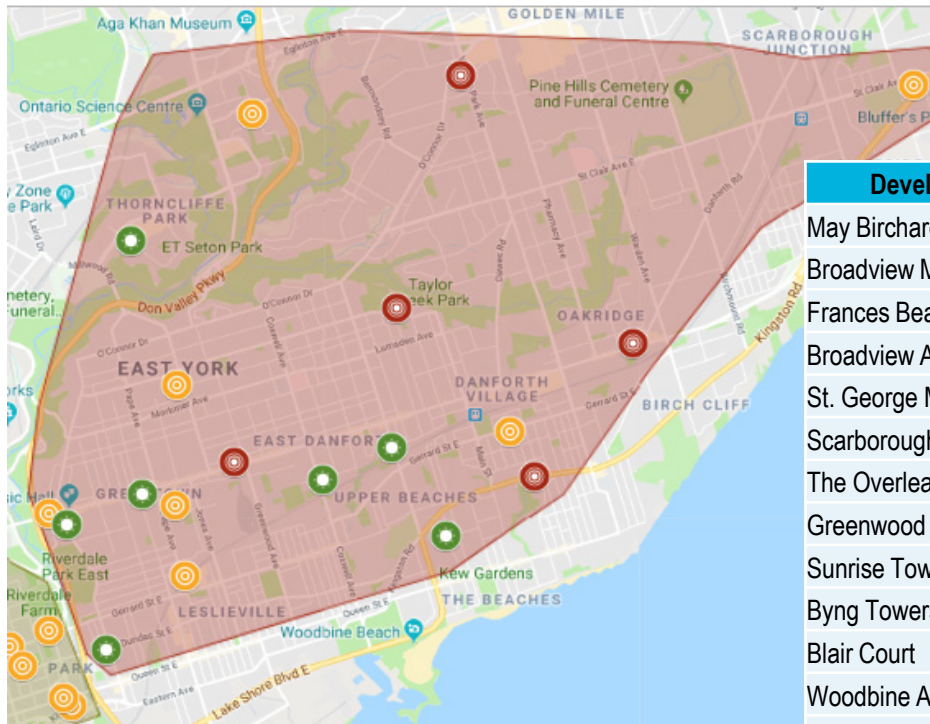


TCHC Seniors Developments in East Toronto OHT

Prepared by: Nathalie Sava
Updated: February 7, 2020

18 TCHC Seniors Buildings, East Toronto (TCHC South East Cluster)



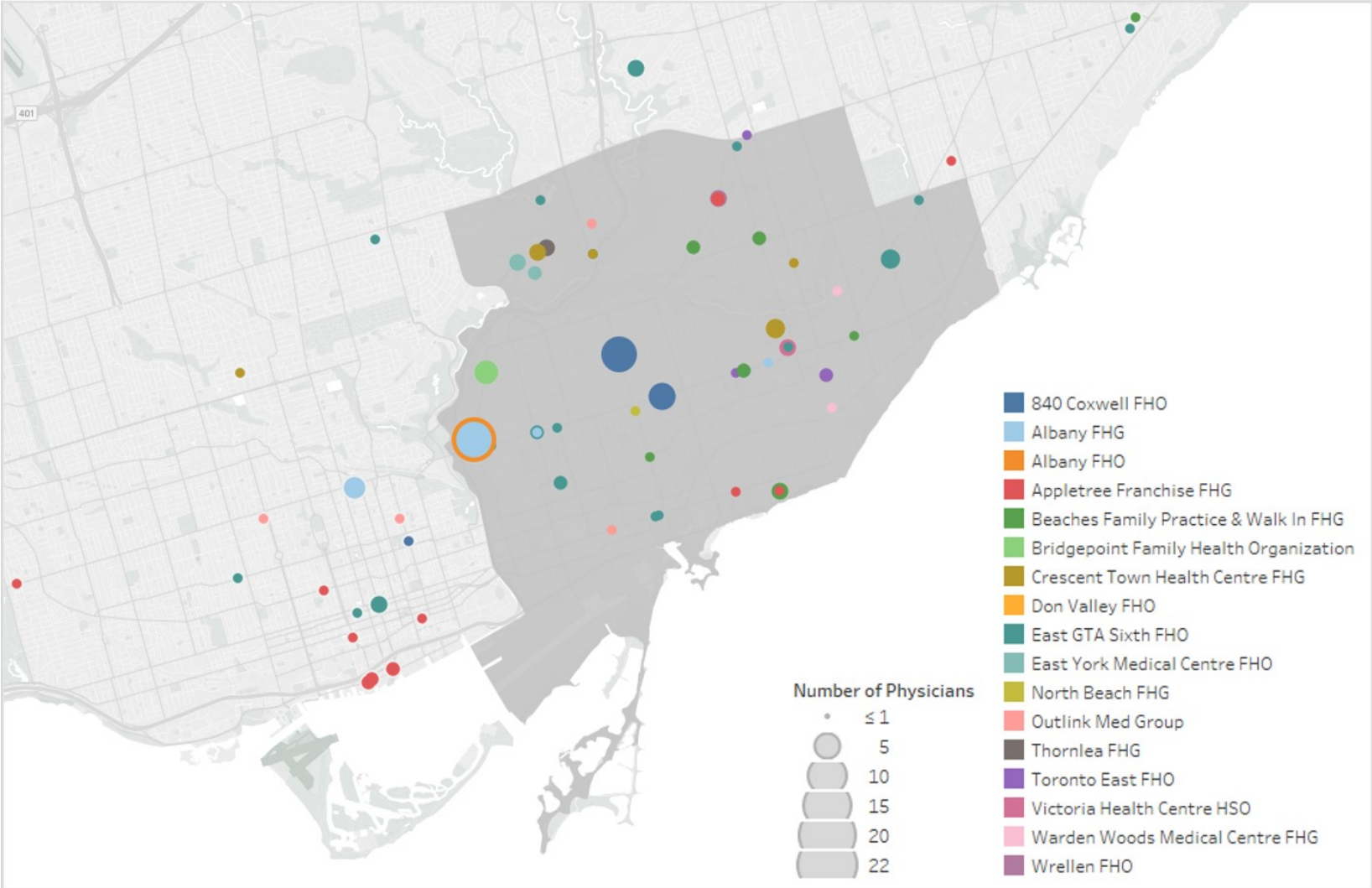
Development Name	Address	Vulnerability	Units
May Birchard Apartments	859 Dundas St. E.	Low	29
Broadview Manor	80 Danforth Ave.	Moderate	131
Frances Beavis Manor	369 Pape Ave.	Moderate	139
Broadview Ave. (717)	717 Broadview Ave.	Low	69
St. George Manor	17 Brimley Rd.	Moderate	330
Scarborough Acres	575 Danforth Rd.	Low	16
The Overlea	12 Thorncliffe Park Dr.	Low	219
Greenwood Towers	145 Strathmore Blvd.	High	350
Sunrise Towers	1420 Victoria Park Ave.	High	330
Byng Towers	3330 Danforth Ave.	High	194
Blair Court	266 Donlands Ave.	Moderate	254
Woodbine Acres	133 Merrill Ave. E.	Low	42
East York Acres	9 Haldon Ave.	High	200
Glen Stewart Acres	828 Kingston Rd.	High	147
Kinsmen Manor	2287 Gerrard St. E.	Moderate	38
Beaches Lions Centennial	50 Norway Ave.	Low	43
Glenyan Manor	10 Deauville Lane	Moderate	247
Hanson House	7 Coatsworth Cr.	Low	48

