

Deputy Mayor Michael Thompson

Scarborough Centre Virtual Town Hall 1

April 16, 2020

I would like to thank everyone who participated in my Virtual Town Hall on Thursday April 16. It was a pleasure responding to your COVID-19 related questions, hearing your concerns, and ideas to keep our community safe by ensuring we practice physical distancing in grocery stores and to keep our streets and community clean. Additionally, I appreciate your suggestions to encourage residents to support Scarborough restaurants during this difficult time and to continue important services such as yard waste collection and speed enforcement.

Here are some of the questions/concerns raised by residents and my responses:

Concern: The streets are not clean and people are littering the roads with gloves and masks.

Response: The City of Toronto continues to operate essential and critical services to keep Toronto functioning, such as ensuring a clean and safe water supply, solid waste services, maintaining infrastructure, and emergency services.

Street sweeping has been taking place during the day and in the evenings, servicing both neighbourhood and main roads throughout April. Street sweeping helps to remove dust, dirt and other contaminants that would otherwise enter the environment. It also assists in improving the overall air quality and is an important part of Toronto's flood prevention strategy, since litter and debris are removed from roadway catch basins.

This year, a new fleet of 32 street sweeping vehicles will complement the existing fleet of 17 vehicles that are currently on the roads. These vehicles are highly efficient and effective at sweeping debris from roads, include improvements that support operator use and overall vehicle maintenance and feature new safety equipment such as 360 degree cameras, better lighting, improved turning radius and high contrast yellow paint. Residents should discard used rubber gloves and face masks in a suitable bio-hazard waste bag and bin. Do not litter the roads, let's do the responsible thing to keep our community clean. If you notice an area that requires cleaning and garbage pick-up, please call 311 to report the issue.

Question: Why was yard waste pickup suspended and why does transfer stations remain closed to the public?

Response: The start of seasonal yard waste collection was suspended in March to ensure adequate staffing levels to continue the core collection of garbage, Blue Bin (recycling) and Green Bin (organics). The City recently resumed yard waste collection for a two-week trial period from April 6 – 17 and has determined that it can continue to

provide the service for an additional two weeks from April 20 – May 1. After May 1, the City will assess if it can continue to provide the service.

City of Toronto's Chief Medical Officer of Health is encouraging the provision of only essential services. The instruction to the public to "stay home" includes non-essential travel to Transfer Stations, since the City continues to provide curbside collection services and allows commercial haulers access to the Transfer Station.

Question: When will cameras be put on Pharmacy & Victoria Park to give tickets to drivers who are speeding?

Response: The City continues to work closely with the Toronto Police Service to proactively enforce traffic laws in high-collision areas. The Police's Vision Zero Enforcement Team will begin rotating in daily shifts across the city and patrol for motorists who are speeding or stunt driving. Additionally, all red light cameras in the city are active and tickets are being issued to motorists who disobey traffic signals.

As the Automated Speed Enforcement program is only implemented in Community Safety Zones near schools, for speeding enforcement on Pharmacy Avenue and Victoria Park Avenue, our office has contacted the Toronto Police 41 Division and has requested for the matter to be investigated.

We also recommend that you submit a report online at the Toronto Police's website at: https://www.torontopolice.on.ca/core/driving_complaint.php .

Question: I would like to be a volunteer. What volunteer opportunities are available in Scarborough and the City?

Response: There are a number of groups offering volunteer options in Scarborough Centre and the City itself. These volunteer opportunities include:

- **Dorset Park Hub Food Bank (Agincourt Community Services)**

Visit their website: <https://www.agincourtcommunityservices.com/volunteering>

- **Scarborough Centre for Healthy Communities**

Visit their webpage for more information: <https://www.schcontario.ca/schc-volunteers.html>
E-mail : volunteerprogram@schcontario.ca

- **City of Toronto Donations and Volunteering**

Visit: <https://www.toronto.ca/home/covid-19/covid-19-how-you-can-help/covid-19-donate-to/>
E-mail : donate@toronto.ca

- **Toronto's Volunteer Response Team**

Visit: <https://info.volunteertoronto.ca/covid19>
Call Volunteer Toronto at 416-961-6888 or email info@volunteertoronto.ca

- **Spark Ontario**

Visit to find other volunteer opportunities: <http://www.SparkOntario.ca>

- **Government of Canada National COVID-19 Volunteer Recruitment Campaign**

Visit: <https://www.canada.ca/en/public-service-commission/national-covid-19-recruitment-campaign-we-need-you.html>

Question: Will Environment Days Still Happen?

Response: All Community Environment Day events for the month of May and June have been cancelled amid the global COVID-19 pandemic. This decision was made based on advice from the Chief Medical Officer, to cancel all major events until at least June 30th. We will re-assess scheduled events after June 30th as we all closely monitor the COVID-19 situation.

Question: What is the City of Toronto doing to help local restaurants in Scarborough who are making deliveries? Downtown residents are encouraged to order take-out from local restaurants every Wednesday.

