



Violence Reduction Program Update – Q3 2022

Item 8E

December 1, 2022

Tenant Services Committee

Report: TSC:2022-58

To: Tenant Services Committee (“TSC”)

From: Community Safety Advisory Sub-Committee (“CSAC”)

Date: October 18, 2022

PURPOSE:

The purpose of this report is to provide an update on the progress and performance of the Violence Reduction Program for Q3 2022 from both Programs and Partnership and the Community Safety Unit.

RECOMMENDATIONS:

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

REASONS FOR RECOMMENDATIONS:

At its meeting of June 27, 2019, Toronto Community Housing's Board of Directors directed staff to operationalize the Violence Reduction Program (“VRP”). This report provides an update on activities and performance of the VRP.

BACKGROUND:

The VRP is focused on improving safety and security for tenants. It is a response to the disproportionate violence on Toronto Community Housing (“TCHC”) properties, which is rooted in poverty, addiction, mental health needs and street involvement in the TCHC tenant population.

Due to the complex nature of Dan Harrison and the ten identified high-needs communities, the VRP includes enhanced enforcement activity through dedicated, on-site Community Safety Unit ("CSU") presence, collaboration with the Toronto Police Service ("TPS"), as well as economic development and community and social supports in collaboration with the City of Toronto.

Programs and Partnerships VRP Update

CSC REGIONAL UPDATE

The East and West regions continued to function without a full complement of CSC staff for the majority of this quarter. The East region does not have a full complement of CSCs, while the West region is still working to fill their Supervisor of Safer Communities role and is also working with Human Resources to fill two CSC vacancies from the eligibility list.

East Region

The East region's Violence Reduction team continues to work within the mandate to improve tenants' safety, wellbeing and security. Working closely and collaboratively with CSU, Community Safety Advisors ("CSAs"), Tenancy Management, Community Engagement, community partners and local stakeholders, the team has focused on providing residents with access to mental health, trauma recovery and post-incident crisis supports. In addition, the team continues to engage children and youth in leadership development, skill building and trauma resiliency-based initiatives.

Community Safety Initiatives and Agency Partnerships

In the Danzig community, VRP staff partnered with the local Alexander Sterling Public School to host a community-wide discussion centered on the issue of community safety. This initiative brought together approximately 15 parents, school administration and 43 division Neighbourhood Community Officers to learn about the core principles of community safety and wellbeing. Given the community's high population of boys between the ages of 12-18, staff continue to work in partnership with community agencies to provide programming, support cross-community connections and build meaningful relationships with positive role models and mentors.

Working in partnership with Visions of Science, VRP staff worked to coordinate a children's STEM camp for residents of Danzig. By providing hands-on learning experiences with real-life applications, the program aimed to teach children basic science and mathematics skills. Throughout the summer, approximately 20 children between the ages of 8-12 attended the eight week camp. Overall the program was successful and received positive feedback from participants and caregivers.

In Flemingdon Park, staff work closely with Community Safety Advisors, Toronto Police Services Neighbourhood Community Officers and resident leaders to coordinate community safety meetings and initiatives. In July, the safety committee organized a community-wide barbecue to raise awareness about safety issues identified by residents. In response to resident complaints about dog owners allowing dogs to roam without a leash, which led to some minor attacks on residents, the committee invited the Toronto Humane Society to share information about what dog owners' responsibilities are to ensure the community is safe and enjoyable for all residents. In addition, staff worked to distribute resources/information door to door about dog safety.

Post Incident Crisis Support:

July 16, 2022 marked the 10-year anniversary of the unfortunate shooting incident that resulted in the death of two youths in the Danzig community. Working closely with the victims' family and friends, VRP staff worked to organize a community-wide celebration of life.

In close partnership with the City of Toronto's Social Development and Financial Administration department ("SDFA"), Parks Forestry and Recreation ("PF&R"), the Toronto District School Board ("TDSB"), Toronto Police Services ("TPS"), TCHC's Community Safety Unit ("CSU"), and several community partners including East Scarborough Boys and Girls Club ("ESBGC") and TCHC staff, a series of community celebration events were held at Eastview Public School.

Mayor John Tory and Deputy Mayor Michael Thompson attended the event and paid respects to the victims' families.