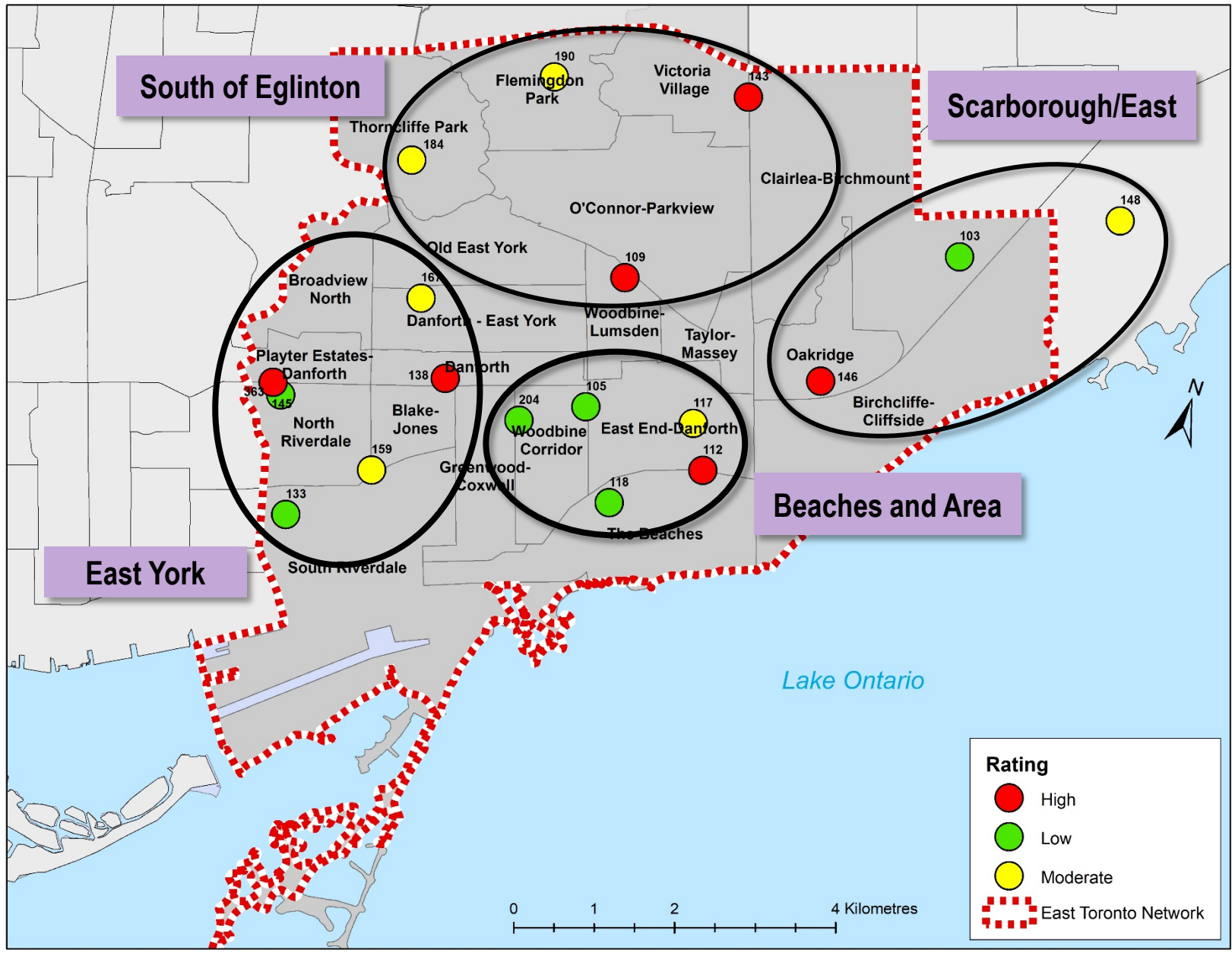
Data Sources

- **Hospital:** DAD, NACRS, IntelliHealth, Ministry of Health, FY 2018/19 (Extracted 2019)
- **Home Care:** Client Health and Related Information System (CHRIS), January – December 2018
- **Primary Care:** Ministry of Health, Health Analytics and Insights Branch (2017)
 - Interdisciplinary Healthcare Providers in Toronto Central LHIN Primary Care Settings Preliminary Survey Results (FY 2017/18)
- **Community Support Services and Community Mental Health and Addictions:** Community Business Intelligence, extracted July 26, 2019 (Active clients admitted on or prior to Mar 31, 2019 and either undischarged or discharged on or after Apr 1, 2018; Individuals who live in selected TCH buildings (identified by postal code).

Primary Care Clinic Locations in East Toronto

Location of Clinics Associated with East Toronto OHT





TCHC Seniors Developments: Profiles

East York

2. Blair Court (ID: 167) - 266 Donlands Ave.

Number of Units: 254

Neighbourhood:

Danforth-East York

Overall Need:

MODERATE



Rent/Parking Arrears	Moderate
Arrears > 31 days	Low
Active Legal Files	Low
911 Calls	Moderate
CSU Calls	Low
Major Incident Score	Moderate
Pest Control	Moderate
Clutter (4-9)	High
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	High

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)

1. Doctor Megan Reynold's Office: 1
2. South East Toronto FHT - Coxwell Site: 14
3. Doctor Robert Mckellar's Office: 1
4. Doctor Paula William's Office: 1

Home Care Utilization by Residents

- Unique SPOs: 7
- Unique Number of Clients: 23
- ED Visits (2018): 26

Meals Delivery	Transportation	Social/Safety Visiting	Case Management
✓	✓ x 4	✓ x 2	✓ x 2
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Serv.
✓	✓	✓	✓

HSP Name	Service Type (Total Clients = 92)	
Alzheimer Society	<ul style="list-style-type: none"> • Service Arrangement/Coordination • Caregiver Support 	
Canadian Hearing Society	<ul style="list-style-type: none"> • Deaf Care Services • MH Counseling and Treatment • In-Home Speech Lang. Path. • Residential MH - Support within Housing 	
CNIB	<ul style="list-style-type: none"> • Vision Impaired Care Services 	
Cota Health	<ul style="list-style-type: none"> • Case Management - Mental Health 	
Dixon Hall	<ul style="list-style-type: none"> • Transportation 	
East York MoW	<ul style="list-style-type: none"> • Meals Delivery 	
Providence	<ul style="list-style-type: none"> • Caregiver Support 	
South Riverdale CHC	<ul style="list-style-type: none"> • Transportation 	
The Neighbourhood Group	<ul style="list-style-type: none"> • Transportation • Crisis Intervention and Support • Visiting - Social and Safety 	
WoodGreen Community Services	<ul style="list-style-type: none"> • MH Case Mgmt. • MH Crisis Intervention • Social & Cong. Dining • Transportation • Adult Day Services 	<ul style="list-style-type: none"> • Assisted Living Services • Caregiver Support • Visiting - Social and Safety • In-Home Social Work

Use of Space Agreements

- Blair Court Chinese Social Club (Tenant Led)
- Community Garden (Tenant Led)
- Woodgreen Community Services

Top ED Visit Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	119	26%
Injury & Poisoning & Other External Causes	65	14%
Diseases Of Circulatory System	44	10%

% of ED Visits to MGH **77.4%**

% of CTAS 4-5 Visits (Avg. = 13.1%) **9.6%**

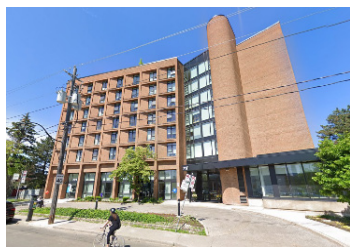
CHC Encounters by Type (Jan. 2018 to Dec. 2019)

CHC (# of Clients)	Access Alliance (2)	East End (1)	Fleming don (12)	SRCHC (13)
# Encounters with Clinical Team	11	1	30	72
# Team Based Care Encounters	9	0	9	94
# of Group Sessions	0	0	9	31

