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Toronto City Councillor: Ward 20 ~ Trinity-Spadina

Event Update

November 23, 2009



Dear friends and residents of Ward 20,

The team has been busy working on our next e-newsletter, but there are a couple of events happening this week that we thought you would want to know about! Our usual detailed update will be circulated later this week.

Come out and meet Fiona Crean, Toronto's first Ombudsman!

Date: Wednesday November 25, 2009
Time: 7 – 9 pm
Location: Scadding Court Community Centre
707 Dundas Street West (at Bathurst)

Fiona Crean was appointed as the City's first Ombudsman in November 2008. The Office of the Ombudsman is responsible for reviewing public complaints about administrative unfairness and making recommendations to City Council to improve service.

This is your opportunity to meet Fiona Crean and to learn about the role of the Ombudsman's Office and how it works. You are also invited to provide input to the priorities for the Ombudsman's first strategic plan.

The Ombudsman is working with the people of Toronto, the City's public service, and City Council to improve the quality of public service. The Ombudsman's commitment to all of you is to be fair, impartial, transparent, tenacious and thorough in our fact finding, decision making and recommendations.

The Office of the Ombudsman is a place of last resort. If you have a complaint about a City service, division or agency that hasn't been resolved to your satisfaction the Ombudsman may be able to help.

The Ombudsman's services are free. They are totally confidential.

To find out more about the Office of the Ombudsman visit: <http://ombudstoronto.ca/>

311: One number gets you everything you need from your City

It's official. **311** is live and online, waiting for your call – 24 hours a day, seven days a week, in multiple languages. This is a new City service that coordinates easy access to all non-emergency services and information about the City of Toronto. By calling 3-1-1 from your phone, you are connected with a live customer service representative at the City who can help, any time of day or night.

When you call 311, most inquiries can be resolved immediately. The operator will either answer your question, put in a work order, or transfer you directly to the appropriate person who can help – cutting out the guessing game you play when using blue pages or phone directories. The service can be used to assist in your own questions or to report issues in your community, such as broken streetlights or damaged sidewalks or roads. A tracking number will be issued so that you can check in on the progress of your request.

The service offers telephone interpretation service, with more than 180 languages available, and also offers TTY service for the hearing impaired. If you are calling from outside the city, the 311 team can be reached

by dialing 416 392-CITY (2489). The 311 system integrates many of the City's different work order systems, bringing improved service. As the program expands in the coming months, you will be able to make service requests and track their status online at www.toronto.ca/311.

Members of the public deserve convenient, timely access to their local services. I am excited that the 311 system will do just that. I have received feedback from Ward 20 residents that this service has proved helpful; in the middle of the night when one constituent's home became very cold due to a problem and their landlord wasn't reachable, 311 assisted with getting their heat turned back on. I encourage you to try calling 311 when you have a question or concern.

For more information on 311, please visit www.toronto.ca/311 or call 3-1-1.

The Children's Storefront, 1079 Bathurst

We were all saddened to hear about the fire that took place at 1079 Bathurst Street on the morning of October 31. The loss of life, the loss of housing stock and the loss of a treasured neighbourhood resource has been both tragic and shocking.

1079 Bathurst was home to the Children's Storefront, a well used and much loved family resource centre that served many residents in Seaton Village, the Annex and beyond. Since the fire, the resource centre has temporarily relocated to a space in St. Alban's Boy's and Girl's Club (843 Palmerston Avenue) and will be operating Monday to Friday, 9:30am to 2:00pm.

The Children's Storefront is now looking for a new home as well as donations to replace materials lost in the fire. The organization has set up a Charitable Donation account at TD Canada Trust at Transit # 13602 and Account # is 05425206664. Donations can also be made using Paypal via the Children's Storefront website at <http://www.childrensstorefront.com>. For more information and to further show your support, you can also join the Facebook group 'The Children's Storefront Needs a New Home.'

A Children's Storefront Fundraiser – Tomorrow!

Join in the fun at an all-day fundraising event for the Children's Storefront's on Tuesday November 24th at the Tranzac Club.

There will be family friendly programming in the daytime (1-5pm) and a concert in the evening (7pm-10pm) for the 19+ crowd. In addition, there will be an all day silent auction with items donated by Agent Mommy, Baby Belly Casting, Bunch, Coach House, Fancy Pants Kids, Greenwood, HarperCollins, Kids Can, Penguin, Random House, Shameless Magazine, Tynan Studio, and many many more!

Date: Tuesday November 24, 2009
Time: Afternoon Drop-In: 1:00 – 5:00;
Evening All Star Concert: 7:00 (doors open at 6:30.)
Location: The Tranzac Club, 292 Brunswick Ave, Toronto

Afternoon Drop-In: Suggested Donation \$5

Stories read by authors Andrew Larsen, Joanne Schwartz, Patricia Storms, and Robert Paul Weston, a game of Ninja Cowboy Bear with Hilary Leung, Balloon Artist Scott Kalja, Magician Bobby Motta, and Rockabilly Ruby are just the tip of the iceberg!

Evening All Star Concert: Cover: \$10

Hosted by Chris Reed of Small Print. Featuring Related, with sets by Bellwoods Trinity, Abigail Lapell, Flashlight Radio, Ninth Planet, and The Strumbellas.

After the Fire

Since the fire, many people have contacted my office with questions and concerns about the ongoing safety and maintenance of the site. One of the most common questions has concerned the toxicity of the fumes from the site. I have received confirmation that there is no asbestos or other dangerous materials that present public health concerns. Both Toronto Fire Services and Toronto Buildings have conducted their own risk assessments of the site and found that the building was standard brick and concrete.

Maintaining property standards and protection against ongoing health and safety concerns is the responsibility of the property owner. If this is not done, City of Toronto Municipal Licensing and Standards (MLS) staff will issue a notice to the property owner saying that they must clean up the site and address the smell. If the owner does not respond, the City then has the legal authority to clean the site and charge the owner on their taxes.

Should new property standards issues arise after the site has been cleaned, these can be reported to MLS, who will continue to investigate the site and take appropriate action. You can report any problems to our office, or you can report your concerns to MLS directly by calling 311.

Dealing with the aftermath of a fire is not easy and that there are many concerns that arise. If you have any more questions please let me know.

Check out our website!

For up to date information on community events, news and developments, check out our website at <http://www.ward20.ca>. If you are interested in finding out about the latest developments in your area, be sure to check out the Development Map where you can find information about a specific project in Ward 20 and its construction status.

Contact us

If you have a concern about your community or the ward you would like to discuss with Councillor Vaughan or our staff team, please call the office at **416-392-4044** or contact us by email: **councillor_vaughan@toronto.ca**

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