Central Region

Throughout Q3, the Central VRP team focused on implementing activities to support tenants with young families and adults experiencing isolation. The events were in collaboration with CSU, CSAs, Tenancy Management, the Tenant Resolution Office, Community Engagement staff and community stakeholders. The events were held outdoors for the first time since the pandemic started and helped to bring some sense of normalcy to the communities that participated.

Community Engagement

In Q3, the Toronto Paramedic Services Community Paramedics Program continued to be available and well utilized at the Dan Harrison Complex (“DHC”) bi-weekly. Part of the program includes wellness checks and tenant referrals for additional health support. Over 95 tenants have been seen during this quarter, and recent data suggests a link between this program and the reduction in 911 calls from DHC.

During August, the VRP team led and supported two backpack giveaway initiatives in Moss Park. The first was in partnership with TPS, Houselink, Mainstay and other TCHC teams. This event focused on youth and provided over 150 backpacks filled with school supplies. The second was planned and implemented by the VRP team on August 31 with support from TPS and other TCHC teams, and this event focused on families. Over 165 families with children received backpacks with school supplies. The event included a live DJ, an ice cream truck and information sharing by TCHC staff. Both events helped to mark the end of summer and were instrumental in connecting families and youth to much-needed resources to aid them in getting ready for the new school year.

The VRP team has also been conducting outreach at the events mentioned above and others about the upcoming election for a TCHC tenant Co-Chair at the Regent Park Safety Network on October 17.

The Central VRP team continues to work with Wanasah, a mental health agency providing crucial mental health and crisis support for tenants in the Regent Park community. Due to the success of the programs being provided to tenants, discussions are underway to look at how their services can be expanded to include additional VRP communities (namely Wellesley/Bleecker and Moss Park). The team plans to conduct information sessions in these communities to increase awareness and to get input about the expansion.

Community Partnerships

The Central VRP team also supported the Regent Park Safety Network (“RPSN”) in the Social Development Plan (“SDP”) submission process of the 2022-2023 priorities for Regent Park. Two of the priorities identified by the group include:

1. Creating safety with a culturally-specific mental health plan
 - a) Provide trauma-informed resources, mental health/First-Aid training, and CPR with Naloxone training for Regent Park tenants and stakeholders through collaboration with mental health serving institutions (four times per year).
Outcome: Tenants of Regent Park will be better equipped with new skills and knowledge relative to resources they can access within their immediate community to better their mental health and learn new life-saving skills.
2. Creating a Plan to Connect with Youth and Parents
 - a) RPSN will collaborate with the Frontline Youth Worker Network Table to host two focus groups to engage all young people to identify their needs (two times per year).
 - b) RPSN will host one parent focus group to identify the needs of their children (once a year).
Outcome: Youth and parents will be provided opportunities to meaningfully engage to identify the barriers youth and their parents face within their community. Youth and parents will gain knowledge of more resources to help support their needs.

These priorities will focus on what key resources will be needed for the Regent Park Community.

The Central team continues to regularly contribute to the bi-weekly Integrated Safety Community Team meetings to reduce gun violence in Zone 4. These biweekly meetings have helped stakeholders share, disseminate and evaluate risk assessment in communities in Zone 4 (Regent Park and Moss Park) through geographic prioritization and 'priority opportunities'. The summer evaluation meeting took place in early September, and SafeTO's data showed minimal gun-related incidents during the quarter. Integrated Community Safety Team will continue onwards until the end of the year.

Two VRP staff have successfully completed "Stop the Bleed" training with Sunnybrook Health Sciences. Planning is underway for community groups and interested tenants to be trained as well.

Upcoming Initiatives

A job fair targeting tenants within VRP communities is currently in the works and planned for the last quarter of the year. This job fair will be held inside community shared spaces, bringing the opportunities closer to the tenants to make it more accessible. This initiative is in partnership with Community Economic Development ("CED") and Active Living in the central region.

The VRP team is currently in the planning stages of a holiday dinner and gift drive for the Wellesley/Bleecker community. Partners comprise the Toronto Police, City of Toronto, Houselink, Mainstay and St. James Town Corner. The purpose of this evening will be to create a sense of community, get tenants together in a positive space after not being able to do so over the last two years, ensure youth do not feel slighted or neglected during the holiday season, and introduce the various services and agencies available to tenants in their immediate community.

