. People were discriminated through; phone calls, people ignoring them, graffiti, threats of physical violence, verbal comments, written comments and discrimination in a job, housing or service provision • Some of the participants who experienced discrimination stated they were discriminated on the street and at the park. • Participants who were discriminated against said they told family and neighbours about the incident. • Participants had either seen or heard about people being discriminated or harassed in the neighbourhood. The reasons for the discrimination faced included; disability, immigration status, race/ethnicity, religious beliefs and economic status • One participant stated that the neighbourhood has greatly improved from a few years ago and that they used to feel afraid but not anymore. However they also acknowledged that some other people in the neighbourhood might not feel the same way. | <ul style="list-style-type: none"> • Organize anti-discrimination workshops in the community • Have a community forum where people can discuss their concerns about the community • Start discussion groups/spoken word/video/theatre groups to talk about and raise awareness of issues that concern the community. | <ul style="list-style-type: none"> • Contact community organizations that provide workshops and facilitate discussion groups, on issues of harassment and discrimination. • Organize meetings for the co-op so that people are able to raise their concerns |

| | | | | |
|------------------------------------|---|---|--|---|
| SOCIAL ENVIRONMENT Services | D | <ul style="list-style-type: none"> • Participants noted that there is a lack of services in the neighbourhood, stating the following services were needed; youth services, food bank, recreation centre, and services in more languages. • Some participants stated that they felt uncomfortable going to parks in the neighbourhood. | <ul style="list-style-type: none"> • Organize residents to start local support services such as food banks, youth services through the support of ANC and Taibu Community Health Centre. • Work with ANC to apply for funding to set up more programs. • Contact local organizations and ask them to offer their services in more languages. • Organize a community meeting to discuss why people feel unsafe at the park and how these issues can be addressed. | <ul style="list-style-type: none"> • Contact local organizations and City to lobby for more services and funding for more services in the area. • Contact City Councillor, local residents, and residents' associations to start local programming. |
|------------------------------------|---|---|--|---|

D. STRATEGIES FOR ACTION

Here is a list of possible follow-up actions in response to the Safety Audit results:

MUNICIPAL SERVICES

Contact your municipal offices to report any public infrastructure that need repairs. (See the City Contacts information below).

- *For example: set up a meeting with the Parks Supervisor to discuss concerns and share ideas for changes to make the park safer.*

COMMUNITY SERVICES

If your group has identified social concerns (*i.e. discrimination*), connect with community services & organizations in the area to build partnerships to increase the overall sense of community that is lacking. Organize a public meeting with representatives from various groups and talk about how you can work together to address the local safety issues. See the contact information above to find some possible connections.

Sometimes the formal systems are not adequate enough to address your concerns and protect your right to safety & equity. When these avenues fail to solve the problem, it is important for communities to organize and use their collective political, economic and social power.

MEDIA

If your complaints to the City go unheard, consider taking your story to the media. You can get the media involved for an event or simply if the conditions in your neighbourhood are exceptionally dangerous. This would work especially well if it is used with a demonstration or picket or any visual display of community organizing.

- Send a **press release** and call your local newspapers and TV & Radio news stations. The press release should be simple, accurate and brief. On the top of the page write: FOR IMMEDIATE RELEASE or PRESS RELEASE, the headline of the event, and the date. Then give a brief description of what you want a reporter to cover; include who, what, where, when, why, and how. Make sure to do a follow-up call after you send out the press release. Editors see hundreds of press releases and you want to make sure that yours is memorable.
- **Toronto Star's "The Fixer Column"**. They are interested in hearing about what's broken and damaged in your neighbourhood. Go to www.thestar.com/thefixer and click on the Submit a Problem link. Or call them at 416-869-4823.

