



## Safety Audit Report Card

**Audit Date:** August 26, 2010

**Area Audited:** Wilcox Creek and Grace Hartman Coop (Old Finch Ave., Morningside Ave., and Sewells Rd.)  
Ward 42 – Scarborough-Rouge River (East)  
Neighbourhood 131, Rouge

### 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.'*

Two Community Safety Audits were organized and conducted by the Malvern Residents' Safety Committee and the Malvern Action for Neighbourhood Change (ANC) on the evening of August 26, 2010. The audits were conducted at Grace Hartman Co-op, and Wilcox Creek Co-op. Representatives from the Malvern ANC, and community members were present at the walkabout.

The Wilcox Creek safety audit consisted of 4 people (2 men and 2 women), ranging in ages from 25-44 years. The audit was conducted because residents want to create a "safer environment for all residents in the neighbourhood, and to improve on things such as lighting, fencing and garbage in the area."

The Grace Hartman safety audit was conducted by 7 people (1 man and 6 women). The main reasons for the audit include improving the neighborhood to create a safe environment and to address the dumping of garbage.

The Malvern neighbourhood is culturally diverse with visible minorities comprising 75.7% of the population.<sup>1</sup> The area has a high percentage of recent immigrants in comparison to the rest of the City.<sup>2</sup> 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.<sup>3</sup> The median private household income is \$76,945 and 30.7% of individuals over the age of 15

<sup>1</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf2/cpa131.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa131.pdf)

<sup>2</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf2/cpa131.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa131.pdf)

<sup>3</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf1/cpa131.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa131.pdf)

currently live in households with low-incomes<sup>4</sup>. (Please see Appendix B for more statistics on both neighbourhoods' demographics)

The safety priorities identified by participants in the Wilcox Creek Co-op are:

- Issues with fencing
- Insufficient lighting
- Maintenance of playground and park area
- Maintenance of trees and shrubs

The safety priorities identified by participants in the Grace Hartman co-op are:

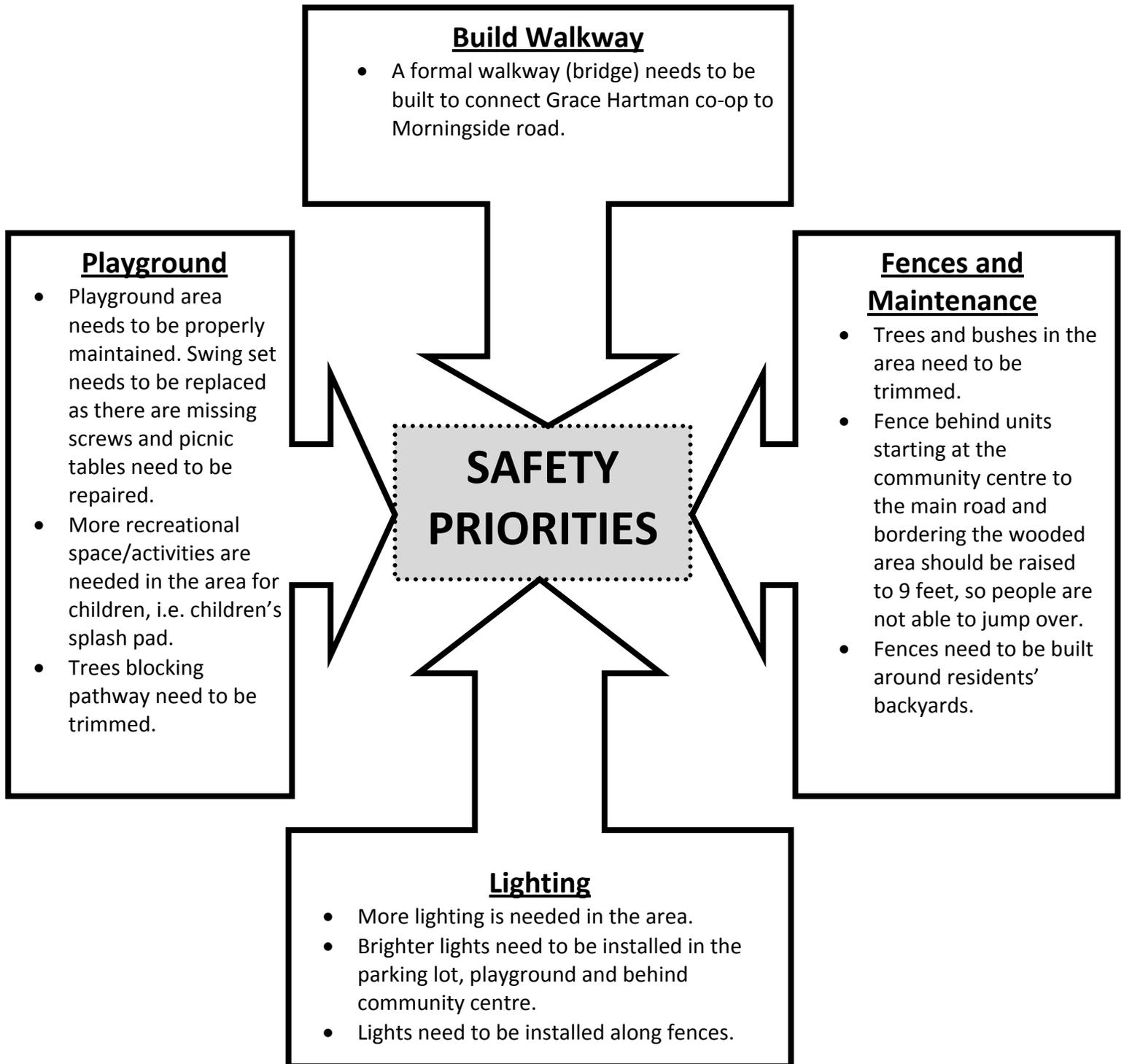
- Build a walkway
- Maintain and update playground
- Issues with fencing
- Insufficient lighting

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<sup>4</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf4/cpa131.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa131.pdf)  
*Safety Audit Report Card Morningside and Sewells. Ward 42*  
*Audit conducted on 26<sup>th</sup> of August 2010*

## SAFETY PRIORITIES

Based on the survey results and discussions about community safety, the following areas were identified as the top priorities for increasing safety for residents of the Grace Hartman and Wilcox Creek Co-Operatives.





## WILCOX CREEK CO-OP

### 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.

<b>OVERVIEW</b>	<b>D</b>	A majority of participants felt relatively safe yet many had safety concerns when it came to specific areas and/or specific safety issues.
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<b>A - Very Good</b>	<b>B - Good</b>	<b>C - Ok</b>	<b>D - Substandard</b>	<b>E – Poor</b>
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<b>SAFETY FEATURES</b>	<b>GRADE</b>	<b>SAFETY CONCERNS</b>	<b>RECOMMENDATIONS FOR ACTION</b>	<b>CONTACT</b>
<b>LIGHTING</b>	D	<ul style="list-style-type: none"> <li>Area needs brighter and increased lighting.</li> <li>Participants noted that they could not see people clearly from a distance or clearly see signs/maps or walking paths.</li> <li>Some participants stated that not all the lights in the area were working.</li> <li>More lighting needed around the playground and alongside fences.</li> <li>There is no lighting behind houses</li> <li>Behind the community centre there is very poor lighting</li> <li>Poor lighting in the parking lot</li> </ul>	<ul style="list-style-type: none"> <li>Add more lighting where necessary, and fix lights that are broken.</li> <li>Lighting needs to be added to the playground, parking lot, behind the community centre, alongside the fence and behind houses.</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Hydro Energy Services about lights on City property</li> <li>Property manager about lights in parking lot, around the playground and fence</li> <li>Contact City about increased lighting behind the community centre</li> </ul>
<b>SIGNS and MAPS</b>	C	<ul style="list-style-type: none"> <li>Some participants stated there are not enough signs identifying the area and signs are not easy to see at night</li> <li>More signage needed in specific areas</li> <li>Many stated there are no signs that</li> </ul>	<ul style="list-style-type: none"> <li>All signs in neighbourhood should be clear and easily visible and not be blocked by shrubs, etc.</li> <li>Add signs to show who to call in emergencies.</li> </ul>	<ul style="list-style-type: none"> <li>Contact City to add signs and maps in area, and that can be seen at night.</li> <li>Continue talking to</li> </ul>