Response: The City has launched a Digital Main Street program which offers to businesses wanting to be accessible online. the tools, resources, learning and one-on-one virtual assistance they need to market themselves and service their customers online. These tools are a big help to businesses wanting to expand their take-out and delivery business.

Working with community partners, the program has helped small businesses with everything from websites and social media, to launching ecommerce platforms. Since its launch, the Digital Main Street program has engaged more than 6,000 Toronto businesses and provided direct one-on-one support to 2,159 businesses, delivering more than 9,200 hours of support, training and education. Prior to working with the Digital Main Street program, 30 per cent of businesses had no online presence. These businesses now do and an additional 66 per cent of businesses expanded their existing online presence.

Local businesses can complete the Digital Main Street onboarding process and receive a free Digital Assessment and recommended to-do list at <https://digitalmainstreet.ca/toronto/>.

Question: How will the city handle noise complaints from neighbouring units after condo residents have approached their property manager?

Response: Consider speaking with those responsible for making the noise to give them an opportunity to correct the issue.

If this approach does not work, you can call 311 or submit a service request online at: <https://www.toronto.ca/home/covid-19/covid-19-how-you-can-help/covid-19-report-non-compliance/>

Please note that the Municipal Licensing and Standards Division does not respond to demonstrations, noisy parties or noise from people acting disorderly, such as yelling, screaming and fighting. To report these types of noise, call the Toronto Police Service non-emergency number at 416-808-2222. For emergencies, call 9-1-1.

Question: What should I do if I am interested in donating Personal Protective Equipment (PPE)?

Response: The City of Toronto has launched a centralized donation portal called DonateTO. DonateTO is a collaboration with community partners that funnels donations where they can do the most good, whether that be food banks and shelters, or seniors services, health care organizations and other vital community services.

The most critically needed items right now are personal protective equipment (PPE) such as isolation gowns, masks and face protection; goods and services like thermometers, cleaning supplies toiletries and delivery vehicles; space and accommodation such as hotel rooms, industrial kitchens and isolation space; and food security items such as food vouchers, delivery services and food supplies.

Residents and business wanting to help support the City's COVID-19 response and recovery efforts can visit www.toronto.ca/covid-19 to make their gift or find out more about volunteer opportunities.

Question: What are the rights for tenants and landlords? Can a landlord evict me?

All property owners are strongly urged to find ways to help tenants to stay in their homes. The City encourages landlords and tenants to proactively communicate about their situations and establish fair arrangements, including deferring their rent or other payment arrangements (such as allowing tenants to use their last month rent cheque to cover payment).

The City is working to enhance and expand financial supports to help tenants maintain their homes and offers supports, such as:

- Money for Emergency Housing Needs: Housing Stabilization Fund – Ontario Works or ODSP
- Interest-Free Loans for Low-Income Households Facing Eviction
- Grants for Tenants Challenging Rent Hikes, Demolitions or Condo Conversions
- Rent Reduction for Tenants in Buildings with Reduced Property Taxes
- Energy-Related Emergency Help for Low-Income Residents
- Money for Home Energy Conservation Supplies – Ontario Works
- Other Financial Help to Pay Utility Bills

Toronto Community Housing will be flexible and work with market rent and rent-geared-to-income tenants. The City directed social and affordable housing providers to be flexible, exercise discretion and work with tenants.

Tribunal Ontario has suspended all eviction-related activity. No renter households are currently at imminent risk of eviction for non-payment of rent. Please note that while evictions are stopped now, the current expectation is that tenants will have to get caught up on rent in time.

Even if a landlord gives written notice, the tenant doesn't have to move out. Property owners are not permitted to lock-out tenants on their own. This can only be carried out by the police. If your landlord has locked you out of your unit, please contact the Province's Rental Housing Enforcement Unit or call 416-585-7214 or 1-888-772-9277.

Question: Am I allowed to use the outside basketball court at my school?

Answer: Residents are not permitted to gather on park benches or use closed park amenities. Tracks, soccer football fields, basketball courts and playground structures are currently also off limits. The City's COVID-19 Enforcement Team – a partnership between Toronto Police Service and the City – continues to carry out an enforcement blitz in parks across the city, enforcing closures and physical distancing to protect the health and safety of our community.

Any two people who don't live together, who fail to keep two metres of distance between them in a park or public square, can receive a \$1,000 ticket – the maximum set fine available. In addition, failing to identify oneself (correct name, date of birth and address) to an officer investigating a matter under the *Emergency Measures and Civil Protection Act* carries a set fine of \$750.

Next Virtual Town Hall- April 23, 2020

The Virtual Town Halls will be held this and every Thursday from 7:00 pm- 8:00 pm (until further notice), to discuss how we can stay safe and play our part in keeping each other healthy and our strong. This is also an opportunity for you to voice your concerns, provide feedback and share your ideas.

To join the meeting, register on Eventbrite @deputymayorvirtualtownhall and you will receive the WebEx link and meeting ID. If you do not receive the link by Wednesday evening at 5:00pm of each week, please contact my office at 416-397-9274 or by email at councillor_thompson@toronto.ca.