PETITION

A simple way to show that your community is organized and cares about the issues at hand is to present the City with a signed petition of all the problems and demands stating what you would like the city to do (*i.e. build more shelters & affordable housing so people don't have to sleep in parks*)

OTHER STRATEGIES

- Start a violence prevention group in the neighbourhood
- Start a safety committee in your area
- Having community events
- Hold Town Hall Meetings
- Conduct letter and writing campaigns
- Form a Tenants Association if you live in an apartment building

RESOURCES FOR COMMUNITY ORGANIZING

United Way, Action for Neighbourhood Change Resources

<http://unitedwaytoronto.com/whoWeHelp/neighbourhoodStrategy/resources.php>

[The Citizen's Handbook: A Guide to Building Community](http://www.vcn.bc.ca/citizens-handbook/), published by the Vancouver Citizen's Committee

<http://www.vcn.bc.ca/citizens-handbook/>

Basics of Tenant Organizing by the (U.S.) National Training and Information Center

<http://www.tenant.net/Organize/orgbas.html>

Information about Harm Reduction Principles and Practices:

- <http://www.canadianharmreduction.com/> (Canada)
- <http://www.harmreduction.org/> (USA)

E. CONTACT INFORMATION

CITY CONTACTS

City Councillor: Raymond Cho

Address: 100 Queen St. W., Suite B23

Phone: 416-392-4076

Fax: 416-696-4159

Email: councillor_cho@toronto.ca

Website: www.raymondcho.com

Toronto Police Services Division - 42 Division

Address: 242 Milner Av. E.

Phone: 416-808-4200

Fax: 416-808-4202

Website: <http://www.torontopolice.on.ca/d42/>

Community Relations Officer: Jack Wield

Phone: 416-808-4296

Toronto 3-1-1 (formerly Access Toronto)

Phone: 311 | TTY customers: 416-338-0889

Email: 311@toronto.ca

Website: www.toronto.ca/311/

Toronto 2-1-1 (database of community services and organizations in Toronto)

Phone: 211 | TTY customers: 1-888-340-1001

Website: www.211toronto.ca

City of Toronto Parks and Recreation

Website: <http://www.toronto.ca/parks/>

City of Toronto Transportation Services

Website: <http://www.toronto.ca/transportation/>

City of Toronto Solid Waste Management

Website: <http://www.toronto.ca/garbage/>

Toronto Hydro Energy Services

Website: <http://www.torontohydroenergy.com/street.html>

Municipal Licensing & Standards (ML&S) Division – Scarborough District

Phone: 416-396-7071

Website: <http://www.toronto.ca/licensing/index.htm>

City of Toronto Apartment Standards

Website: <http://www.toronto.ca/apartmentstandards/home.htm>

LOCAL COMMUNITY SERVICES

Agincourt Community Services Association

Address: 4155 Sheppard Ave. East, Suite 100

Phone: 416-321-6912

Fax: 416-321-6922

Email: info@agincourtcommunityservices.com

Website: <http://www.agincourtcommunityservices.com/default.aspx>

Malvern Action for Neighbourhood Change

Address: 1371 Neilson Rd., #214

Phone: 416-284-6005

Email: ancinfo@unitedway.ca

Website: <http://www.unitedwaytoronto.com/whatWeDo/ANC.php>

Malvern Town Centre

Shamim Jaffer

Shopping Centre Manager

Address: 31 Tapscott Road

Phone: 416-297-4786 ext.28

Email: jaffers@davpart.com

Website: <http://www.malverntowncentre.com/home/>

Access Alliance

Address: 3079 Danforth Ave

Phone: 416-693-8677

Fax: 416-693-8677

Email: mail@accessalliance.ca

Website: www.accessalliance.ca

Malvern Family Resource Centre

Address: 1321 Neilson Rd

Phone: 416-281-1376

Fax: 416-281-8898

Email: mail@mfrfc.org

Website: www.mfrfc.org

Malvern Youth Cabinet

Address: Malvern Family Resource Centre

Phone: 416-281-1376

Fax: 416-281-8898

Email: MYC@mfrfc.org

Website: www.malvernyouthcabinet.org

Malvern Rouge Valley Youth Services

Address: 1275 Morningside Ave, Unit 5

Phone: 416-284-9369

Fax: 416-284-4769

LOCAL COMMUNITY SERVICES (continued)

Email: info@oneblockatatime.net
Website: www.oneblockatatime.net

YMCA of Greater Toronto

Address: 10 Milner Business Court, Ste 600
Phone: 416-609-0218 ext 242
Website: www.ymcatoronto.org/newcomers