		<p>show where to go for help in emergencies.</p> <ul style="list-style-type: none"> <li>• There is no crosswalk or light for kids crossing Sewells (east of the co-op) to go to school.</li> </ul>	<ul style="list-style-type: none"> <li>• Add a no loitering sign in co-op</li> <li>• Signs need to be made more visible at night.</li> <li>• Add a crosswalk on the east side of Sewells for students crossing the street to go to the schools.</li> </ul>	<p>Councillor about adding a crosswalk in the area.</p> <ul style="list-style-type: none"> <li>• Ask local schools and community for support in installing the crosswalk.</li> </ul>
<b>ISOLATION</b>	D	<ul style="list-style-type: none"> <li>• Some participants felt there were places in the area where they could get trapped.</li> <li>• A few participants felt isolated in the area during the survey.</li> <li>• Some participants stated there are not enough working telephones in the neighbourhood.</li> </ul>	<ul style="list-style-type: none"> <li>• Start a neighbourhood watch group in the community so there are places people can go to in an emergency.</li> <li>• Start a community safety patrol in the evenings and overnight hours.</li> <li>• Install emergency telephones in the area.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact neighbours about starting a community watch group and/or community safety patrol.</li> <li>• Contact City Councillor about installing emergency telephones.</li> </ul>
<b>SIGHTLINES</b>	C	<ul style="list-style-type: none"> <li>• Participants stated that they were not able to clearly see their surroundings.</li> <li>• Participants stated that sharp corners, blind-spots and trees and bushes block their view</li> <li>• The area behind the houses are blocked by trees and shrubbery</li> </ul>	<ul style="list-style-type: none"> <li>• Trim the trees and shrubbery behind the houses, and throughout the Co-op</li> <li>• Add more lighting all around the Co-op</li> <li>• Install mirrors at areas where there are sharp corners</li> </ul>	<ul style="list-style-type: none"> <li>• Contact property managers about trimming bushes and adding security mirrors.</li> </ul>
<b>MAINTENANCE</b>	D	<ul style="list-style-type: none"> <li>• Many of the participants stated that the area needs better maintenance.</li> <li>• Most of the participants thought there was a lot of garbage and litter in the area</li> <li>• 75% of participants felt that there weren't any signs to show who to call for maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Add more garbage and recycling bins throughout area.</li> <li>• Organize a community clean-up day to pick up litter around the playground.</li> <li>• Create a neighborhood watch to keep an eye out for who is throwing garbage alongside Old Finch</li> <li>• There should be signs showing who to</li> </ul>	<ul style="list-style-type: none"> <li>• Contact City about maintaining sidewalks, park benches and city owned fences.</li> <li>• Contact the City about adding more garbage and</li> </ul>

		<ul style="list-style-type: none"> <li>• The garbage being thrown alongside Old Finch needs to be addressed</li> <li>• Broken fences on north side of complex needs to be taken down and replaced.</li> <li>• Fence behind houses broken.</li> <li>• Fence running behind the east side of units from the community centre to the main road bordering the Rouge is very low and needs to be taller</li> <li>• Equipment and picnic tables in playground are broken.</li> <li>• Garbage, including broken glass was found in the playground.</li> <li>• Short cut from playground and unnatural pathway at Morningside (opening in fence) have no lighting and trees block view</li> <li>• Pathways need to be cleared.</li> <li>• Area behind houses need pathway for people to walk.</li> <li>• Bridge needed by Morningside and Old Finch</li> </ul>	<ul style="list-style-type: none"> <li>• contact regarding maintenance issues</li> <li>• All broken fences should be repaired and fence along back of units along the Rouge should be higher.</li> <li>• Fix picnic tables and replace the equipment on the playground.</li> <li>• Trim trees and shrubs throughout the co-op and especially along walking pathways.</li> <li>• Formalize pathway by paving walkway and making a formal entranceway.</li> <li>• Ensure all pathways have proper lighting and are clear of all trees/shrubs.</li> <li>• Create walkway behind houses.</li> <li>• Build bridge by Morningside and Old Finch.</li> </ul>	<ul style="list-style-type: none"> <li>• recycling receptacles</li> <li>• Contact property manager about replacing equipment on the playground, fixing fences and adding more lights</li> <li>• Contact Property manager about clearing pathways</li> <li>• Contact both city and property manager about building bridge near Morningside and Old Finch.</li> <li>• Contact community members about setting up community clean-up</li> </ul>
<b>ACCESSIBILITY</b>	B	<ul style="list-style-type: none"> <li>• Participants stated there are parking spaces for people with disabilities and ramps into buildings.</li> <li>• Some participants thought it was difficult to move around the area with a wheelchair and/or stroller</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all walkways are wide enough for people using wheelchairs and/or strollers and that all paths are paved.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact property manager and City about ensuring all walkways are wide enough for people with wheelchairs, and strollers.</li> </ul>
<b>SECURITY</b>	C	<ul style="list-style-type: none"> <li>• Some participants stated that there are no security features, such as security cameras, or mirrors, in the</li> </ul>	<ul style="list-style-type: none"> <li>• More security features could be added to the area, including cameras in the parking lot.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact property managers about added security</li> </ul>