Language	# of Residents	% of Residents
English	251	65%
Russian	52	13%
Spanish	37	10%
12%: Korean, Mandarin, Hungarian, Romanian, Vietnamese, Amharic, Arabic, Farsi, Persian, Portuguese, Other Languages		
TOTAL	388	100%

3. 717 Broadview Ave. (ID: 363)

Number of Units: 69
Neighbourhood:
 North Riverdale
Overall Need: **LOW**



Rent/Parking Arrears	High
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Moderate
CSU Calls	Low
Major Incident Score	Moderate
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Low

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	1. Doctor Susan Friedman's Associates Office: 4
	2. Doctor James Vavougios' Office: 1
	3. Riverdale Medical Centre: 1
	4. Doctor Duong Bui's Office: 1
	5. Doctor Richard Chan's Office: 1

Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 12 Unique Number of Clients: 14 ED Visits (2018): 13
---	---

Meals Delivery	Transportation	Social/Safety Visiting	Case Management
✓	X	✓	✓ x 2
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Serv.
✓	X	X	X

HSP Name	Service Type (Total Clients = 40)
Alzheimer Society of Toronto	<ul style="list-style-type: none"> Service Arrangement/Coordination Caregiver Support
Canadian Hearing Society	<ul style="list-style-type: none"> Deaf Care Services
CNIB	<ul style="list-style-type: none"> Vision Impaired Care Services
Cota Health	<ul style="list-style-type: none"> N/A
LOFT Community Services	<ul style="list-style-type: none"> MH Case Management
Reconnect Community Health Services	<ul style="list-style-type: none"> Case Management Addictions - Substance Abuse
Sinai Health System	<ul style="list-style-type: none"> MH Community Clinic
WoodGreen Community Services	<ul style="list-style-type: none"> Case Management - Mental Health Meals Delivery Social and Congregate Dining Caregiver Support Visiting - Social and Safety In-Home Social Work

Use of Space Agreements
None

Top ED Visit Diagnosis (FY 17/18 and 18/19)	#	%
Injury & Poisoning & Other External Causes	21	24%
Mental and Behavioural Disorders	24	22%
Symptoms, Signs & Abnormal Clinical Findings	12	14%

% of ED Visits to MGH	44.8%
% of CTAS 4-5 Visits	13.8%

CHC Encounters by TCHC Residents (2018-19)		
CHC (# of Clients)	East End CHC (2)	SRCHC (4)
# Encounters with Clinical Team	72	73
# Team Based Care Encounters	20	93
# of Group Sessions	2	5

Language	# of Residents	% of Residents
English	106	95%
Arabic	2	2%
Amharic	1	1%
Somali	1	1%
Tagalog	1	1%
Grand Total	111	100%

4. Broadview Manor (ID: 145) – 80 Danforth Ave.

Number of Units: 131

Neighbourhood:

Player Estates – Danforth

Overall Need: **HIGH**



Rent/Parking Arrears	Moderate
Arrears > 31 days	Moderate
Active Legal Files	Low
911 Calls	Moderate
CSU Calls	High
Major Incident Score	Moderate
Pest Control	High
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	High

Health Care Resources

- Primary Care Locations in Neighbourhood (# of PCPs)**
1. Albany Medical Clinic: 37
 2. Broadview Medical Clinic: 3
 3. Doctor Albert Wong's And Associates Office: 2
 4. Doctor Marie Toussaint's Office: 1
 5. Doctor Mohammed Mohammed's Office: 1
 6. Doctor Spiros Konstantatos' Office: 1
 7. Doctor Thuang Tan's Office: 1
 8. Doctor Wilhelm Mueller's Office: 1
 9. Lexington Medical: 1

- Home Care Utilization by Residents**
- Unique Number of SPOs: 9
 - Unique Number of Clients: 10
 - ED Visits (2018): 31

Meals Delivery	Transportation	Social/Safety Visiting	Case Management
X	✓ x 2	✓ x 3	✓ x 3
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Serv.
✓ x 2	X	X	✓

HSP Name	Services Type (Total Clients = 54)
Alzheimer Society	• Service Arrangement/Coordination
CNIB	• Vision Impaired Care Services
Cota Health	• Case Management - Mental Health
Dixon Hall	• Transportation - Client • Crisis Intervention and Support • Visiting - Social and Safety
Fred Victor Centre	• Case Management - Mental Health
Progress Place	• MH Clubhouses
South Riverdale CHC	• Social and Congregate Dining • Crisis Intervention and Support
SPRINT	• Homemaking
The Neighbourhood Group	• Service Arrangement/Coordination • Crisis Intervention and Support • Visiting - Social and Safety
TEHN	• Res Addiction - Withdrawal Management Centres
TIP	• Home Maintenance
WoodGreen Community Services	<ul style="list-style-type: none"> • MH Case Mgmt. • MH Crisis Intervention • Service Arrangement/Coordnt. • Social and Congregate Dining • Transportation • Assisted Living Services • Caregiver Support • Visiting - Social and Safety • In-Home Social Work

Use of Space Agreements

- Chit Chat Hearing Incorporated
- Eastview Neighbourhood Community Centre

Top ED Visit Diagnosis (FY 17/18 and 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	120	35%
Injury & Poisoning & Other External Causes	46	13%
Diseases Of Musculoskeletal System	46	13%

% of ED Visits to MGH **38.2%**

% of CTAS 4-5 Visits **17.3%**

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	SRCHC (7)
# Encounters with Clinical Team	62
# Team Based Care Encounters	86
# of Group Sessions	16

Language	# of Residents	% of Residents
English	83	93%
Vietnamese	3	3%
Cantonese	1	1%
Spanish	1	1%
Unknown	1	1%
Grand Total	89	100%

7. Frances Beavis Manor - 369 Pape Ave.

Number of Units: 139
Neighbourhood: Blake-Jones
Overall Need: **MODERATE**



Rent/Parking Arrears	High
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Low
CSU Calls	Moderate
Major Incident Score	Moderate
Pest Control	Moderate
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Low

Neighbourhood Primary Care | Home Care

Primary Care Locations in Neighbourhood (# of PCPs)	<ul style="list-style-type: none"> Medicare Family Medicine Clinic: 1
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 6 Unique Number of Clients: 34 ED Visits (2018): 38

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓	✓ x 2	✓	✓ x 2
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓	X	✓	X

HSP Name	Service Type (Total Clients = 25)
Canadian Hearing Society	<ul style="list-style-type: none"> In-Home - Speech Lang. Path.
CNIB	<ul style="list-style-type: none"> Vision Impaired Care Services
Cota Health	<ul style="list-style-type: none"> Case Management - Mental Health
Dixon Hall	<ul style="list-style-type: none"> Transportation - Client
TIPC	<ul style="list-style-type: none"> Home Maintenance
WoodGreen Community Services	<ul style="list-style-type: none"> Case Management - Mental Health Crisis Intervention - Mental Health Meals Delivery Social and Congregate Dining Transportation - Client Caregiver Support Visiting - Social and Safety In-Home - Social Work

Use of Space Agreements

- Eastview Neighbourhood Community Centre
- Toronto Chinese Christian Short Term Mission Training Centre (Toronto STM)

Top ED Visit Diagnosis (FY 17/18 and 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	36	22%
Injury & Poisoning & Other External Causes	28	17%
Diseases Of Circulatory System	20	12%

% of ED Visits to MGH	54.9%
% of CTAS 4-5 Visits	6.7%

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	Access Alliance (3)	SRCHC (12)
# Encounters with Clinical Team	28	140
# Team Based Care Encounters	22	105
# of Group Sessions	9	60

Language	# of Residents	% of Residents
English	166	70%
Polish	22	9%
Russian	13	5%
Spanish	9	4%
Ukrainian	9	4%
8%: Vietnamese, Arabic, Bosnian, Farsi, Italian, Portuguese, Somali, Cantonese, Romanian, Serbian, Turkish		
Grand Total	238	100%