Muslim Welfare Centre of Toronto

Address: 100 McLevin Ave, Unit 4 and 4A
Phone: Administration 416-754-8116; Food Bank 416-335-9994; Shelter 905-665-0424
Fax: 416-754-4468
Email: muslim@muslimwelfarecentre.com
Website: www.muslimwelfarecentre.com

Taibu Community Health Centre

Address: 1371 Neilson Road, Unit 418
Scarborough, ON M1B 4Z8
Tel: 416-644-3536
Admin Tel: 416-644-3539
Fax: 416-644-0102
Email: info@taibuchc.ca

Tropicana Community Services Organization

Address: 670 Progress Ave, Ste 14
Phone: 416-439-9009
Fax: 416-439-2414
Email: info@tropicanacommunity.org
Website: www.tropicanacommunity.org

Women's Place

Address: 31 Tapscott Road, Unit B6
Scarborough, ON M1B 4Y7
Tel: 416 293-4664
Fax: 416 293-1997
Website: www.mfrc.org/womensplace

Crime Prevention Association of Toronto

17 Fairmeadow Ave Unit 206
Toronto, ON M2P 1W6
Tel: (416) 225-1102.
Email: office@cpatoronto.org
Website: www.cpattoronto.org

APPENDIX A: City of Toronto Contact Information for Community Repairs

http://www.toronto.ca/services/pdf/whose_job_is_it.pdf

How can we help?

Call the local Municipal Licensing & Standards Office (ML&S):

- North York District: 416-395-7011
- Toronto and East York District: 416-397-9200
- Scarborough District: 416-396-7071
- Etobicoke York District: 416-394-2535

To report:

- A-frame/portable signs
- Abandoned appliances
- Property in general disrepair or hazardous condition

311 Toronto

www.toronto.ca
 access@toronto.ca
 416-338-0338

tabia
 Toronto Association of
 Business Improvement Areas

* Business Improvement Areas (BIA)
 www.toronto-bia.com
 416-889-4111

Broken traffic signals
416-397-8723

Broken/missing street signs
416-397-8723

Decorative lighting
Contact your local BIA*

Broken phone booth
6-1-1

Hanging baskets
Contact your local BIA*

Damaged bus shelter
1-866-827-8725

Remove A-frame/
portable signs
See ML&S box

Sidewalk repairs
416-338-9999

Leaking fire hydrant
416-338-8888

Graffiti
416-338-0338

Repair street light
416-542-3195

Street banner
Contact your local BIA*

Repair mail box
1-800-267-1177

Repair parking meter
416-393-7275

Repair newspaper boxes
416-338-9999

Litter on street/sidewalk/garbage bin full
416-338-0338

Request new bike posts, report
damaged posts/abandoned bikes
416-392-9253

Damaged recycling bin
416-259-3200

Fix a water main
416-338-8888

APPENDIX B: Demographics

According to Statistics Canada, the demographics for the Safety and Audit Neighbourhood are as follows:

Age:

- Children 0-14, 21%
- Youth 15-24, 15%
- Working Age, 25-64, 56%
- Seniors, 65+, 8%

Language:

- 67.38% of this population speaks English as their “home language”
- Tamil, Chinese, Taglog and, Gujarati and, Urdu are the top 5 home languages after English and French

Social Identity:

- Higher rate of recent immigration as the city average; the largest recent immigrants populations are from South Asia and Southeast Asia and, the Caribbean and Bermuda
- 75.7% of the people in the area identify as visible minorities (the rate is higher than the city average)

Housing

- 13% of dwellings are rentals, 87% of dwellings are owned

Family Status

- 33% of adults are single (never been married)
- 54% are legally married
- 3% are in a common-law relationship

Income

- Average household income- \$87,115
- Median household income- \$76,945
- 2.8% of people have a household income of less than \$10, 000
- 27.4% of the population have a household income of less than \$50,000
- 32.2% of the population have a household income of 100,000 and up

Source: The City of Toronto. 2006 City of Toronto Neighbourhood Profiles: