



COVID-19 Response and Recovery

Item 6

June 15, 2021

Board of Directors

Report: TCHC:2021-37

To: Board of Directors (the “Board”)

From: Acting President and Chief Executive Officer

Date: June 7, 2021

PURPOSE:

The purpose of this report is to provide the Board an update on the COVID-19 response and recovery.

RECOMMENDATIONS:

It is recommended that the Board receive this report for information.

BACKGROUND:

Toronto Community Housing Corporation (“TCHC”) activated its emergency operations center (“EOC”) on March 12, 2020. The TCHC EOC has coordinated the COVID-19 pandemic response and recovery activities that have focused on protecting the health and well-being of its tenants and staff, while continuing to provide essential support to front-line staff.

COVID-19 RESPONSE:

TCHC’s EOC focused on the following actions during the third wave of the COVID-19 pandemic:

Wellness Checks:

- Conducted 6,017 wellness checks and arranged for additional supports (see Attachment 1);

- Arranged for the weekly delivery of 1,500 meal and food hampers to priority households;
- Connected 419 tenants to additional supports, as identified through the wellness checks; and
- Conducted 631 follow-up wellness checks with the support of building staff and the community safety unit.

Tenant and Staff Vaccination

- Partnered with local health care providers to coordinate vaccine pop-up clinics in priority communities and buildings;
- Promoted vaccine clinics through door-knocking campaigns, mass phone calls, and through social media campaigns;
- Advocated for vaccine prioritization in 111 priority buildings in the mixed/family portfolio
 - 46 clinics have been implemented and 22 clinics are in planning;
- Advocated for vaccine prioritization in 83 priority buildings in the seniors housing unit
 - 87 clinics have offered the first dose; 4 clinics have offered the second dose;
- Advocated for vaccine prioritization for front-line staff
 - 970 staff were offered a vaccine in the mixed/family portfolio,
 - 190 staff were offered a vaccine in the Seniors Housing Unit; and
- Based on staff feedback, an increasing number of staff are reporting that they have opted to receive the vaccine outside of the workplace.

Partnerships

- Partnered with Toronto Public Health (“TPH”) to identify buildings requiring special attention, which is down from 42 to nine buildings;
- Created COVID-19 mobile cleaning teams to provide enhanced cleaning at buildings requiring special attention;
- Distributed over 180,000 bottles of hand sanitizers donated by Global Medic and Proctor & Gamble; and
- Implemented a “Wear a Mask” campaign to raise awareness and promote tenants wearing masks;
 - One safety decal, three disposable masks, and one bottle of hand sanitizer were provided to each household; and
 - Promotional t-shirts were provided for each building staff.

COVID-19 RECOVERY

TCHC has reopened most outdoor spaces, including community gardens, playgrounds, sports courts, and sports fields. Meanwhile, offices remain closed for walk-in visits, with tenant meetings held by appointment only.

TCHC continues to work with the City of Toronto and TPH to monitor the COVID-19 pandemic and its impact on our tenants and communities. The TCHC EOC continues to prepare and implement its recovery activities through a gradual approach and in alignment with Provincial and TPH directives.

SIGNATURE:

“Sheila Penny”

Sheila Penny
Acting President and Chief Executive Officer

ATTACHMENT:

1. Wellness Checks – Good News Stories

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