		area.		features.
<b>SOCIAL ENVIRONMENT Discrimination</b>	D	<ul style="list-style-type: none"> <li>Some participants have experienced discrimination in their neighbourhood.</li> <li>Participants who experienced discrimination stated the incident happened on the street, at a store, in the neighbourhood and at workplace.</li> <li>Participants had seen or heard about people being discriminated or harassed in their neighbourhood. The main reasons were age, racial profiling race/ethnicity.</li> <li>Participants stated that people in their community make them feel unsafe, particularly people hanging out late at night near entryways.</li> <li>Residents don't feel safe letting kids go out and play.</li> </ul>	<ul style="list-style-type: none"> <li>Organize anti-discrimination workshops in the community</li> <li>Start discussion groups/spoken word/video/theatre groups to talk about and raise awareness of issues that concern the community.</li> <li>Have a community forum where people can discuss why parents don't feel safe letting kids go out and play and discuss solutions to create safer environment, and places kids can go if feel unsafe.</li> </ul>	<ul style="list-style-type: none"> <li>Contact community organizations that provide workshops and facilitate discussion groups, on issues of harassment and discrimination.</li> </ul>
<b>SOCIAL ENVIRONMENT Services</b>	D	<ul style="list-style-type: none"> <li>Participants noted that there is a lack of services in the neighbourhood and stated that they needed the following services; recreation centre, youth services, police and ethnolingual services</li> <li>Most participants stated that they felt uncomfortable going to parks and areas around the Co-op</li> </ul>	<ul style="list-style-type: none"> <li>Organize residents to start local support services such as food banks, youth services through the support of ANC and Taibu Community Health Centre.</li> <li>Organize residents to fix the playground and park and to add a community garden</li> <li>Work with ANC to apply for funding to set up more programs.</li> <li>Contact local organizations and ask them to offer their services in more languages.</li> <li>Organize a community meeting to discuss why people feel unsafe at the park and how these issues can be addressed.</li> </ul>	<ul style="list-style-type: none"> <li>Contact local organizations and City to lobby for more services and funding for more services in the area.</li> <li>Contact local residents and residents' associations to start local programming.</li> </ul>