10. Greenwood Towers - 145 Strathmore Blvd.

Number of Units: 350
Neighbourhood:
 Danforth
Overall Need: HIGH



Rent/Parking Arrears	High
Arrears > 31 days	High
Active Legal Files	High
911 Calls	Moderate
CSU Calls	High
Major Incident Score	High
Pest Control	High
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	Moderate

Health Care Resources	
Primary Care Locations in Neighbourhood (# of PCPs)	1. Doctor Gao-Nan Chang's And Associates Office: 2
	2. Doctor Faez Papadopoulos' Office: 1
	3. Doctor Gina Savvidou's Office: 1
	4. Doctor John Deliakis' Office: 1
	5. Doctor Snezana Stegnajic's Office: 1
	6. Doctor Michael Bazos' Office: 1
	7. Greenwood Clinic: 1
	8. Doctor Peter Karalis' Office: 1
	9. Pape Medical Centre: 1
	10. Doctor Anastassios Karantonis' Office: 1
	11. Doctor Frank Karantonis' Office: 1
	12. Doctor Francis Li: 1
	13. Doctor Mary Karantonis' Office: 1
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 8 Unique Number of Clients: 29 ED Visits (2018): 56

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓	✓ x 3	✓ x 3	✓ x 6
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 2	✓	✓	✓

HSP	Service Type (Total Clients = 103)										
Alternatives	• Case Management - Mental Health										
Alzheimer Society	• Caregiver Support										
Canadian Hearing Society	• In-Home Health Care - Speech Lang. Path.										
CNIB	• Vision Impaired Care Services										
Cota Health	• Case Management - Mental Health										
Fred Victor Centre	• Case Management - Mental Health										
LOFT	• Case Management - Mental Health										
Progress Place	• MH Clubhouses										
Sound Times	• MH Diversion and Court Support • Consumer Survivor Initiatives - Peer/Self Help										
South Riverdale CHC	• Transportation - Client										
Street Health	• Case Management - Mental Health										
The Neighbourhood Group	• Service Arrangement/Coordination • Social and Congregate Dining • Transportation - Client • Visiting - Social and Safety										
TEHN	• Res. Addiction - Withdrawal Management Centres										
TIPC	• Home Maintenance • Visiting - Social and Safety										
WoodGreen Community Services	<table border="0"> <tr><td>• MH Case Management</td><td>• Adult Day Services</td></tr> <tr><td>• MH Crisis Intervention</td><td>• Assisted Living Services</td></tr> <tr><td>• Meals Delivery</td><td>• Caregiver Support</td></tr> <tr><td>• Social and Congregate Dining</td><td>• Visiting - Social and Safety</td></tr> <tr><td>• Transportation</td><td>• In-Home - Social Work</td></tr> </table>	• MH Case Management	• Adult Day Services	• MH Crisis Intervention	• Assisted Living Services	• Meals Delivery	• Caregiver Support	• Social and Congregate Dining	• Visiting - Social and Safety	• Transportation	• In-Home - Social Work
• MH Case Management	• Adult Day Services										
• MH Crisis Intervention	• Assisted Living Services										
• Meals Delivery	• Caregiver Support										
• Social and Congregate Dining	• Visiting - Social and Safety										
• Transportation	• In-Home - Social Work										

Use of Space Agreements
• Eastview Neighbourhood Community Centre

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	119	23%
Injury & Poisoning & Other External Causes	93	18%
Diseases of the Digestive System	48	9%

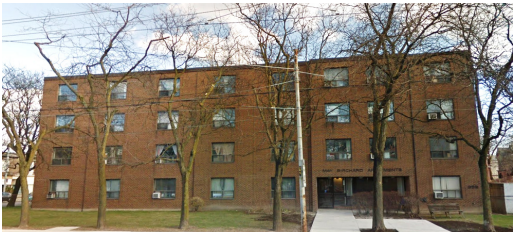
% of ED Visits to MGH	72.4%
% of CTAS 4-5 Visits	15.5%

CHC Encounters by TCHC Residents (2018-19)				
CHC (# of Clients)	Access Alli. (1)	East End (2)	Flem. (1)	SRCHC (14)
# Encounters with Clinical Team	0	1	0	206
# Team Based Care Encounters	1	0	0	127
# of Group Sessions	0	15	1	16

Language	# of Residents	% of Residents
English	188	55%
Mandarin	45	13%
Korean	18	5%
Cantonese	12	4%
Farsi	11	3%
Romanian	10	3%
Russian	10	3%
13%: Serbian, Tamil, Tagalog, Arabic, Bulgarian, Persian, Spanish, Urdu, Armenian, French, Hungarian, Italian, Polish, Swahili		
Grand Total	339	100%

13. May Birchard Apartments - 859 Dundas St. E.

Number of Units: 29
Neighbourhood: South Riverdale
Overall Need: **LOW**



Rent/Parking Arrears	Low
Arrears > 31 days	Low
Active Legal Files	Low
911 Calls	High
CSU Calls	Moderate
Major Incident Score	Moderate
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Moderate

Health Care Resources	
Primary Care Locations in Neighbourhood (# of PCPs)	<ul style="list-style-type: none"> South Riverdale CHC: 8 Doctor Terence Leung's Office: 1 Doctor Harvey Pasternak's Office: 1
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 3 Unique Number of Clients: 3 ED Visits (2018): 6

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓ x 1	X	X	X
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
X	X	X	X

HSP	Service Type (Total Clients = <5)
CNIB	<ul style="list-style-type: none"> Vision Impaired Care Services
WoodGreen Community Services	<ul style="list-style-type: none"> Meals Delivery

Use of Space Agreements
None

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Injury & Poisoning & Other External Causes	5	23%
Diseases of the Digestive System	4	18%
Diseases Of Circulatory System	3	14%

% of All ED Visits to MGH	22.7%
% of CTAS 4-5 Visits**	18.2%

CHC Encounters: South Riverdale CHC (3 Clients)	
# Encounters with Clinical Team	13
# Team Based Care Encounters	27
# of Group Sessions	5

Language	# of Res.	% of Res.
English	15	75%
Tamil	3	15%
Cantonese	1	5%
Mandarin	1	5%
Grand Total	20	100%

*Low volumes may skew data

Beaches and Area

1. Beaches Lion Centennial Centre (ID: 119) - 50 Norway Ave.

Number of Units: 43
Neighbourhood:
 The Beaches
Overall Need: **LOW**



Rent/Parking Arrears	Moderate
Arrears > 31 days	Low
Active Legal Files	Moderate
911 Calls	Low
CSU Calls	Moderate
Major Incident Score	Low
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Low

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	<ol style="list-style-type: none"> 1. Beaches Family Practice: 4 2. Leslieville Medical Clinic: 4 3. Appletree Medical Group – Queen: 2 4. Beach Clinic: 2
Home Care Utilization by Residents	<ul style="list-style-type: none"> • Unique SPOs: 1 • Unique Number of Clients: 1 • ED Visits (2018): 1

Meals Delivery	Transportation	Social/Safety Visiting	Case Management
✓	✓ x 2	✓	✓
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Serv.
✓	✓ x 2	✓	X

HSP Name	Service Type (Total Clients = 33)
CNIB	• Vision Impaired Care Services
Cota Health	• Case Management
Progress Place	• MH Clubhouses
The Neighbourhood Group	<ul style="list-style-type: none"> • Crisis Intervention and Support (11) • Service Arrangement/Coordination (15) • Visiting - Social and Safety (27) • Meals Delivery • Social and Congregate Dining • Transportation • Adult Day Services
Toronto Intergenerational Partnership	• Home Maintenance
Woodgreen Community Services	<ul style="list-style-type: none"> • Transportation • Adult Day Services

