



This Community Safety & Well-Being toolkit provides additional information for **non-emergency issues** in a BIA community. In this 3 pager there is information on:

- Crime Data
- CRU & NCO's
- Trespassing
- Toronto Parking Authority
- Warming Centres
- Drop-Ins
- Respite Centres
- Shelters & Streets to Homes
- Housing and Encampments
- Toronto Police Forms
- Toronto Hydro
- Astral Media
- BIAs

<p>Neighbourhood Specific Crime Data</p>	<p>Toronto Police has public data such as fatal collisions, calls for service, theft, break and enters etc for neighbourhoods across the city.</p> <p>For more specific crime data, you can contact your division's Crime Prevention Analyst.</p>	<p>For crime data in your area, visit</p> <p>https://www.tps.ca/my-neighbourhood/</p>
<p>Community Response Unit (CRU) vs Neighbourhood Community Officers (NCOs)</p>	<p>CRU officers are responsible for everything from responding to crimes in a certain area and patrols, to working on issues such as prevention. They also respond to events like demonstrations and festivals in a specific community. (Division 51, 52 & 14 only)</p> <p>Similar to the CRU, neighbourhood officers are community-based but are posted for at least 4 years to get to know the community better. They are chosen more deliberately for specific skills set and are only in target communities</p>	<p>Check here to see if you have NCOs or CRUs</p> <p>https://www.tps.ca/neighbourhood-community-officer-program/</p>
<p>Toronto Police Forms</p>	<p>The Form Centre allows users to search all forms relating to the Toronto Police Service. They include collision reports, community complaint form, paid duty request, vulnerable sector check etc.</p>	<p>To learn more go to</p> <p>https://www.tps.ca/services/form-centre//</p>
<p>Tresspassing</p>	<p>You cannot call the police for trespassing on public property and police do not trespass people. "Trespassing" as an offense if the property owner, manager etc. verbally requests the person leave. If the person refuses, THEN it is trespassing and is an offense.</p> <p>The best way to manage trespassing issues is to contact your Division or NCOs to understand the process. Depending on how severe the trespassing issues, you can develop a plan with the Division to address the issues.</p>	<p>For more information, visit</p> <p>https://www.ontario.ca/laws/statute/90t21</p>



This Community Safety & Well-Being toolkit provides additional information to support those experiencing homelessness or other complex issues, for more information please see the [City of Toronto's Website for Homeless Help here](#).

Warming Centres	Warming Centres are part of the City's Winter Services Plan for people experiencing homelessness . The City activates Warming Centres when temperatures reach minus five degrees Celsius and/or when Environment and Climate Change Canada issues a winter weather event warning.	<u>Map of Warming Centres</u>
Drop in Programs	Drop-ins provide a range of services that may include food, healthcare, showers, laundry, information and referrals, and social and recreational activities to people who are homeless or at risk of homelessness.	<u>See Toronto Drop in Network</u> OR <u>Map for Drop-in locations</u>
24-Hour Respite Sites	24-Hour Respite Sites prioritize ease of access to the following services for individuals experiencing homelessness: resting spaces, meals, service referrals 24-hour Respite Sites operate 24 hours a day, seven days a week and are pet friendly.	<u>Map of Toronto Respite centres</u>
Encampment Outreach & Response	The City uses a multi-divisional approach to respond to the complex needs of those living outdoors. Outreach efforts focus on engaging with individuals to build trusting relationships, help address immediate health and safety needs and find permanent housing.	Contact 311
Housing Help	The Housing Help Centres listed in the link provides and are non-profit agencies that help people find and keep housing and avoid eviction. Housing help services are available in most shelters and many drop-ins as well.	<u>Housing Help Map</u>
Shelters	Shelters provide temporary accommodation and related support services that assist people to move into housing. All locations are staffed 24 hours a day, 7 days a week, & provide wrap-around supports, including: meals and laundry access to harm reduction , mental & physical health supports, counsellors/case managers, assessments and referrals to other community services.	For emergency shelter, call 311 or Central Intake at 416-338-4766 for assistance
Streets to Homes Outreach & Support Program	Streets to Homes (S2H) is 24/7 and partners provide street outreach and housing-related follow-up supports to assist people who are experiencing homelessness and sleeping outdoors in finding and keeping housing. This includes outreach to individuals living in encampments , shelter referrals and wellness checks.	Contact 311 & indicate the location and why the person may need support



Toronto Hydro

Toronto Hydro delivers electricity to residential, commercial, and industrial customers in Toronto and includes the provision of street lighting and expressway lighting services in Toronto.