The team is also partnering with the City of Toronto to start planning and implementing the "Young Barbers of Tomorrow" program. This program will have 7-8 youths take part in a program equipping them with the tools and skills needed to cut hair and potentially go into business for themselves. The program is scheduled to be launched in Fall/Winter.

Regent Park

The VRP central team, in partnership with Engagement and Facilities Management, is currently looking at spaces with youth in the North Regent Park community to solidify a Youth Space where youth can drop-in, be amongst each other and receive mentorship and various training. This consultation is being led by Youth Empowering Youth (“YEY”) members and is being supported by the operational management team in the Central region.

The VRP Central team, in partnership with Youth Empowering Youth and the Boys and Girls Club of Regent Park as a member of their Steering Committee, will assist with the forming of a new Youth Worker Network. This Network will comprise the Youth Workers within the Regent Park and the surrounding area for information sharing and providing more consistent support for youth that may be shared between agencies.

West Region

For this quarter, the west VRP team focused on supporting various summer initiatives, employment and training support by working with external and internal partners such as CSU to support all these activities. The team's capacity was limited this quarter for reasons including redeployment to Swansea and other staffing gaps. Despite these challenges, the team ensured that supports were offered to tenants throughout this quarter.

Community Engagement

The team continues to build essential relationships with tenants across various portfolios. For example, in the Falstaff community, the team worked with their CSU counterparts to host a barbeque that over 200 residents attended. They used this opportunity to conduct outreach for upcoming programs and promote the Falstaff Safety Meeting. This was particularly important as this meeting provided a critical platform for tenants to bring their concerns and find solutions. The tenants’ response to the event was positive, and they informally shared with staff that they would like to see more of these opportunities in their community.

The team's attendance at the LHION Safety Meetings has enabled them to gain support for the various initiatives they have implemented and build

relationships with youth and adult tenants alike. The tenants who attend these meetings have come to view the VRP team members as valuable assets they can tap into to get support to navigate and implement needed safety-related actions. Specifically, the team recruited ten youth volunteers to support the August barbecue in the Lawrence Heights community. This event enabled them to share employment opportunities for adults and youth, and information on scholarships and bursaries. The team is committed to continuing this relationship.

Youth Engagement

Based on the needs identified by youth, the West VRP team ensured that employment and educational support was a key focus of the work they did with young people this quarter. Specifically, the team provided many one-on-one supports to youth to complete/update their resumes and to submit not only to TCHC employment opportunities, but to other employment opportunities as well. Support was also provided to help young tenants complete various scholarship applications. Adjacent to this support was the recognition that culturally relevant mental health supports are also a need these young people have identified. To this end, 15 young people from Islington/St. Andrews and Mabelle communities were referred to Rise Above, a five-week group counselling program that a registered therapist facilitates. The program is offered virtually and in-person, and all participants can receive additional one-on-one follow-up supports if they like.

To strengthen their relationship with young people in the Lawrence Heights community, one of the VRP Program Coordinators supported the 37 Kids program during the month of August. Through this connection, the VRP team has connected some of these youth to opportunities offered through The Neighborhood Group (“TNG”) and Unison Health Centre.

The team also supported two youth in planning and implementing the Yorkwoods Back to School drive, which over 250 tenants attended. The event allowed these students to strengthen their leadership capacity, engage their peers and give back to their community. The event allowed the VRP team to support with a backpack giveaway and conduct outreach for the upcoming programs, events and training.

Community Partnerships

For this quarter, the VRP team worked with the Community Economic Development team and a TCHC tenant to deliver Mental Health First Aid training to 22 tenants in the Yorkwoods Community. The tenants who participated in this two-day training received certificates.

The west team also worked with Culture link to develop the five week "Resilience Healing through Photography" program, which will be delivered in fall 2022. It is a workshop series designed to support youth to document what makes them resilient, and to connect with their communities using photography as a medium for youth aged 13-17 years old. The program is intended to be therapeutic in nature, while enabling the participants to develop their photography skills.

