

## Working together for safer communities

Special Constables have the authority to act as peace officers to respond to and manage higher risk situations.

Special Constables work in our communities through an agreement with Toronto Police Service and the Ontario government.

## Dispatch Services

One number, one call.  
Any day, any time.



416-921-2323



### Community Safety Unit, TCHC

We are dedicated to providing safe and secure neighbourhoods, through engagement, education and enforcement within TCHC communities.



416-921-2323



## Community Safety Unit Special Constables

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## Authorities

Special Constables are delegated police powers to enforce various laws anywhere in the City of Toronto if the offence they are investigating is on or in relation to Toronto Community Housing property or vehicles.

## Special Constables

- Support community safety and well-being of tenants;
- Respond to calls for service that they receive by radio or in person, including medical and fire incidents;
- Investigate antisocial behaviour and criminal activity;
- Enforcement of Federal and Provincial Statutes;
- Take part in community meetings and activities.

## Unit goals

- Promote safety in our communities;
- Protect Toronto Community Housing property;
- Partner with community stakeholders to promote community safety and well-being.

## What happens when you call?

When you call **416-921-2323** the dispatcher will ask you questions to determine what type of help you need.

Dispatchers cannot:

- Handle calls not related to security;
- Transfer calls to other departments;
- Share personal information;
- Resolve parking infractions.

Dispatchers can:

- Take information you provide, determine if the situation is life-threatening and alert the proper authorities;
- Send Special Constables to assist.

Callers may remain anonymous.

## Who do you call?

In an emergency, always call **911**.

- **911** connects you to Emergency Medical Services, Toronto Police Service and Toronto Fire Services.
- Service is provided in many languages.

## Community Safety Unit

Call **416-921-2323** if you:

- See illegal activity;
- Are concerned for someone's safety;
- Would like to report a parking violation on TCHC property.

## Crime Stoppers

To anonymously report information about illegal activity in your neighbourhood, please call **416-222-8477 (TIPS)**.