Use of Space Agreements`

- Community Garden (Tenant Led)

Top ED Visit Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	14	27%
Injury & Poisoning & Other External Causes	12	23%
Diseases Of Circulatory System	5	10%

% of ED Visits to MGH	59.6%
% of CTAS 4-5 Visits	13.5%

CHC Encounters by Type (Jan. 2018 to Dec. 2019)		
CHC (# of Clients)	East End CHC (6)	SRCHC (2)
# Encounters with Clinical Team	96	0
# Team Based Care Encounters	45	18
# of Group Sessions	14	0

Language	# of Residents	% of Residents
English	44	85%
Somali	5	10%
Spanish	2	4%
Italian	1	2%
Total	52	100%

8. Glen Stewart Acres - 828 Kingston Rd.

Number of Units: 147

Neighbourhood:

East-End Danforth

Overall Need: HIGH



Rent/Parking Arrears	Moderate
Arrears > 31 days	High
Active Legal Files	High
911 Calls	High
CSU Calls	Moderate
Major Incident Score	Low
Pest Control	High
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	Moderate

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	1. Abha Family Medical Clinic: 1
	2. Danforth Family Care Centre: 1
	3. Danforth Main Street Clinic: 1
	4. Dawes Family Practice And Walk-In: 3
	5. Doctor Donald Norris' Office: 1
	6. Doctor Gerald Isenberg's Office: 1
	7. Doctor Hugh Siddall's Office: 1
	8. Doctor Nicholas Loukides' Office: 2
	9. Doctor Pamela Mark's Office: 1
	10. Doctor Paul Zalan's Office: 1
	11. Doctor Shirley Caspin's And Associates Office: 2
	12. Doctor Thomas Tam'S Office: 1
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 11 Unique Number of Clients: 22 ED Visits (2018): 110

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓ x 2	✓ x 2	✓ x 2	✓
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 2	✓	✓	✓

HSP	Service Type (Total Clients = 97)
Alternatives	• Case Management - Mental Health
Canadian Hearing Society	• In-Home - Speech Lang. Path.
CNIB	• Vision Impaired Care Services
Providence Healthcare	• Caregiver Support
Renascent Fellowship	• Residential Addiction - Treatment Services-Substance Abuse
South Riverdale CHC	• Transportation - Client
SPRINT	• Social and Congregate Dining
The Neighbourhood Group Community Service	<ul style="list-style-type: none"> • Service Arrangement/Coordination • Meals Delivery • Social and Congregate Dining • Transportation - Client • Crisis Intervention and Support • Adult Day Services • Assisted Living Services • Visiting - Social and Safety
Toronto Intergenerational Partnerships	• Home Maintenance
Warden Woods	• Meals Delivery
WoodGreen Community Services	<ul style="list-style-type: none"> • Meals Delivery • Visiting - Social and Safety • In-Home - Social Work

Use of Space Agreements

None

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	125	36%
Injury & Poisoning & Other External Causes	42	12%
Diseases of the Digestive System	41	12%

% of ED Visits to MGH **84.8%**

% of CTAS 4-5 Visits **8.9%**

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	AA (4)	East End (17)	Flem. (1)	SRCHC (6)
# Encounters with Clinical Team	0	423	0	0
# Team Based Care Encounters	8	165	0	113
# Group Sessions	12	32	7	0

Language	# of Residents	% of Residents
English	228	93%
Somali	5	2%
Spanish	5	2%
Vietnamese	3	1%
2%: Arabic, French, Persian, Portuguese, Urdu		
Grand Total	246	100%

11. Hanson House - 7 Coatsworth Cr.

Number of Units: 48
Neighbourhood:
 Woodbine Corridor
Overall Need: **LOW**



Rent/Parking Arrears	Moderate
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Moderate
CSU Calls	Low
Major Incident Score	Low
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	Moderate

Health Care Resources	
Primary Care Locations in Neighbourhood (# of PCPs)	<ul style="list-style-type: none"> • Doctor Tariq Mahmood's Office: 1 • South East Toronto FHT - Danforth Site: 10 • Doctor Haregua Getu's Office: 1 • Doctor Miller's Office: 1 • East End CHC – Queen and Coxwell Site: 5
Home Care Utilization by Residents	<ul style="list-style-type: none"> • Unique SPOs: 7 • Unique Number of Clients: 11 • ED Visits (2018): 20

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓ x 2	✓ x 4	✓ x 3	X
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 2	✓ x 2	✓	X

HSP	Service Type (Total Clients = 25)
Alzheimer Society	• Service Arrangement/Coordination
CNIB	• Vision Impaired Care Services
Carefirst Seniors	• Social and Congregate Dining
Reconnect	• Transportation – Client
The Neighbourhood Group	<ul style="list-style-type: none"> • Service Arrangement/Coordination • Meals Delivery • Social and Congregate Dining • Transportation - Client • Crisis Intervention and Support • Adult Day Services • Visiting - Social and Safety
TIPC	• Home Maintenance
West Toronto Support Seniors	<ul style="list-style-type: none"> • Transportation - Client • Visiting - Social and Safety
WoodGreen Community Services	<ul style="list-style-type: none"> • Meals Delivery • Transportation - Client • Adult Day Services • Visiting - Social and Safety

Use of Space Agreements
• Carefirst Seniors and Community Services Association

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	27	28%
Injury & Poisoning & Other External Causes	20	20%
Diseases Of Circulatory System	15	15%

% of ED Visits to MGH	88.8%
% of CTAS 4-5 Visits	12.2%

CHC Encounters by TCHC Residents (2018-19)		
CHC (# of Clients)	East End CHC (9)	SRCHC (4)
# Encounters with Clinical Team	94	0
# Team Based Care Encounters	97	31
# of Group Sessions	37	0

Languages	% of Residents	# of Residents
English	89	96%
Somali	2	2%
Urdu	1	1%
Vietnamese	1	1%
Grand Total	93	100%

12. Kinsmen Manor - 2287 Gerrard St. E.

Number of Units: 38

Neighbourhood:

East-End Danforth

Overall Need: MODERATE



Rent/Parking Arrears	High
Arrears > 31 days	High
Active Legal Files	High
911 Calls	Moderate
CSU Calls	Moderate
Major Incident Score	Low
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	Low

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)

1. Abha Family Medical Clinic: 1
2. Danforth Family Care Centre: 1
3. Danforth Main Street Clinic: 1
4. Dawes Family Practice And Walk-In: 3
5. Doctor Donald Norris' Office: 1
6. Doctor Gerald Isenberg's Office: 1
7. Doctor Hugh Siddall's Office: 1
8. Doctor Nicholas Loukides' Office: 2
9. Doctor Pamela Mark's Office: 1
10. Doctor Paul Zalan's Office: 1
11. Doctor Shirley Caspin's And Associates Office: 2
12. Doctor Thomas Tam'S Office: 1

Home Care Utilization by Residents

- Unique SPOs: 4
- Unique Number of Clients: 5
- ED Visits (2018): 8

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓ x 2	✓ x 2	✓	✓
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓	✓ x 2	X	X

HSP Name	Service Type (Total Clients = 20)
Alzheimer Society of Toronto	• Caregiver Support
Canadian Hearing Society	• In-Home - Speech Lang. Path.
CNIB	• Vision Impaired Care Services
Cota Health	• Case Management - Mental Health
Providence Healthcare	• Adult Day Services • Caregiver Support
Sinai Health System	• MH Assertive Community Treatment Teams • MH Community Clinic
The Neighbourhood Group Community Service	• Service Arrangement/Coordination • Meals Delivery • Transportation - Client • Crisis Intervention and Support • Adult Day Services • Visiting - Social and Safety
Toronto East Health Network	• Residential Addiction - Withdrawal Management Centres
WoodGreen Community Services	• Meals Delivery • Social and Congregate Dining • Transportation - Client