Regional Breakdown of CSC Data

Table 1: Q3 2022 Regional Breakdown of CSC Activity

Measure	West	Central	East	Q3
Number of successful Adult referrals to agencies or programs (mental health, education, employment, food security)	22	74	214	310
Number of successful Youth referrals to agencies or programs (mental health, education, employment, food security)	13	55	310	378
Number of safety-related initiatives supported, led or initiated (community safety meetings, audits etc.)	30	200	110	340
Number of tenants who participate in VRP activities	110	320	477	907
Number of tenants who participate in YVRP activities	103	160	521	784

CSU STAFFING UPDATE

The CSU VRP has not been fully staffed due to personnel shortages and attrition. These shortages remain an ongoing operational issue, and at least one VRP collapses daily. Additional VRP officers have left the organization since our last report.

The CSU VRP has implemented a specialized rotation for the three Community Supervisors. Two Supervisors have begun this assignment, with one further Supervisor to be added shortly.

CSU UPDATE IN THE HIGH NEEDS COMMUNITIES¹

VRP Special Constables continued to attend their weekly Integrated Team Meetings (“ITM”) in Dan Harrison, Bleecker/Wellesley, Moss Park, Regent Park, Lawrence Avenue East, and monthly ITM for 2195 Jane Street. Officers continue to work alongside their external and internal partners within the VRP community.

Throughout Q3, VRP Special Constables led or participated in various events such as:

415 Regent Park Community Barbeque

On Saturday September 24, CSU hosted a barbeque for the tenants of the Regent Park community. The event was organized by Special Constables and was held at 415 Gerrard Street East.

The event was catered by Harvey's, with live music and CSAs attended and donated toys and snacks for the youth in attendance. The TTC Engagement Unit was also in attendance in partnership with CSU.

35 Shoreham Drive Community Barbeque

On September 22, Special Constables attended the first Annual 35 Shoreham community barbeque.

Empringham Community Day

On September 3, a Community Day was held in a local park for the Empringham Community. The event was hosted by VRP staff, TPS NCOs, and supported by CSAs. 200 tenants were treated to a barbecue, West

¹ Including Broader Dan Harrison

Indian food, an ice cream truck, games, gifts and backpacks, face painting, and haircuts. Several community agencies also participated in the event.

CSU Staff Supporting Revitalization Communities within VRP

Regent Park

The Regent Park Community has benefited from an increased CSU presence and interactions due to the central district office being relocated to Regent Park from the Moss Park Community. The Regent Park VRP team is currently staffed at approximately 75%, and routinely attends the weekly community safety meetings, and recently added to this are meetings with Toronto Police Services Neighborhood Community Officers.

With the lifting of COVID-19 restrictions, the VRP team is seeking new opportunities to engage with the Regent Park community in community events. This is now proceeding as anticipated, with CSU recently hosting a large community barbeque with food, live music and other community partners in attendance. Additional events are being organized for Halloween and Christmas.

Lawrence Heights

The Lawrence Heights VRP Team is also staffed to approximately 75%. Officers continue to attend community safety meetings and community events. Though the weather will impede their continued use, bicycle patrols remain in place to give the officers better accessibility and visibility to the neighbourhood and its residents. The CSU is planning additional community events in the upcoming months.

CSU PERFORMANCE MEASUREMENT AND ANALYSIS

For CSU activity in the high-needs communities (including broader Dan Harrison), refer to Table 3, 3A, B, C and D for statistical data.

1. CSU Calls for Service

CSU's volume of calls for service at VRP sites has increased by 248 calls compared to Q3 2021. The 7% increase can be attributed to an increase in calls for Cause Disturbance, Parking Complaints and Neighbour Disputes. Table 3A below further shows calls for Service by the VRP community.

2. Crime on TCHC Property and CSU's Intervention

In Q3 2022, there was a decrease of 50 incidents (45%) of Crimes against Persons compared to Q3 2021. The decrease is primarily due to the decline in Assaults and Assaults with a Weapon.

There was a 57% decrease in Serious Violent Incidents (30 incidents). Aside from Assault with a Weapon, noticeable decreases were reported in Discharge Firearm, Attempt Homicide and Robbery incidents.

For Crimes against Property, there was an increase of nine incidents or 9%. Reported crimes against property have been reasonably consistent in Q3; there was a decrease from Q2 2022 to Q3 2022, but the decrease was smaller than the decrease from the previous year Q2 2021 to Q3 2021, mainly due to the increase in reported Arsons and Theft from Vehicles compared to Q3 2021.

Table 3B and 3C shows a further breakdown of crimes against persons and property in VRP communities by seniors and family portfolio (includes Revitalization communities).

Furthermore, crime is also addressed by TCHC's Legal department issuing eviction notices. In addition to the N6 (illegal acts) and N7 (health and safety) notices issued, as shown in Table 3, TCHC also issues N5s (Interfering with others, damage to property and overcrowding – Anti-Social). There were nine notices issued for anti-social.

Shooting Incidents Occurring in VRP Communities

The Community Safety Unit continues to work with Toronto Police to provide the shooting data so that the information is more accurate. CSU hopes to have the shooting data available for the next CSAC meeting in Q1 2023.

3. CSU Crime Prevention Efforts

CSU continues to conduct safety audits in the ongoing effort to reduce and prevent crime on TCHC property, particularly at the VRP sites.

Recommendations are made for site staff to implement to make the neighbourhood safer for tenants. During these audits, Crime Prevention through Environmental Design (“CPTED”) principles are applied, and CSU makes recommendations based on these principles.

CSU patrols help to proactively deter crime and, in many cases, help build relationships with tenants, site staff and stakeholders. These patrols are either on foot, mobile or on a bike. On average, the CSU conducts more than 4,000 patrols every quarter. Patrols are conducted based on VRP officers' availability, TPS availability and community needs.

The Community Safety Advisors ("CSA") initiate various engagement activities. In Q3, there was an increase of 88 engagement activities conducted compared to the previous quarter. The CSA activities include community events, presentations, safety meetings, tenant management meetings, tenant visits, etc. Staff continue certain engagement activities to improve communication and engagement on safety issues. To note, table 3 below does not include activities that Special Constables were involved in or potentially initiated.

Tenancy Management – CSU Involvement

This is a critical component of CSU operations. Improved communication with CSAs and other internal stakeholders sees an improvement in the documentation quality and the escalation of incidents impacting the residents of our communities. We are addressing a process amongst our field staff and organizationally, and planned improvements to CSU's Customer Relationship Management and dispatch software in our communications centre are ongoing.

Table 3: Actions taken in High Needs Communities (including broader Dan Harrison) (Q3/2021 to Q3 2022)²

VRP ACTIVITY	Q3/21	Q4/21	Q1/22	Q2/22	Jul-22	Aug-22	Sep-22	Q3/22
Request for Service (dispatched or on-site requests)								
Calls for service - VRP (note: one call can have multiple incidents reported below)	3683	4250	4308	4582	1363	1257	1311	3931
Crime on TCHC Property								
Crimes Against Property (*) - VRP	104	118	133	128	43	39	31	113
Total Crimes Against Person (CAP) - VRP	110	71	69	74	26	12	22	60
CAP- Serious Violent Incidents -VRP	53	26	29	33	10	6	7	23
CAP- Other Incidents - VRP	67	45	40	41	16	6	15	37
Reactive Work/Intervention								
Arrests VRP	91	92	67	82	29	15	30	74
Tenant Arrest	23	18	10	26	8	6	9	23
Non-Tenant Arrest	64	70	55	50	20	5	20	45
Not Specified	4	4	2	6	1	4	1	6
N6 & N7 issued by Legal (evictions for H&S and Illegal Acts)	23	0	0	0	0	2	20	22

² Does not include activities that Special Constables were involved in, or potentially initiated.

Reactive Work/Intervention (continued)								
Wellness check (Assist Resident - Check Welfare) - VRP	239	327	265	232	67	67	49	183
Mental Health Act - VRP	31	22	25	24	11	9	6	26
Narcan Administered - VRP	3	6	1	2	1	0	0	1
Trespass Incidents -VRP	154	273	259	223	57	39	57	153
CCTV (FOI, Legal, OU. TPS) - VRP (vast majority are for TPS)	128	130	105	136	38	36	29	103
VRP ACTIVITY	Q3/21	Q4/21	Q1/22	Q2/22	Jul-22	Aug-22	Sep-22	Q3/22
Proactive Work								
Safety Audits - All TCHC	30	27	27	18	9	9	9	27
Patrols - VRP	4267	4878	4407	3957	1066	1244	1297	3607
Patrols CSU mobile/Foot/Initiated/focused	4196	4770	4347	3887	1060	1211	1277	3548
Patrol - Joint CSU and TPS - VRP	71	108	60	70	6	33	20	59
Engagement Activities (**)- VRP	83	87	125	166	89	67	98	254
Referrals of vulnerable tenants (***) - VRP	17	23	35	53	22	18	9	49
Fire Incidents								
Fire - Equipment Malfunction - VRP	21	15	26	30	6	10	7	23

Fire Incidents (continued)								
False Fire Alarm VRP (accidental, perceived emergency)	167	215	137	107	37	32	43	112
Malicious Intent/Prank - VRP	16	17	26	34	14	8	2	24
Fire - VRP	23	32	50	57	12	12	7	31

Table 3A: Calls for Service by VRP Community (Q3/21 to Q3/22)

VRP Calls For Service (note: one call can have multiple incidents)						
Community	Portfolio	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Bleecker/200 Wellesley	Family	720	739	801	894	735
Dan Harrison / William Dennison	Family	453	585	610	504	424
Dan Harrison / William Dennison	Senior	24	53	28	36	37
Edgeley Village	Family	91	85	124	98	83
Edgeley Village	Senior	14	26	24	23	23
Flemingdon Park/Glenyan Manor	Family	129	106	84	73	111
Flemingdon Park/Glenyan Manor	Senior	20	17	17	12	25
Islington/St. Andrews	Family	43	73	52	98	84
Jane/Falstaff	Family	182	334	330	452	308
Lawrence	Family	586	563	597	700	571
Lawrence Heights	Family	330	264	243	306	301
Lawrence Heights	Senior	9	11	17	21	10
Moss Park	Family	519	801	811	662	571
Regent Park/Gerrard River	Family	435	512	478	581	521
Regent Park/Gerrard River	Senior	15	15	24	20	14
Victoria Park/Chester Le Blvd	Family	113	66	68	102	113

NOTE: Numbers for Q2 2021 to Q12022 have been adjusted to exclude calls for Meeting - Community Engagement and Patrol Focused - Bike reports that were inadvertently included in the CFS numbers. These Event Types were new to the RMS (CORA) in 2021. Queries have been adjusted to exclude these incidents in CFS moving forward.

*Table 3B: Crimes against Persons and Property in High Needs **Senior** Communities (Q3 2021 to Q3 2022)³*

Crimes against Persons and Property (Senior)	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Total Crimes against Persons	1	1	0	4	0
Less Serious Violent Incidents	0	1	0	1	0
Serious Violent Incidents	1	0	0	3	0
Total Crimes against Property	2	1	5	10	2

*Table 3C: Crimes against Persons and Property in High Needs **Family** Communities (Q3 2021 to Q3 2022)⁴*

Crimes against Persons and Property (Family)	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Total Crimes against Persons	111	70	69	70	60
Less Serious Violent Incidents	59	44	40	40	37
Serious Violent Incidents	52	26	29	30	23
Total Crimes against Property	104	115	128	118	111

Table 3D: Proactive Work in High Needs Revite Communities (Q3 2021 to Q3 2022)⁵

Revite Proactive Work	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Patrols CSU mobile/Foot/Initiated/focused	1499	1189	1079	862	897
Patrol - Joint CSU and TPS - VRP	13	8	3	12	9
Engagement Activities (**)- VRP	53	16	19	29	51
Referrals of vulnerable tenants (***) - VRP	3	0	5	7	15

³ This includes seniors' portfolio within the Lawrence Heights and Regent Park revite communities.

⁴ This includes seniors' portfolio within the Lawrence Heights and Regent Park revite communities.

⁵ These stats represent the communities of Lawrence Heights and Regent Park. It does not include activity that the Special Constables were involved in or initiated.

IMPLICATIONS AND RISKS:

CSU continues to work with Toronto Police Services, who have more accurate data collection to report criminal activity and gun violence (shootings).

With the gun violence information not always being reported to CSU directly and the statistics needing to be collected manually, there is a greater risk of inaccurate reporting when it comes to shooting statistics on TCHC property.

CSU aims to provide accurate shooting data at the next CSAC meeting in Q1 2023 as we continue to work with Toronto Police.

SIGNATURE:

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AND

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