To report damaged hydro street lamps

<https://www.torontohydro.com/streetlight-map>

Astral Media

Astral Media is responsible for the manufacturing, installation and maintenance of 25,000 street furniture elements, including transit shelters, litter bins, benches publication box corrals and more.
More information here

To report issue, email
quality@astral.com

Toronto Parking Authority (TPA)

TPA manages on-street parking, off-street spaces, facilities with automated and partially automated lots and garages, spaces for Toronto Transit Commission (TTC), Exhibition Place, Toronto Community Housing Corporation and Parks, Forestry and Recreation Division and Manages Bike Share Toronto.

To report issue, email
greenpcs@toronto.ca

What are BIAs Responsible for?

BIAs are responsible for overseeing the maintenance of municipally-owned land, buildings and structures, maintaining BIA-initiated streetscaping capital assets and offering graffiti and poster removal services. Depending on the neighbourhood, some BIAs may also have to support community safety and well-being issues - working together with the Toronto Police Services and other key partners in their unique community.

Some examples of what BIAs work on are, but not limited to are:

- Branded streetlights
- Pedestrian streetlights
- Street banners
- Strategic Plans
- Streetscaping/Masterplans
- Events
- Community engagement strategies

For Municipal Code, Chapter 19, visit

https://www.toronto.ca/legdocs/municode/1184_019.pdf

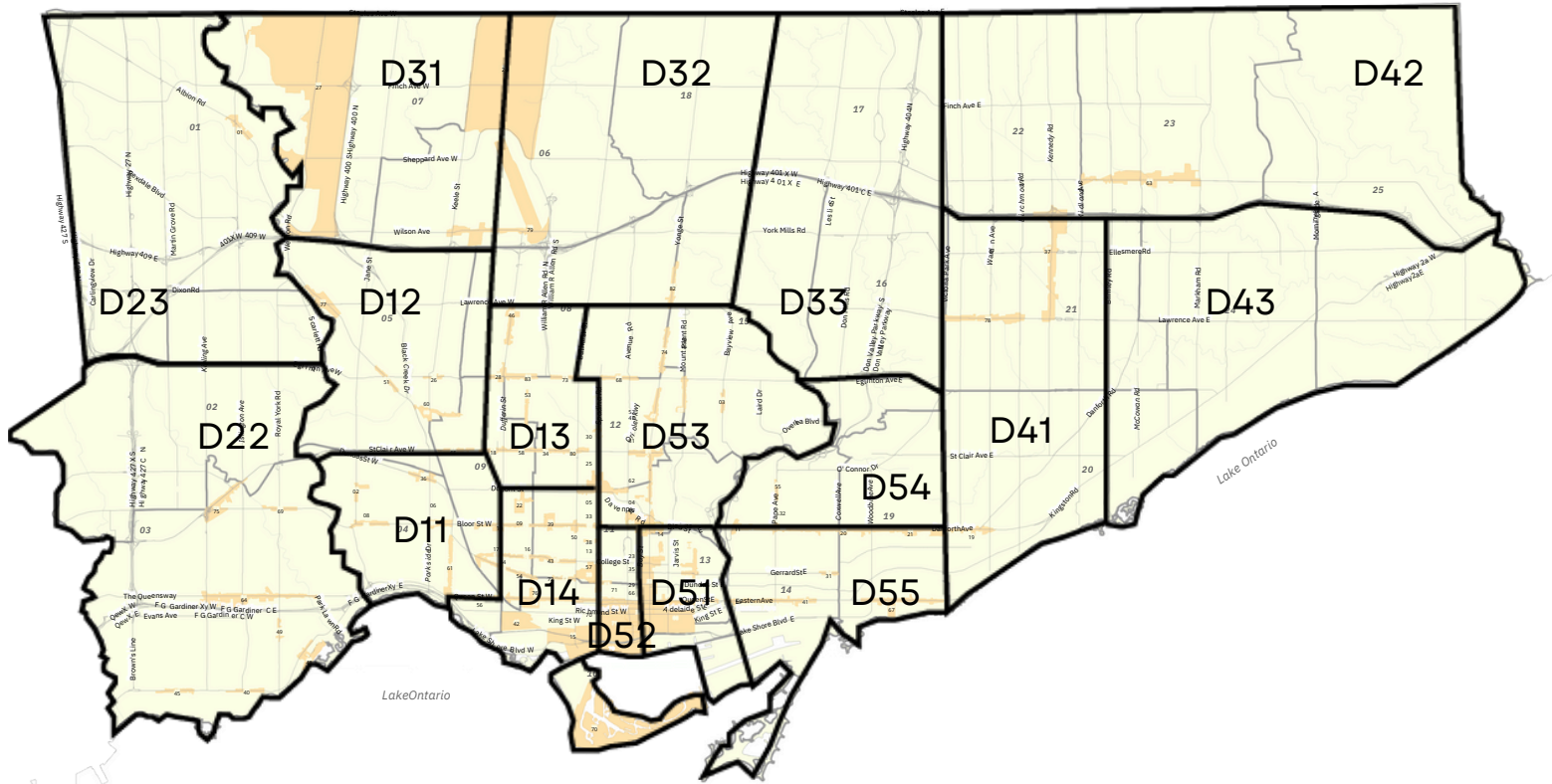
Check for training dates here

Online De-escalation Training

Downtown Yonge BIA & The City of Toronto

In this webinar, the training explores using supportive communication and de-escalation skills with individuals who may be displaying agitated behaviours in your business or who may be street-involved.

<https://www.eventbrite.ca/o/city-of-toronto-economic-development-culture-30949674731>



North East (Ward 14 & 19)

- 78. Wexford Heights
- 63. Sheppard East Village
- 37. Kennedy Road

North- West (Ward 6 & 7)

- 01. Albion Islington Square
- 24. Duke Heights
- 27. Emery Village
- 79. Wilson Village

Toronto South - West (Ward 3)

- 40. Lakeshore Village
- 48. Mimico by the Lake
- 49. Mimico Village
- 45. Long Branch
- 64. Shop the Queensway
- 75. Village of Islington
- 69. The Kingsway

Midtown (Ward 8 & 12)

- 03. Bayview Leaside
- 22. Dovercourt Village
- 25. Dupont by the Castle
- 30. Forest Hill Village
- 34. Hillcrest Village
- 46. MarketTO District
- 47. Midtown Yonge
- 51. Mount Dennis
- 52. Mount Pleasant Village
- 53. Oakwood Village
- 58. Regal Heights Village
- 62. Rosedale Main Street
- 68. The Eglinton Way
- 73. Upper Village
- 74. Uptown Yonge
- 80. Wychwood Village
- 81. Yonge & St.Clair
- 82. Yonge & Lawrence Village

Toronto East (Ward 14 & 19)

- 11. Broadview Danforth
- 20. Danforth Mosaic
- 21. Danforth Village
- 31. Gerrard India Bazaar
- 32. Greektown on the Danforth
- 41. Leslieville
- 55. Pape Village
- 59. Riverside District
- 67. The Beach
- 19. Crossroads of Danforth

Toronto West (Ward 4, 5 & 9)

- 02 Baby Point Gates
- 06. Bloor by the Park
- 08. Bloor West Village
- 10. Bloorville Village
- 17. College West
- 18. Corso Italia
- 26. Eglinton Hill
- 28. Fairbank Village
- 36. Junction Garden
- 56. Parkdale Village
- 61. Roncesvalles Village
- 77. Weston Village
- 83. York - Eglinton
- 60. Rogers Road
- 65. St. Clair Gardens

Downtown (Ward 13 & 11)

- 04. Bloor Yorkville
- 05. Bloor Annex
- 09. Bloorcourt Village
- 12. Cabbagetown
- 13. Chinatown
- 14. Church-Wellesley
- 15. City Place & Fort York
- 16. College Promenade
- 23. Downtown Yonge
- 29. Financial District
- 33. Harbord Street
- 38. Kensington Market
- 39. Korea town
- 43. Little Italy
- 42. Liberty village
- 44. Little Portugal on Dundas
- 50. Mirvish Village
- 54. Ossington Ave
- 57. Queen St West
- 66. St. Lawrence Market Neighbourhood
- 70. The Waterfront
- 71. Toronto Downtown West
- 72. Trinity Bellwoods
- 76. West Queen West
- 07. Bloor Street*
- 35. Historic Queen East*