Use of Space Agreements

None

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	27	25%
Injury & Poisoning & Other External Causes	15	14%
Diseases Of Musculoskeletal System	13	12%

% of ED Visits to MGH 55.7%

% of CTAS 4-5 Visits 19.8%

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients) SRCHC (1)

Encounters with Clinical Team 0

Team Based Care Encounters 5

of Group Sessions 0

Language	# of Residents	% of Residents
English	28	76%
Spanish	3	8%
Somali	2	5%
Arabic	1	3%
Korean	1	3%
Mandarin	1	3%
Turkish	1	3%
Grand Total	37	100%

18. Woodbine Acres - 133 Merrill Ave. E.

Number of Units: 42
Neighbourhood:
 Woodbine Corridor
Overall Need: **LOW**



Rent/Parking Arrears	Low
Arrears > 31 days	Low
Active Legal Files	Low
911 Calls	Low
CSU Calls	Low
Major Incident Score	Moderate
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	Moderate

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	<ul style="list-style-type: none"> • Doctor Tariq Mahmood's Office: 1 • South East Toronto FHT - Danforth Site: 10 • Doctor Haregua Getu's Office: 1 • Doctor Miller's Office: 1 • East End CHC – Queen and Coxwell Site: 5
Home Care Utilization by Residents	<ul style="list-style-type: none"> • Unique SPOs: 2 • Unique Number of Clients: 6 • ED Visits (2018): 8

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
X	✓ x 2	✓	X
Congregate Dining	Day Services	Home Maintenance	Assisted Living Services
X	X	X	X

HSP	Service Type (Total Clients = 27)
Alzheimer Society of Toronto	<ul style="list-style-type: none"> • Service Arrangement/Coordination
Canadian Hearing Society	<ul style="list-style-type: none"> • In-Home - Speech Lang. Path.
South Riverdale CHC	<ul style="list-style-type: none"> • Transportation - Client
Neighbourhood Group Community Service	<ul style="list-style-type: none"> • Service Arrangement/Coordination • Transportation - Client • Crisis Intervention and Support • Visiting - Social and Safety
University Health Network	<ul style="list-style-type: none"> • Clinics/Programs - MH Psycho-geriatric

Use of Space Agreements

None

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Injury & Poisoning & Other External Causes	20	26%
Symptoms, Signs & Abnormal Clinical Findings	17	22%
Diseases Of Musculoskeletal System	9	12%

% of ED Visits to MGH **81.6%**

% of CTAS 4-5 Visits* **26.3%**

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	AA (1)	East End (8)	SRCHC (1)
# Encounters with Clinical Team	0	190	0
# Team Based Care Encounters	0	89	8
# of Group Sessions	12	6	0

Language	# of Residents	% of Residents
English	41	80%
Polish	4	8%
Korean	2	4%
8%: Cantonese, Romanian, Russian, Spanish		
Grand Total	51	100%

South of Eglinton


6. East York Acres (ID = 109) – 9 Haldon Ave.


Number of Units: 200
Neighbourhood: Woodbine-Lumsden
Overall Need: **HIGH**



Rent/Parking Arrears	Moderate
Arrears > 31 days	High
Active Legal Files	High
911 Calls	Moderate
CSU Calls	Moderate
Major Incident Score	Moderate
Pest Control	Low
Clutter (4-9)	High
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	High

Health Care Resources

 **There are no primary care clinics located in this neighbourhood.**



- Unique SPOs: 10
- Unique Number of Clients: 18
- ED Visits (2018): 56

Use of Space Agreements

<ul style="list-style-type: none"> • Meals on Wheels • New Circles 	<ul style="list-style-type: none"> • The East Yorkers (Tenant Led) • Woodgreen Community Services
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Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓	✓ x 3	✓ x 3	✓ x 5
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 3	✓	X	✓

HSP Name	Service Type (Total Clients = 100)	
Alzheimer Society	• Caregiver Support	
CNIB	• Vision Impaired Care Services	
Canadian Red Cross	• Transportation - Client	
CAMH	• Clinic MH Psycho-geriatric	
Cota Health	• Case Management - Mental Health	
East York MoW	• Social and Congregate Dining	
Fred Victor Centre	• Case Management - Mental Health	
Sinai Health System	• MH Community Clinic	
Sistering - A Woman's Place	• Case Management - Mental Health • MH Social Rehab./Recreation	
South Riverdale CHC	• Social and Congregate Dining • Transportation - Client • Crisis Intervention and Support	
The Neighbourhood Group	• Service Arrangement/Coord. • Meals Delivery	• Crisis Intervention and Support • Visiting Social/ Safety
TEHN	• MH Case Management • Res. Addiction - Withdrawal Management Centres	
TIPC	• Visiting - Social and Safety	
UHN	• Clinic MH Psycho-geriatric	
West Neighbourhood	• Case Management	
WoodGreen Community Services	• Social and Congregate Dining • Transportation • Adult Day Services • Home Social Work	• Assisted Living Serv • Caregiver Support • Visiting - Social and Safety

Top ED Visit Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	102	22%
Injury & Poisoning & Other External Causes	72	16%
Diseases Of Respiratory System	59	13%

% of ED Visits to MGH	76.4%
% of CTAS 4-5 Visits	15.4%

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	Access Alliance (2)	East End (8)	Flem. CHC (4)	SRCHC (9)
# Encounters with Clinical Team	28	59	17	5
# Team Based Care Encounters	15	15	11	151
# of Group Sessions	0	68	4	0

Language	# of Residents	% of Residents
English	305	88%
Somali	37	11%
Spanish	3	1%
Grand Total	345	100%

9. Glenyan Manor - 10 Deauville Lane

Number of Units: 247
Neighbourhood: Flemington Park
Overall Need: **MODERATE**



Rent/Parking Arrears	Moderate
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Moderate
CSU Calls	Low
Major Incident Score	Moderate
Pest Control	Moderate
Clutter (4-9)	Low
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Low

Health Care Resources	
Primary Care Locations in Neighbourhood (# of PCPs)	<ol style="list-style-type: none"> 1. Doctor Analene Pulido's Office: 1 2. Doctor Robert Matta's & Associates Office: 2 3. Family Care Medical Centre: 3 4. Flemington Health Centre: 6
Home Care Utilization by Residents	<ul style="list-style-type: none"> • Unique SPOs: 10 • Unique Number of Clients: 36 • ED Visits (2018): 46

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
X	✓ x 2	✓	✓ x 2
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓	X	X	X

HSP	Service Type (Total Clients = 59)
Alzheimer Society of Toronto	<ul style="list-style-type: none"> • Caregiver Support
CNIB	<ul style="list-style-type: none"> • Vision Impaired Care Services
East York Meals on Wheels	<ul style="list-style-type: none"> • Social and Congregate Dining
Reconnect Community	<ul style="list-style-type: none"> • Case Management Addictions
SPRINT	<ul style="list-style-type: none"> • Case Management • Transportation - Client • In-Home - Social Work
St. Joseph's Health Centre	<ul style="list-style-type: none"> • MH Community Clinic
Sunnybrook Hospital	<ul style="list-style-type: none"> • MH Psycho-geriatric
The Neighbourhood Group	<ul style="list-style-type: none"> • Transportation - Client • Crisis Intervention and Support
Toronto Intergenerational Partnerships	<ul style="list-style-type: none"> • Visiting - Social and Safety
WoodGreen Community Services	<ul style="list-style-type: none"> • Social and Congregate Dining • Transportation - Client

Use of Space Agreements	
<ul style="list-style-type: none"> • 10 Deauville Seniors Club (Tenant Led) • Carefirst Seniors and Community Services Association • Flemington Health Centre • Golden Group (Tenant Led) 	<ul style="list-style-type: none"> • New Circles • The Smiling Club (Tenant Led) • Toronto Intergenerational Partnerships • Toronto Public Health

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	96	28%
Injury & Poisoning & Other External Causes	39	12%
Diseases Of Respiratory System	37	11%

% of All ED Visits at MGH	41.5%
% of CTAS 4-5 Visits	11.9%

CHC Encounters by TCHC Residents (2018-19)		
CHC (# of Clients)	Flemington CHC (161)	SRCHC (1)
# Encounters with Clinical Team	248	0
# Team Based Care Encounters	134	2
# of Group Sessions	178	0

Language	# of Residents	% of Residents
English	266	91%
Somali	11	4%
Spanish	9	3%
2%: Vietnamese, Korean, Russian, Ukrainian		
Grand Total	291	100%

16. Sunrise Towers - 1420 Victoria Park Ave.

Number of Units: 330
Neighbourhood:
 Victoria Village
Overall Need: **HIGH**



Rent/Parking Arrears	Moderate
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Moderate
CSU Calls	Moderate
Major Incident Score	High
Pest Control	Moderate
Clutter (4-9)	Low
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	High

Health Care Resources	
	1. Coxwell Family Practice And Walk-In: 3
	<ul style="list-style-type: none"> Unique SPOs: 9 Unique Number of Clients: 39 ED Visits (2018): 47

Use of Space Agreements	
<ul style="list-style-type: none"> New Circles Resident-Led Social (Tenant Led) Seniors Laughter Club (Tenant Led) 	<ul style="list-style-type: none"> Sunrise Tenants Association (Tenant Led) Transcare Community Support Services

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓	✓ x 4	✓ x 2	✓ x 3
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 3	✓ x 2	X	✓

HSP	Service Type (Total Clients = 64)	
Alzheimer Society	<ul style="list-style-type: none"> Service Arrangement/Coordination Caregiver Support 	
Canadian Hearing Society	<ul style="list-style-type: none"> In-Home - Speech Lang. Path. 	
CNIB	<ul style="list-style-type: none"> Vision Impaired Care Services 	
Cota Health	<ul style="list-style-type: none"> Case Management - Mental Health 	
Fred Victor Centre	<ul style="list-style-type: none"> Case Management - Mental Health 	
Providence Healthcare	<ul style="list-style-type: none"> Day Services Caregiver Support 	
Reconnect	<ul style="list-style-type: none"> Transportation - Client 	
South Riverdale CHC	<ul style="list-style-type: none"> Social and Congregate Dining Transportation - Client Crisis Intervention and Support 	
The Neighbourhood Group Community Service	<ul style="list-style-type: none"> Service Arrangement/Coordination Transportation - Client Crisis Intervention and Support Visiting - Social and Safety 	
Warden Woods Community Centre	<ul style="list-style-type: none"> Meals Delivery Crisis Intervention and Support Homemaking 	
West Scarborough	<ul style="list-style-type: none"> Social and Congregate Dining 	
WoodGreen Community Services	<ul style="list-style-type: none"> Case Management - Mental Health Crisis Intervention - Mental Health Social and Congregate Dining Transportation - Client 	<ul style="list-style-type: none"> Day Services Assisted Living Services Caregiver Support Visiting - Social and Safety Home Social Work

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	143	28%
Injury & Poisoning & Other External Causes	59	12%
Diseases Of Respiratory System	49	10%

% of ED Visits to MGH	57.8%
% of CTAS 4-5 Visits	10.0%

CHC Encounters by TCHC Residents (2018-19)				
CHC (# of Clients)	AA (1)	East End (1)	Flem. (30)	SRCHC (6)
# Encounters with Clinical Team	0	23	195	0
# Team Based Care Encounters	1	0	65	52
# Group Sessions	0	0	22	0

Language	# of Residents	% of Residents
English	293	85%
Unknown	31	9%
6%: Amharic, Cantonese, French, Arabic, Bengali, Korean, Farsi, Spanish, Swahili, Vietnamese		
Grand Total	343	100%

17. The Overlea - 12 Thorncliffe Park Dr.

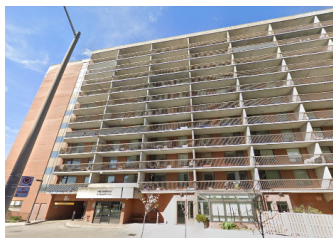
Number of Units: 219

Neighbourhood:

Thorncliffe Park

Overall Need:

MODERATE



Rent/Parking Arrears	Low
Arrears > 31 days	Low
Active Legal Files	Low
911 Calls	Moderate
CSU Calls	Low
Major Incident Score	Low
Pest Control	High
Clutter (4-9)	Low
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	High

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	1. Thorncliffe Health Centre: 2
	2. East York Medical Health Centre: 10
	3. Thornlea Medical Centre: 3
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 9 Unique Number of Clients: 33 ED Visits (2018): 34

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓	✓ x 3	✓ x 2	✓
Congregate Dining	Day Services	Home Maintenance	Assisted Living Services
✓ x 4	✓ x 2	X	✓

HSP	Service Type (Total Clients = 86)	
Alzheimer Society of Toronto	<ul style="list-style-type: none"> Service Arrangement/Coordination Caregiver Support 	
Canadian Hearing Society	<ul style="list-style-type: none"> Deaf Services In-Home - Speech Lang. Path. 	
CNIB	<ul style="list-style-type: none"> Vision Impaired Care Services 	
East York MoW	<ul style="list-style-type: none"> Meals Delivery 	
Les Centres d'Accueil Heritage	<ul style="list-style-type: none"> Social and Congregate Dining Transportation - Client Crisis Intervention and Support Day Services Visiting - Social and Safety 	
South Riverdale CHC	<ul style="list-style-type: none"> Transportation - Client 	
SPRINT	<ul style="list-style-type: none"> Case Management Social and Congregate Dining Day Services Caregiver Support In-Home - Social Work 	
Sunnybrook Hospital	<ul style="list-style-type: none"> Clinics/Programs - MH Psycho-geriatric 	
Warden Woods	<ul style="list-style-type: none"> Social and Congregate Dining 	
WoodGreen Community Services	<ul style="list-style-type: none"> Case Management - Mental Health Social and Congregate Dining Transportation - Client Caregiver Support 	<ul style="list-style-type: none"> Assisted Living Services Visiting - Social and Safety In-Home Health Care - Social Work

Use of Space Agreements

<ul style="list-style-type: none"> Better Living Health and Community Services Dr. Hook The Neighbourhood Organization 	<ul style="list-style-type: none"> New Circles Overlea Tenants Social Club (Tenant Led) Woodgreen Community Services
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ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	107	28%
Injury & Poisoning & Other External Causes	57	15%
Diseases Of Circulatory System	50	13%

% of ED Visits to MGH	63.0%
% of CTAS 4-5 Visits*	8.0%

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	Flem. CHC (108)	SRCHC (1)
# Encounters with Clinical Team	549	0
# Team Based Care Encounters	443	4
Group Based Programs	71	10

Language	# of Residents	% of Residents
English	331	80%
Cantonese	21	5%
Mandarin	19	5%
Unknown	17	4%
Tamil	7	2%
4%: Polish, Russian, Arabic, Armenian, Romanian, Tagalog, Farsi, French, Hungarian, Italian, Spanish, Vietnamese		
Grand Total	415	100%

Scarborough / East

5. Byng Towers (ID = 146) – 3330 Danforth Ave.

Number of Units: 194

Neighbourhood:

Oakridge

Overall Need: **HIGH**



Rent/Parking Arrears	Moderate
Arrears > 31 days	High
Active Legal Files	High
911 Calls	Moderate
CSU Calls	Moderate
Major Incident Score	Moderate
Pest Control	High
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	High
IP Discharge (FY 2018/19)	Moderate

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)	1. Doctor Luciano Lombardi's Office: 1
	2. Victoria Health Centre: 5
	3. Warden Woods Medical Centre: 4
	4. Access Alliance Multicultural Health And Community Services - Access Point On Danforth: 2
	5. Oakridge Interprofessional Team: 2
Home Care Utilization by Residents	• Unique Number of SPOs: 9
	• Unique Number of Clients: 17
	• ED Visits (2018): 21

Meals Delivery	Transportation	Social/Safety Visiting	Case Management
✓	✓ x 2	✓	✓
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
✓ x 2	✓	X	✓

HSP Name	Service Type (Total Clients = 130)
Alzheimer Society	• Caregiver Support
CNIB	• Vision Impaired Care Services
Cota Health	• N/A
Fred Victor Centre	• MH Case Management
Progress Place	• MH Clubhouses
Sound Times	• Survivor Initiatives - Peer/Self Help
South Riverdale CHC	• Social and Congregate Dining • Crisis Intervention and Support
The Neighbourhood Group	• Service Arrangement/Coordination • Transportation - Client • Crisis Intervention and Support • Visiting - Social and Safety
Warden Woods Community Centre	• Meals Delivery • Social and Congregate Dining • Transportation - Client • Crisis Intervention and Support • Adult Day Services • Homemaking • Assisted Living Services • Caregiver Support
WoodGreen	• Caregiver Support • In-Home - Social Work

Use of Space Agreements

- Tenant Leaders (Tenant Led)
- Warden Woods Community Centre
- Daily Bread Food Bank

Top ED Visit Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	82	26%
Injury & Poisoning & Other External Causes	45	14%
Diseases Of Circulatory System	31	10%

% of ED Visits to MGH **66.7%**

% of CTAS 4-5 Visits **15.6%**

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	Access Alliance (11)	East End CHC (2)	SRCHC (11)
# Encounters with Clinical Team	0	21	2
# Team Based Care Encounters	15	27	112
# of Group Sessions	70	6	0

Language	# of Residents	% of Residents
English	78	56%
Vietnamese	20	14%
Cantonese	12	9%
Mandarin	12	9%
Tamil, Bengali, Korean, Russian, Somali, Spanish, Farsi, Italian		
Grand Total	139	100%

14. Scarborough Acres - 575 Danforth Rd.

Number of Units: 16

Neighbourhood: Clairlea-Birchmount*

Overall Need: LOW

**Note: The address for this development is located in Central East LHIN. Home Care and Community Support Service data is unavailable in current data sources.*



Rent/Parking Arrears	Low
Arrears > 31 days	Low
Active Legal Files	Low
911 Calls	Low
CSU Calls	High
Major Incident Score	Low
Pest Control	No Data
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Moderate
IP Discharge (FY 2018/19)	Low

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
✓ x 1	X	X	X
Congregate Dining	Adult Day Services	Home Maintenance	Assisted Living Services
X	X	X	X

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Injury & Poisoning & Other External Causes	5	26%
Symptoms, Signs & Abnormal Clinical Findings	4	21%
Diseases of the Digestive System	3	16%

% of ED Visits to MGH	42.1%
% of CTAS 4-5 Visits*	26.3%

Health Care Resources	
Primary Care Locations in Neighbourhood (# of PCPs)	<ul style="list-style-type: none"> Doctor Sami Louli's Office: 1 Doctor Naaznin Jaffer's Office: 1
Home Care Utilization by Residents	<ul style="list-style-type: none"> Unique SPOs: 0 Unique Number of Clients: 1 ED Visits (2018): 0

HSP	Service Type (Total Clients = <5)
Canadian Hearing Society	<ul style="list-style-type: none"> In-Home Health Care - Speech Lang. Path.
Warden Woods Community Centre	<ul style="list-style-type: none"> Meals Delivery

Use of Space Agreements
None

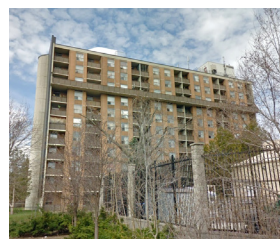
CHC Encounters by TCHC Residents (2018-19)	
# Encounters with Clinical Team	0
# Team Based Care Encounters	0
# of Group Sessions	0

Language	# of Residents	% of Residents
English	17	65%
Portuguese	1	4%
Spanish	4	15%
Vietnamese	4	15%
Grand Total	26	100%

*Low volumes may skew data

15. St. George Manor - 17 Brimley Rd.

Number of Units: 330
Neighbourhood: Cliffcrest*
Overall Need: MODERATE



**Note: The address for this development is located in Central East LHIN. This is limited home care & CSS data available for this address.*

Rent/Parking Arrears	Moderate
Arrears > 31 days	Moderate
Active Legal Files	Moderate
911 Calls	Moderate
CSU Calls	Moderate
Major Incident Score	Moderate
Pest Control	Low
Clutter (4-9)	Moderate
ED Visits (FY 2018/19)	Low
IP Discharge (FY 2018/19)	Low

Health Care Resources

Primary Care Locations in Neighbourhood (# of PCPs)

None included in TC LHIN data sets.

Home Care Utilization by Residents

- Unique SPOs: 0
- Unique Number of Clients: 2
- ED Visits (2018): 0

Meals Delivery	Transportation	Social/Safety Visiting	MH Case Management
X	X	✓ x 2	✓ x 2
Congregate Dining	Adult Day Services	Home Maintenance	Asted Living Services
✓ x 6	✓ x 1	X	X

HSP	Service Type (Total Clients = 34)
Alzheimer Society	• Caregiver Support
Canadian Hearing Society	• In-Home - Speech Lang. Path.
CNIB	• Vision Impaired Care Services
Canadian Red Cross	• Transportation - Client
Carefirst Seniors	• Social and Congregate Dining
Cota Health	• Case Management - Mental Health
Fred Victor Centre	• Case Management - Mental Health
Progress Place	• MH Clubhouses
Providence Healthcare	• Adult Day Services • Caregiver Support
South Riverdale CHC	• Social and Congregate Dining • Crisis Intervention and Support
SPRINT	• Social and Congregate Dining
Warden Woods	• Social and Congregate Dining
West Scarborough Neighbourhood	• Social and Congregate Dining
WoodGreen Community Services	• Social and Congregate Dining • Caregiver Support • In-Home - Social Work

Use of Space Agreements

- Resident-led Social (tenant led)
- Transcare Community Support Services
- Church of Brimley
- TCHC Active Living

ED Visits by Top Diagnosis (17/18 - 18/19)	#	%
Symptoms, Signs & Abnormal Clinical Findings	115	25%
Injury & Poisoning & Other External Causes	97	21%
Diseases Of Musculoskeletal System	47	10%

% of ED Visits to MGH* 12.8%

% of CTAS 4-5 Visits 16.5%

CHC Encounters by TCHC Residents (2018-19)

CHC (# of Clients)	Access Alliance (2)	SRCHC (2)
# Encounters with Clinical Team	0	0
# Team Based Care Encounters	6	9
Group Based Programs	0	0

Language	# of Residents	% of Residents
English	145	69%
Polish	9	4%
Vietnamese	8	4%
Cantonese	7	3%
Spanish	7	3%
17%: Unknown, Mandarin, Russian, Ukranian, Arabic, Portuguese, Bengali, Korean, Tagalog, Amharic, Bulgarian, French, Hungarian, Urdu		
Grand Total	210	100%

NOTES

ED Visits for Top Diagnosis includes:

- **Symptoms, Signs & Abnormal Clinical Findings.** This can include: Heart Palpitations, Chest Pain, Dizziness, Abdominal Pain, Headache, Fatigue, Cough, Vomiting, Incontinence etc.
- **Injuries and Poisonings can include:** Fractures (hip, head, arm, leg), Sprains, Open Wounds, etc.