## GRACE HARTMAN CO-OP

### 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.

<b>OVERVIEW</b>	<b>D</b>	Participants felt relatively safe yet had safety concerns when it came to specific areas and/or specific safety issues.
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<b>SAFETY FEATURES</b>	<b>GRADE</b>	<b>SAFETY CONCERNS</b>	<b>RECOMMENDATIONS FOR ACTION</b>	<b>CONTACT</b>
<b>LIGHTING</b>	D	<ul style="list-style-type: none"> <li>Many participants reported that the general lighting is good but there are certain areas which need brighter and increased lighting.</li> <li>Participants noted they could not clearly see people from a distance or see the walking paths in the area.</li> <li>All of the lights in the area were not working.</li> </ul>	<ul style="list-style-type: none"> <li>Remove anything that is blocking light such as tree branches, etc.</li> <li>Add more lighting where necessary, and fix lights that are broken.</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Hydro Energy Services about lights on City property.</li> <li>Contact property manager about increasing lighting and adding brighter lights in the parking lot.</li> </ul>
<b>SIGNS and MAPS</b>	E	<ul style="list-style-type: none"> <li>There are not enough signs identifying the area, or where to go for help in emergencies</li> <li>Signs are not easy to find, or to understand.</li> </ul>	<ul style="list-style-type: none"> <li>All signs in neighbourhood should be clear and easily visible and not be blocked by shrubs, etc.</li> <li>Add signs to show who to call in emergencies.</li> <li>Signs need to be more visible.</li> </ul>	<ul style="list-style-type: none"> <li>Contact City to adding signs and maps in area.</li> </ul>

<b>ISOLATION</b>	C	<ul style="list-style-type: none"> <li>• During the audit people felt very isolated in the pathways.</li> <li>• Participants did not think people would be able to hear them if they were screaming in the area.</li> <li>• There are not enough working telephones in the area.</li> </ul>	<ul style="list-style-type: none"> <li>• Start a neighbourhood watch group in the community so there are places people can go to in an emergency.</li> <li>• Start a community safety patrol in the evenings and overnight hours.</li> <li>• Hold a community meeting regarding how to make the pathway safer for people to walk through.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact neighbours about starting a community watch group and/or community safety patrol.</li> <li>• Contact the city about adding payphones or emergency phones.</li> </ul>
<b>SIGHTLINES</b>	E	<ul style="list-style-type: none"> <li>• Participants stated that they were not able to clearly see their surroundings due to sharp corners, walls, fences, trees, shrubbery or cars/other vehicles block their view.</li> </ul>	<ul style="list-style-type: none"> <li>• Trim the trees and shrubbery behind the houses</li> <li>• Add more lighting all around the Co-op</li> <li>• Add security mirrors in paths with sharp corners.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact property managers about adding more lighting, mirrors and trimming bushes around the Co-op.</li> </ul>
<b>MAINTENANCE</b>	C	<ul style="list-style-type: none"> <li>• There were specific maintenance issues that need to be addressed.</li> <li>• Broken fences need to be taken down and replaced.</li> <li>• Fences need to be taller because of the forest beside the co-op.</li> <li>• Trees need to be trimmed throughout the co-op.</li> <li>• The garbage being thrown alongside Old Finch needs to be</li> </ul>	<ul style="list-style-type: none"> <li>• Trim trees blocking back houses.</li> <li>• Replace broken fences with new fences which are at least 7 feet tall.</li> <li>• Add garbage and recycling bins throughout area.</li> <li>• There should be signs showing who to contact regarding maintenance issues.</li> <li>• Create a neighborhood watch to keep an eye out for who is throwing</li> </ul>	<ul style="list-style-type: none"> <li>• Contact property manager about trimming trees and bushes as well as replacing broken fences.</li> <li>• Contact the City about adding more garbage and recycling receptacles.</li> </ul>

		addressed.	garbage alongside Old Finch.	
<b>ACCESSIBILITY</b>	B	<ul style="list-style-type: none"> <li>No automatic doors in the buildings.</li> <li>Participants stated there are parking spaces for people with disabilities and ramps into buildings yet they need to be marked.</li> </ul>	<ul style="list-style-type: none"> <li>All public buildings and community spaces should have automatic doors.</li> <li>Parking spaces for people with disabilities should be clearly labeled.</li> </ul>	<ul style="list-style-type: none"> <li>Contact property management about adding automatic doors to community buildings and putting signs for parking spaces.</li> </ul>
<b>SECURITY</b>	E	<ul style="list-style-type: none"> <li>Participants stated that there are no security features, such as security cameras, or mirrors, in the area.</li> </ul>	<ul style="list-style-type: none"> <li>More security features could be added to the area, including cameras in the parking lot and mirrors in pathways.</li> </ul>	<ul style="list-style-type: none"> <li>Contact property managers about added security features in the parking lot and recreation and pathways.</li> </ul>
<b>SOCIAL ENVIRONMENT Discrimination</b>	D	<ul style="list-style-type: none"> <li>Participants have experienced discrimination in the neighbourhood.</li> <li>Participants have not seen or heard about people being discriminated or harassed in their neighbourhood.</li> <li>Participants stated that people in their community make them feel unsafe and they feel uncomfortable entering pathways in the neighbourhood.</li> </ul>	<ul style="list-style-type: none"> <li>Organize anti-discrimination workshops in the community.</li> <li>Start discussion groups/spoken word/video/theatre groups to talk about and raise awareness of issues that concern the community.</li> <li>Have a community forum where people can discuss ways to make the pathways safer, i.e. neighbourhood watch, better lighting.</li> </ul>	<ul style="list-style-type: none"> <li>Contact community organizations that provide workshops and facilitate discussion groups, on issues of harassment and discrimination.</li> </ul>

<b>SOCIAL ENVIRONMENT Services</b>	D	<ul style="list-style-type: none"> <li>• Participants noted that there is a lack of services in the neighbourhood and stated that they needed the following services; affordable housing, health care centre, recreation centre, youth services, and a food bank.</li> <li>• Better transportation is needed in the neighborhood.</li> </ul>	<ul style="list-style-type: none"> <li>• Organize residents to start local support services such as food banks, youth services through the support of ANC, Malvern Family Resources and Taibu Community Health Centre.</li> <li>• One participant noted that the community centre could be used as a site for a food bank for the neighbourhood.</li> <li>• Work with ANC to apply for funding to set up more programs.</li> <li>• Have a community information meeting regarding transportation in the area. Invite your City Councillor, community members and TTC representatives to discuss transportation needs.</li> <li>• Locate daycare facilities in the area through the City's website or by calling 311.</li> <li>• Contact the Malvern Youth Cabinet and other local youth groups about youth activities in the community and how to provide more activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact local organizations and City to lobby for more services and funding for more services in the area.</li> <li>• Contact local residents and residents' associations to start local programming.</li> <li>• <a href="http://www.toronto.ca/children/childcare.htm">http://www.toronto.ca/children/childcare.htm</a></li> </ul>
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## 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](http://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](mailto:councillor_cho@toronto.ca)

Website: [www.raymondcho.com](http://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](mailto:311@toronto.ca)

Website: [www.toronto.ca/311/](http://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](http://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](mailto: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](mailto: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](mailto:jaffers@davpart.com)

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

### **Access Alliance Multicultural Health and Community Services**

Address: 3079 Danforth Ave

Phone: 416-693-8677

Fax: 416-693-8677

Email: [mail@accessalliance.ca](mailto:mail@accessalliance.ca)

Website: [www.accessalliance.ca](http://www.accessalliance.ca)

### **Malvern Family Resource Centre**

Address: 1321 Neilson Rd

Phone: 416-281-1376

Fax: 416-281-8898

Email: [mail@mfrfc.org](mailto:mail@mfrfc.org)

Website: [www.mfrfc.org](http://www.mfrfc.org)

### **Malvern Youth Cabinet**

Address: Malvern Family Resource Centre

Phone: 416-281-1376

Fax: 416-281-8898

Email: [MYC@mfrfc.org](mailto:MYC@mfrfc.org)

Website: [www.malvernyouthcabinet.org](http://www.malvernyouthcabinet.org)

## LOCAL COMMUNITY SERVICES (continued)

### **Malvern Rouge Valley Youth Services**

Address: 1275 Morningside Ave, Unit 5  
Phone: 416-284-9369  
Fax: 416-284-4769  
Email: [info@oneblockatatime.net](mailto:info@oneblockatatime.net)  
Website: [www.oneblockatatime.net](http://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](http://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](mailto:muslim@muslimwelfarecentre.com)  
Website: [www.muslimwelfarecentre.com](http://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](mailto: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](mailto:info@tropicanacommunity.org)  
Website: [www.tropicanacommunity.org](http://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](http://www.mfrc.org/womensplace)

## APPENDIX A: City of Toronto Contact Information for Community Repairs

[http://www.toronto.ca/services/pdf/whose\\_job\\_is\\_it.pdf](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

**City of 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: