



# Paul Ainslie

Toronto City Councillor  
Ward 24 Scarborough-Guildwood

## May 2020 - Volume 20, Issue 111 Outreach - Value – Input Making Our Community Thrive

Dear Scarborough-Guildwood Neighbours,

I hope everyone is doing well and staying healthy.

I want to thank everyone for your efforts during this very difficult time. It is very important for all of us, to the best of our ability to follow the [mandatory physical distancing bylaw!](#)

On Wednesday April 29<sup>th</sup>, myself, John McKay M.P., and Mitzie Hunter M.P.P. held a Virtual Town Hall meeting which was streamed live on Facebook. I would like to thank everyone who participated and those who submitted questions in advance. If you missed the Town Hall, you may watch it [here](#). If you do not have a Facebook account you can access the video [here](#).

On Wednesday May 13, 2020 we will be hosting our 2<sup>nd</sup> Virtual Town Hall. An invitation will be sent out shortly asking for your participation. A Facebook account will not be required.

**Revised due dates for City of Toronto property tax and utility bills:** The 60-day grace period for property tax, utility bill payments and late penalties extended by the City during the COVID-19 response ends on May 15. There are important changes to instalment amounts and due dates for all payment schedules. Everyone will receive a mailed notification of their revised interim bill due dates. Final tax bills will be mailed in mid-May as usual.

Property taxes for the remainder of 2020 will be due on the following dates:

- Two-instalment plan: August 4
- Six-instalment plan: June 1, July 2, August 4, September 1 and October 1

- Eleven-instalment plan: June 15, July 15, August 17, September 15, October 15, November 16 and December 15.

Those on the 11-instalment plan will have their original May and June interim instalment amounts combined with the final billing and spread evenly over July through December payments.

Customers who are already enrolled in the City's pre-authorized payment plan don't have to re-enroll – payments will start again automatically on the new due date. Customers who have sent the City post-dated cheques do not need to re-send cheques for the revised due dates, as any cheques previously submitted will be processed on the new due dates. Any cheques received after April 1, 2020 will be cashed according to the date on the cheque.

Those who pay their taxes via their mortgage payment should contact their mortgage company or financial institution to understand how this grace period will affect their mortgage amount and/or mortgage payment schedule.

Customers who paid their property tax and utility bills during this time will see any payments made reflected on their account. Property owners can access their property tax account details by using the online Property Tax Lookup tool available at <https://www.toronto.ca/services-payments/property-taxes-utilities/property-tax/>.

For utility bill customers, due dates appearing on utility bills have been automatically adjusted to reflect the 60-day grace period.

COVID-19 case status data can be found on the City's [reporting platform](#). The advice from Toronto's public health officials has been clear and consistent: To stop the community spread of this deadly virus, we must reduce all contact with others as much as possible. Stay home, except for essential outings.

Enforcement of the City's physical distancing bylaw and the Province's Emergency Management and Civil Protection Act orders is ongoing. Bylaw and police officers have spoken to almost 12,000 people in City parks about the closures and public health measures. Residents can report non-compliance online through the [City's website](#).

**Please support your local food banks!**

**[For a list of locations in our community please click the following link](#)**

**We are in need due to the current pandemic. Please contribute to your community.**

The City's website is updated daily with the latest health advice, and information about City services and social supports. Check <https://www.toronto.ca/covid-19/> for answers to common questions before contacting the Toronto Public Health COVID-19 Hotline or 311.

The City's COVID-19 website includes:

- [Health Advice](#)
- [Affected City Services](#)
- [Community Settings & Workplaces](#)
- [Economy Support & Recovery](#)
- [Social Support](#)
- [Travel Advice](#)

I am continuously updating my social media platforms and my website with up to date information. Please visit and follow:

- Twitter: [@Ainslie\\_Ward24](#)
- Facebook: [@ward24scarboroughguildwood](#)
- Instagram: [@cllrainslie](#)

You can also reach me by telephone at 416-396-7222 or email me at [councillor\\_ainslie@toronto.ca](mailto:councillor_ainslie@toronto.ca)

All my Best,  
Paul

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**Still riding TTC or wishing you could?**

We are a team of researchers from the University of Toronto working to support public transit for Torontonians during and after the COVID-19 crisis.

If you rode TTC more than once a week before COVID-19, we invite you to take our survey, whether you still ride or not. It takes about **15 minutes** and participants can enter a raffle for one of 30 \$50 gift cards.

**Please follow the link to this Survey:**

**<https://tinyurl.com/COVIDTransitSurvey>**

**Or copy and paste the URL into your web browser.**

All responses will remain strictly confidential and anonymous. If you have any questions, please contact us as below.

Matthew Palm, University of Toronto, [Matthew.palm@utoronto.ca](mailto:Matthew.palm@utoronto.ca)

## SCARBOROUGH-GUILDWOOD FACEBOOK LIVE TOWN HALL



Hon. John McKay  
Member of Parliament  
[john.mckay.c1@parl.gc.ca](mailto:john.mckay.c1@parl.gc.ca)



Mitzie Hunter  
Member of Provincial Parliament  
[mhunter.mpp.co@liberal.ola.org](mailto:mhunter.mpp.co@liberal.ola.org)



Paul Ainslie  
City Councillor  
[councillor\\_ainslie@toronto.ca](mailto:councillor_ainslie@toronto.ca)



Wednesday, April 29 at 7pm



To join, go to <https://www.facebook.com/ward24scarboroughguildwood/>



Questions or comments? Email: [councillor\\_ainslie@toronto.ca](mailto:councillor_ainslie@toronto.ca)

### ROLES & RESPONSIBILITIES DURING THE COVID-19 PANDEMIC

#### Government of Canada

- Canada Child Benefit
- Canada Emergency Response Benefit
- Canada Emergency Wage Subsidy
- Employment Insurance (EI)
- Foreign Travel & Support for Canadians overseas
- Canada Student Loans
- Canada Summer Jobs (CSJ)
- Business loans & support
- Registered Retirement Income Funds (RRIFs)
- Income Tax & Canada Revenue Agency (CRA)

#### Province of Ontario

- Business supports & closures
- Colleges & Universities
- COVID-19 Testing
- Health Care
- Hospitals
- LCBO
- List of Non-Essential Businesses
- Schools & Education
- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)

#### City of Toronto

- Animal services
- Building Permits
- Burial Permits
- City's Children Care Centres
- City's Long-Term Care Homes
- Development Permits
- Housing, Shelters, Homelessness
- Libraries
- Organic, Garbage and Recycling
- Paramedics and Fire Services
- Parking Enforcement
- Parks and Forestry Services
- Police
- Property Standards Enforcement
- Property Tax
- Public Health
- Roads
- Toronto Hydro
- Toronto Water
- Transit

On April 29<sup>th</sup>, myself, MP Hon. John McKay and MPP Mitzie Hunter held our 1<sup>st</sup> Scarborough-Guildwood Virtual Town Hall. A 2<sup>nd</sup> Town Hall is Scheduled for Wednesday May 13, details to be posted shortly

**Your Community News Section**

For Municipal Standards issues please contact [311](tel:311).

**Bendale Community**

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## South Bendale Park – Forest Restoration

### Forest Restoration: Invasive trees replaced with Native trees and shrubs

Urban Forestry's Forest Management group is planning maintenance activities within the park to remove invasive non-native trees and shrubs and replace them with 2,500 native trees and shrubs to revive the area. The work will involve the removal of invasive trees over 10cm in diameter and under 10cm following Ministry of the Environment regulations. Residents in the area will receive a notice with more details and contact information. Anticipated timelines may experience delays due to the current COVID-19 situation.

The infographic is divided into three main sections, each with a blue header and a white content area. The top section is titled 'COVID-19 Novel Coronavirus' and contains two sub-sections: 'Stay home' and 'Do not have visitors in your home'. The 'Stay home' section includes a list of instructions and an icon of a house. The 'Do not have visitors in your home' section includes an icon of a hand with a 'STOP' sign. The middle section is titled 'COVID-19 Novel Coronavirus' and contains 'Avoid contact with others', which includes a list of instructions and an icon of two people with a double-headed arrow between them. Each section has a footer with the URL 'Visit toronto.ca/covid19'.

**COVID-19**  
Novel Coronavirus

**Stay home**

- Do not go outside, unless on to a private balcony or enclosed yard.
- Do not use public transportation, taxis or ride shares.
- Should you need to go outside, keep at least 2 metres/6 feet from others.

**COVID-19**  
Novel Coronavirus

**Do not have visitors in your home**

**STOP**

Visit [toronto.ca/covid19](https://toronto.ca/covid19)

**COVID-19**  
Novel Coronavirus

**Avoid contact with others**

- Stay in a separate room away from others, and use separate bathroom if possible.
- Disinfect common spaces and shared rooms frequently.
- Open windows to improve air flow.
- Keep distance of 2 metres from other people.

Visit [toronto.ca/covid19](https://toronto.ca/covid19)

How to self-isolate!

## Cedar Ridge Community & Cornell Community

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### Watermain Replacement on Janray Drive and Lucerne Court

The City of Toronto will replace the watermain and the City-owned portion of substandard water services along with road reconstruction on Janray Drive and Lucerne Court. The water service is the underground pipe which brings water to your water metre and is owned by you and by the City. Homeowner's portion: private home to the end of the property line, City Portion: property line to the watermain. Anticipated timelines may experience delays due to the current COVID-19 situation. See notice [here](#).

## The Coronation and West Hill Community

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### Upcoming Restoration Planting in Morningside Park

Urban Forestry is proposing to plant native trees and shrubs in Morningside Park. These plantings are intended to increase the urban tree canopy, improve biodiversity, restore the

native plant community and to prevent soil erosion, following construction and invasive vegetation management. The planting is critical to mitigating the potential for soil erosion and other adverse impacts on this area including the control of invasive vegetation. As well, the assets obtained to support this project must be planted to prevent loss and financial implications. See details [here](#).

### **West Hill Play Park Enhancement Project**

The West Hill Play Park Enhancement Project which includes playground enhancements, such as retaining the existing swing set with a new coat of paint and new swing seats as well as adding an accessible swing seat. Construction is scheduled to mobilize in early July, with construction anticipated to take 4-6 weeks.

### **Toronto Hydro Overhead and Underground Civil & Electrical Work: Project Kingston Road (Revised Timeline)**

Please be advised that Toronto Hydro is planning to rebuild and relocate the overhead and underground electrical systems in this area: Greenvale Terrace (North), Galloway Road (East), Scarborough Golf Club Road (West), and Westlake Road (South). More details [here](#). Anticipated timelines may experience delays due to the current COVID-19 situation.

### **Watermain Replacement on Livingston Road North, Greenvale Terrace, and Kingston Road (Greenvale to Celeste)**

The City of Toronto is planning to replace the watermain and the City-owned portion of substandard water services on Livingston Road North, Greenvale Terrace, and Kingston Road (from Greenvale to Celeste). The water service is the underground pipe which brings water to your water metre and is owned by you and by the City. The part you own is from your house to the end of your property, the part the City owns is from the end of your property to the watermain. Anticipated timelines will experience delays due to the current COVID-19 situation. See notice [here](#).

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On April 22<sup>nd</sup> we celebrated our beautiful earth and the 50<sup>th</sup> Anniversary of Earth Day!

### **Curran Hall Community**

Curran Hall Community Centre  
277 Orton Park - 416-396-5156  
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### **Botany Hill Playground Enhancement Project**

The construction of the Botany Hill Playground Enhancement Project includes enhancement in surfacing, play components and pathway accessibility. Construction is scheduled to mobilize the week of May 4th, with construction anticipated to take 4-6 weeks.

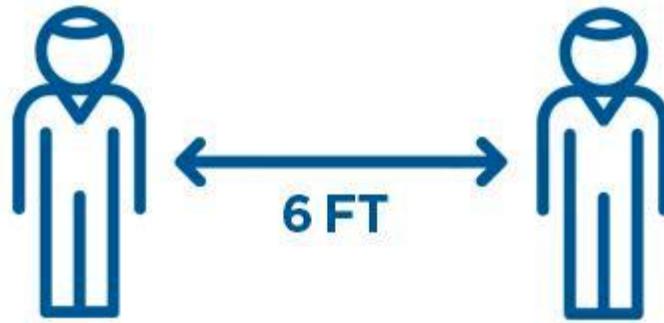
### **Toronto Hydro Overhead Electrical Upgrade: Project Orton Park – Merkley (Phase 1, 2 & 3)**

Toronto Hydro's project to rebuild the aging overhead electrical system in the Orton Park – Merkley area is to help improve service reliability. The projected timeline for phases 1, 2 & 3: were January 2020 to September 2020. More details for [Phase 1](#); [Phase 2](#); and [Phase 3](#). Anticipated timelines will experience delays due to the current COVID-19 situation.

**Toronto Hydro projects can be checked [here](#).**

**COVID-19**  
Novel Coronavirus

**Protect  
Yourself**



**PRACTICE PHYSICAL DISTANCING**



**LEARN WHY**

Please only go outside for necessities. Practice physical distancing.  
Keep 6 ft between you and others.

### **The Guildwood Village Community**

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#### **Guild Inn Landslides Clean-Up**

I would like to inform you that the Guild Inn Landslide Clean-Up was successfully completed as of last Friday. Toronto and Region Conservation Authority crews were onsite for clean-ups in early April.

#### **The Guild Park and Gardens**

Keep in mind that if you walk through the park avoid groups and make sure to practise physical distancing by staying 2 metres apart. Also keep in mind the Guild Park and Gardens does not have any off-leash areas. My office has received calls of residents letting their dogs off leash. This is not permitted under any circumstances.

#### **Pedestrian Crosswalk at Dearham Wood & Schubert Drive**

Crosswalk construction, electrical and civil work, are currently in progress. Activation is expected by the end of June 2020.

#### **Traffic Control Signal at Morningside Avenue and Cumber/Fordover**

Traffic Control Signals at the above noted intersection is currently being tendered. Construction for this project is scheduled in 2021.

#### **Toronto Hydro Overhead and Underground Civil & Electrical Work: Project Kingston Road (Revised Timeline)**

Please be advised that Toronto Hydro is planning to rebuild and relocate the overhead and underground electrical systems in this area: Greenvale Terrace (North), Galloway Road

(East), Scarborough Golf Club Road (West), and Westlake Road (South). More details [here](#). Anticipated timelines may experience delays due to the current COVID-19 situation.



Best hygiene practices!

### **The Scarborough Centre Community**

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### **Traffic Control Signals: Ellesmere Road and Grangeway Avenue**

The underground work for the traffic control signals at Ellesmere Rd and Grangeway Ave is currently in progress. Activation is expected by August 2020.

### **Traffic Control Signals: 68 and 88 Corporate Drive**

The Traffic Control Signals on Corporate Drive have been installed, currently waiting for activation. Activation is expected to be completed by June 2020.

### **Traffic Control Signals: Progress Ave**

The Traffic Control Signals on Progress Avenue west of Production have been installed, currently waiting for activation. Activation is expected to be completed by June 2020.

### **Drilling/Surveying work on McCowan Road**

Metrolinx and Infrastructure Ontario are working together to deliver the Scarborough Subway Extension, a 7.8 – kilometre extension of Line 2 from Kennedy Station to McCowan Road/Sheppard Avenue. Work is done by using a small drill rig that drills into the ground, collecting soil and rock samples for further testing. This work must be done to determine the approach for the construction of the project, and will support the creation of foundation designs and other structural plans. This work began in December 2019 and will last for approximately 6 months. More details [here](#).

### **The Scarborough Village Community**

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### **Toronto Hydro Overhead and Underground Civil & Electrical Work: Project Cromwell Senator Electrical**

Please be advised Toronto Hydro is planning to rebuild the aging underground electrical system on: Dale Avenue (North), Dale Ave (East), Kingston Road (South) and Cromwell Road (West) to help improve service reliability. The rebuild includes the replacement of the existing electrical cables and transformers within the city-owned property. More details [here](#). Anticipated timelines may experience delays due to the current COVID-19 situation.

### **Seven Oaks Community**

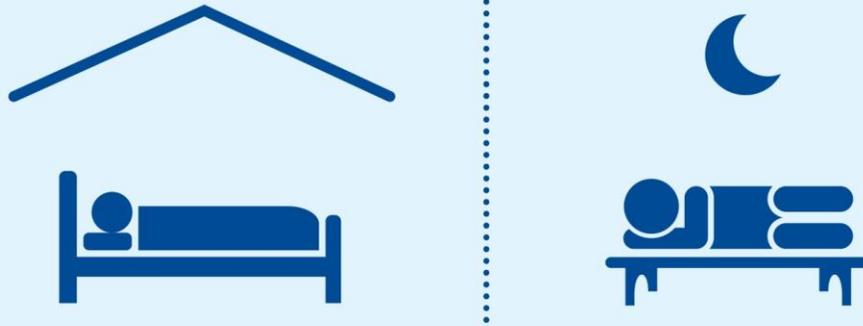
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### **COVID-19 situation at the Seven Oaks Long-Term Care Home**

I would like to send my deepest condolences to the families and friends of the residents who have passed at the Seven Oaks Long-Term Care Home as a result of COVID-19.

I strongly urge everyone to stay home as much as possible, to practice physical distancing with the utmost care if you have to leave the house and to practice proper hand hygiene and wash your hands as often as possible and avoid touching your eyes, nose and mouths with unwashed hands.

# STAY HOME FOR THOSE WHO CAN'T.



Not everyone has a home. If you do, stay home to protect our most vulnerable.

#StayHomeTO

 TORONTO Public Health

Not everyone has a home, stay home for those who can't.

## The South Cedarbrae Community

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### Watermain Replacement on Alpaca Drive from Burridge Road to Banmoor Boulevard

The City of Toronto has completed the watermain replacement project on Alpaca Drive from Burridge Road to Banmoor Boulevard. Permanent restoration phase will commence on May 4, weather permitting, which includes sod restoration and traffic line markings. In order to facilitate the remaining work, there will be ongoing local lane closures along the street. See construction update [here](#).

### Cedar Brook Park Bridge Rehabilitation Project

Both bridges in Cedar Brook Park will be repaired including removal and installation of two new pedestrian bridges, new abutments and rehabilitation of approaches and landscape improvements, [as shown on this notice](#). Construction started in December 2019 with an expected completion in May 2020. The area surrounding the bridges needed for the work will be closed. Anticipated timelines will experience delays due to the current COVID-19 situation.

### Toronto Hydro Overhead & Underground Civil & Electric Work: Project Markham Road

Please be advised Toronto Hydro is planning to rebuild and relocate the overhead and underground electrical system in our community in preparation for the GO Expansion Electrification program. Expected project timeline was from December 2019 to May 2020. More details [here](#). Anticipated timelines may experience delays due to the current COVID-19 situation.

# POLICE FACILITIES ARE CLOSED TO THE PUBLIC

To reach personnel of a facility, call by looking up the number at [tps.on.ca/directory](https://tps.on.ca/directory)

Emergencies? Call **9-1-1**

Non-emergencies?  
Call 416.808.2222  
or visit [torontopolice.on.ca/core](https://torontopolice.on.ca/core)



Non-emergency? Call 316-808-2222 or visit [www.toronto.on.ca/core](http://www.toronto.on.ca/core)

## **The Woburn Community**

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## **Community Engagement Resident Supports Available**

[The City of Toronto's Crisis Response Unit](#) has a number of supports. If you need to speak to someone regarding services please call our Community Development Officer, Thipika Balakrishnan at 416-677-5291 or email [Thipika.Balakrishnan@toronto.ca](mailto:Thipika.Balakrishnan@toronto.ca). If you would like to speak to the police please contact 416-808-2222.

## **Watermain Replacement on Brimorton Drive: Markham Road to Scarborough Golf Club Road**

The City of Toronto has completed the watermain replacement project on Brimorton Drive from Markham Road to Scarborough Golf Club Road. Permanent restoration phase will commence on April 27, weather permitting, which includes curb and sidewalk repairs, sod restoration and road resurfacing. In order to facilitate the remaining work, there will be ongoing local lane closures along the street. See construction update [here](#).

## **High-Rise Communities and Neighbourhoods**

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## **Federation of Metro Tenants Virtual Tenant School Program**

The FMTA is hosting a virtual Tenant School program, with courses delivered within our Covid-19 reality. We have envisioned this program as a way for you to educate yourselves and build power and knowledge within your buildings, by sharing this information with your Tenant Associations and neighbours (while practicing social distancing). More details [here](#).

### **Landlords and condo boards urged to adopt new health and safety measures**

The City of Toronto is urging landlords and condo boards to adopt new health and safety measures to protect residents from COVID-19. This includes placing alcohol-based hand sanitizer or a hand washing station at all building entrances and in common areas that remain open, such as laundry rooms; closing non-essential common areas and regularly disinfecting high traffic common areas. More information is available on the City's website, here: <https://bit.ly/2UnGINR> including the General Infection Prevention and Control Guidance for Commercial or Residential Buildings fact sheet, here: <https://bit.ly/39nsBab>

### **TCHC Air Conditioner Replacement Program**

The air conditioning replacement program is continuing in TCHC units (including in seniors' units) with work commencing in several buildings this first week of April. TCHC is adhering to all Public Health guidelines. Staff and contractors are taking all necessary precautions and not going into units where people have let them know they are isolating. The installation of new air conditioners is a vital health and safety program for this population and is critical to move forward with as the weather warms. Additional details include:

- Tenants can always refuse someone coming into unit, either before the appointment or on the day of the appointment.
- Contractors are asking standard screening questions at door (cough, fever, etc.)
- Contractors and staff are maintaining social distancing in units by asking tenants to go in other rooms.
- Contractors are wearing personal protective equipment (PPE).

### **Fraud Warning: TCHC Client Care Centre**

TCHC's Our Client Care Centre received several reports from tenants who were called by someone claiming to be volunteers offering to deliver groceries to their homes, and then requesting their banking information. The following message has been shared with TCHC tenants.

#### **FRAUD WARNING:**

**Tenants:** If you get a call from a "volunteer" offering to deliver groceries who then asks for your banking or credit card information, hang up. It's a scam. If you've been the victim of fraud, report it to local police. Toronto Community Housing staff or first responders calling you during the COVID-19 emergency will never ask for your banking or credit information.

### **Tenant Rights and Responsibilities Support Resources**

Below are Resources that may help with finding out about Tenant Rights:

1. City funded Housing Help Centres to help with avoiding evictions and keeping housing [here](#).
2. City funded Financial Supports (including RentBank, one time interest free loan to help with making rent) [here](#).
3. FMTA Tenant Hotline (advice, referrals, general questions): 416-921-9494

FMTA Guide to Tenants' Rights (available in 12 languages) [here](#).

Email Rees for help with writing letters/Civic Engagement: [rees@torontotenants.org](mailto:rees@torontotenants.org)

Email Joe Ita for Tenant School registration/waiting list: [joeita@torontotenants.org](mailto:joeita@torontotenants.org)

### **Get on the list – Report it!**

If you have an issue with your TCHC unit or building it must be reported to the Client Care Centre at 416-981-5500 right away. (You can send an email to [help@torontohousing.ca](mailto:help@torontohousing.ca) if it's not an emergency) When repairs are needed, especially to your own unit please make sure you get an EasyTrac number from the call representative. **\*\*\* It's very important to remember do not finish the call unless you have your number\*\*\***

Get on the list! [See the maintenance and repair site here](#).

Then track it on EasyTrac: [see more information](#).

### **Toronto Community Housing Corporation (TCHC)**

Concerned constituents may call the TCHC's **Community Safety Unit at 416-921-2323** to report noise disturbances, loitering, trespassing or other safety related issues. This will ensure an appropriate response is made in a timely manner.

### **Mornelle All- Stars & Second Chance Programs**

[Mornelle EarlyON Child and Family Centre](#)



Let's all do our part by staying apart – Together, we are #TeamToronto and we can change the outcome of COVID-19

## 2. Ward Wide Update

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### School closure extended

On April 26, The Education Minister, Stephen Lecce, announced that all public-funded schools will remain closed until at least May 31, 2020, as part of an effort to keep students, staff, and families safe from COVID-19. News release [here](#).

Materials will continue to be added to the government's [Learn at Home](#) portal on a regular basis , as a starting point for home learning resources.

### Excess Recycling

Excess recycling can be put in a large clear bag and placed beside your Blue Bin for pickup. Excess cardboard should be flattened, cut into small pieces and bundled with string or twine. More information can be accessed [here](#).

### What can you do in a park?

At this time, the park is not meant to be a destination like it used to be. People can walk/run, get some exercise and then keep moving. While visiting a park, people must practise physical distancing. Under the City's physical distancing bylaw, any two people who don't live together, who fail to keep two metres of distance between them in a park or public square, can receive a \$1,000 ticket. For more information visit the [City's website](#).

### Toronto Police Services: [Primary Report Intake, Management and Entry \(PRIME\)](#) & [Citizen Online Report Entry \(CORE\)](#)

The TPS PRIME unit provides the public with telephone (416-808-2222) and online response to non-emergency and administrative services. TPS is now taking parking complaints online so members of the public can go to [this link](#) and report their parking complaint and get the assistance they need without having to place a telephone call. In addition to parking complaints, the public can also report on neighbourhood concerns/issues, graffiti, theft or fraud under \$5000 and more. Visit the [CORE website](#) for more information on online reporting.

### Toronto Region Conservation Authority (TRCA)

**Conservation Authority (TRCA) announces measures to proactively protect staff and members of the public from the potential risk of contracting COVID-19.**

[CLICK HERE FOR A FULL LIST OF CLOSURES AND CANCELLATIONS.](#)

# Free Digital Resources

Get the knowledge and guidance you need to complete your digital transformation.

<input type="text" value="first name"/>	<input type="text" value="last name"/>
<input type="text" value="company"/>	<input type="text" value="email address"/>

No charge. Unsubscribe anytime.

## Digital Service Squad – Support for Toronto Businesses

City of Toronto expands Digital Main Street program to help local businesses – more info: <https://digitalmainstreet.ca/toronto/>

### 3. City Hall

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#### City of Toronto COVID-19 Landing Page

The City's website is updated daily with the latest health advice, and information about City services and social supports. Check [www.toronto.ca/covid-19/](http://www.toronto.ca/covid-19/) for answers to common questions before contacting the Toronto Public Health COVID-19 Hotline or 311.

The City's COVID-19 website includes:

- [Health Advice](#)
- [Affected City Services](#)
- [Community Settings & Workplaces](#)
- [Economy Support & Recovery](#)
- [Social Support](#)
- [Travel Advice](#)

#### City of Toronto launches BusinessTO Support Centre to help support Toronto businesses during COVID-19 pandemic

The new BusinessTO Support Centre will be available for all sectors including not-for-profit, creative/cultural, manufacturing, technology, retail, hospitality, tourism, main street businesses and consulting services.

The centre will help businesses apply for government supports such as:

- Canada Emergency Wage Subsidy Program
- Canada's Work-Sharing Program
- Canada's Emergency Business Account Program

The BusinessTO Support Centre is available at [www.toronto.ca/covid19BusinessTO](http://www.toronto.ca/covid19BusinessTO)

### **City of Toronto launches CurbTO plan to address more than 100 hotspots**

The City's CurbTO program will help businesses slow the spread of COVID-19 by creating curb lane zones to support physical distancing at more than 100 hot spots with sidewalk crowding and temporary parking concerns. More details on request forms and online applications can be found [here](#).

### **COVID-19 Enforcement Team continues important work across the city**

Enforcement of the City's physical distancing bylaw and the Province's *Emergency Management and Civil Protection Act* orders is ongoing. Yesterday, the City received 40 complaints involving people using outdoor amenities or not practising physical distancing in parks. Bylaw and police officers issued three tickets – bringing the total number of tickets issued since April 3 to 536. Bylaw and police officers have spoken to more than 11,500 people in City parks about the closures and public health measures. The City also received 46 complaints yesterday related to non-essential businesses remaining open. Since March 24, Municipal Licensing & Standards and Toronto Public Health have issued 76 tickets and 159 notices to non-essential businesses. Residents can report non-compliance online through the City's website: <https://bit.ly/2XKwML7>

### **City of Toronto expands Digital Main Street program to help local businesses**

The City is expanding its Digital Main Street program to help local businesses develop or expand their online services during this unprecedented time. The program includes online tools, connections to trusted digital vendors, structured online learning and a Digital Service Squad, who provide one-on-one assistance to help businesses grow and manage their operations. The expansion of the Digital Main Street program is a part of the Mayor's Economic Support and Recovery Task Force's short-term economic support and recovery plan for Toronto's businesses. Local businesses can complete the Digital Main Street onboarding process and receive a free Digital Assessment and recommended to-do list at <https://digitalmainstreet.ca/toronto/>.

[Link to List of Councillor Ainslie's Motions](#)



City Hall Live Online will run Monday through Friday from noon to 1pm via [Facebook Live](#).

#### **4. My Calendar and Community Events - [link to My Calendar](#)**

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#### **Scarborough-Guildwood Virtual Town Hall**

On the evening of April 29<sup>th</sup>, myself, MP Hon. John McKay, and MPP Mitzie Hunter held a Virtual Town Hall streamed through Facebook. I would like to thank all those that submitted questions in advance and those who tuned in.

In case you missed the Town Hall, you can watch it [here](#). If you do not have a Facebook account you can access the video [here](#).

#### **Cancellation of mass events through to June 30**

Due to the COVID-19 pandemic, and in response to the recent provincial emergency order which prohibits organized public events and social gatherings of more than five people, the City of Toronto will cancel all City-led major mass participation events, festivals, conferences and cultural programs. All City permits for major mass participation events organized by external groups at civic centres and squares, parks public spaces (including road closures), City-operated museums and cultural centres through June 30 are postponed.

The decision to cancel City-led events and third-party permits has been made in consultation with Toronto's Medical Officer of Health, the Emergency Operations Centre, Toronto Police Service, Mayor John Tory's office and major event organizers, and supports the directive that physical distancing is critical to stopping the spread of the COVID-19 virus. The breadth of the COVID-19 crisis and the City's need to ensure the sustainability of essential services also limits the City's ability to provide the usual level of support to third-party event organizers to ensure public safety. See full news release [here](#).

More information: [www.toronto.ca/home/covid-19](http://www.toronto.ca/home/covid-19)

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## TAKING CARE OF YOUR MENTAL HEALTH & WELL-BEING



TORONTO.CA/COVID19

 **TORONTO** Public Health

Take care of your mental health and well-being.

It's OK to not feel OK. Looking for additional crisis support? Crisis Services Canada is available 25/7 by calling 1-833-456-4566 or texting 45645.

### 5. Services in the Community

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#### **Public Safety Alert, Protecting Vulnerable People**

Since the start of the COVID-19 pandemic, the Toronto Police Service has not experienced an increase in reports for crimes against vulnerable people, however, crimes often go unreported. If you are a victim of any kind of abuse or if you believe someone you know is being victimized, please see the following community resources available below. More information can be found [here](#).

#### **Child Abuse**

[Kids Help Phone](#) - 1-800-668-6868

[Children's Aid Society of Toronto](#) – 416-924-4646

[Catholic Children's Aid Society of Toronto](#) - 416-395-1500

[Jewish Family & Child Service of Greater Toronto](#) - 416-638-7800

[Native Child & Family Services of Toronto](#) - 416-969-8510

## **Intimate Partner Violence**

[Victim Services Toronto](#) - 416-808-7066

[Assaulted Women Helpline](#) - GTA: 416-863-0511 - T/F 1-866-863-0511

## **Elder Abuse**

[Toronto Seniors Helpline](#) – 416-217-2077

[Seniors Safety Line](#) – 1-866-299-1011

[Advocacy Centre for the Elderly](#) - 1-855-598-2656 or 416-598-2656

## **Managing Stress and Psychological Wellbeing is as Important as Managing your Physical Health**

As we adapt to our current circumstances, it's normal to feel overwhelmed. It's important, however, to avoid feelings of isolation as we work to change our behaviours from wanting to connect and be physically close to one another as social beings to respecting social distancing.

Here are some tips for staying emotionally healthy and resilient during the COVID-19 pandemic:

- It's OK to not be OK. Notice what your emotions and your body are telling you, acknowledging these feelings may lessen and become more manageable.
- By helping others, you may benefit from focusing on their needs.
- Ensure self-care. Be sure to take care of yourself, eat healthy foods, get enough sleep and exercise.
- Find ways to stay connected, emotionally when we cannot be physically close. This can reduce your sense of isolation.
- Setting a routine for yourself can provide some structure in your day can be helpful to maintain positive habits.

Know when one should seek professional help for COVID-19 relation stress or anxiety. Some warning signs may include:

- Persistent anxiety, worry, insomnia or irritability
- Taking excessive or unnecessary hygiene precautions, such as wearing a facemask at home when you have no symptoms of the virus

Where to find Mental Health help:

- [City of Toronto Mental Health](#)
- [World Health Organization](#)
- [The Psychological Foundation of Canada – Stress Strategies](#)
- [Canadian Mental Health Association](#)

See this link for tips on managing your stress and well-being [here](#).

**Support for students and new grads affected by COVID-19: Canada Emergency Student Benefit (CESB)**

Prime Minister, Justin Trudeau, announced comprehensive support of nearly \$9-billion for post-secondary students and recent graduates. This plan will help provide the financial support they need this summer, help them continue their studies in the fall, and help many get the experience they need to start their careers.

The proposed benefit would provide \$1,250 per month for eligible students or \$1,750 per month for eligible students with dependents or disabilities. The benefit would be available from May to August 2020. Full news release can be accessed [here](#).

### **Canada's Economic Response Plan**

The Federal Government's Economic Response Plan lists a number of economic supports for businesses and individuals. Read more about it [here](#).

This information was shared by M.P. Hon. John McKay's Community Update. To sign up for his updates, or if you have any questions regarding the below federal programs, please contact his office by phone at 416-283-1226 or by email at [John.McKay.c1@parl.gc.ca](mailto:John.McKay.c1@parl.gc.ca).

### **EI Support**

The Canada Emergency Response Benefit (CERB)

- Applications for the Canada Emergency Relief Benefit is now available and can be accessed here: <https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html> You can also apply over the phone at **1-800-959-2019** or **1-800-959-2041**. This services is available 21 hours per day, closed between 3am and 6am for maintenance. The Canadian Government announced that more plans were coming for Canadians who work 10 hours a week or less, and for those essential workers who make less than the CERB amount of \$2,000 per month.

Regular EI Program

- Canadians who are already receiving EI regular and sickness benefits as of today would continue to receive their benefits and should **not** apply for the CERB benefit.
- [Learn more about eligibility and apply here](#)

### **Support for Seniors**

- reducing the required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25% for 2020
- [Learn more about this benefit here](#)

### **Support for Families**

- Increasing the Canada Child Benefit by an extra \$300 per child for 2019-20
  - This benefit will be delivered as part of the scheduled CCB payment in May and current recipients do not need to re-apply to receive this.
- Increasing the Special Goods and Services Tax credit payment one time in early May

for low- and modest-income families.

- The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples and current recipients do not need to re-apply to receive this.
- The new filing due date for 2019 tax returns for individuals is June 1, 2020.
  - [Learn more about this extension here](#)
- Canadian banks have committed to work with their customers on a case-by-case basis to find solutions to help them manage hardships caused by COVID-19. Please contact your financial institution if you are experiencing financial hardship
  - [Learn more about mortgage support here](#)
- Effective March 30, those with Canada Student Loans will have a 6-month interest-free moratorium on the repayment of those loans. No payment will be required, and interest will not accrue during this time.

### **Support for Small Businesses**

- As previously announced, a 75 per cent wage subsidy for qualifying businesses, for up to 3 months, will be retroactive to March 15, 2020.
  - *More details on **eligibility criteria** will start with the impact of COVID-19 on sales and will be shared **before the end of the month.***
- The maximum duration of the Work-Sharing program will be extended from 38 weeks to 76 weeks. The program is offered to workers who agree to reduce their normal working hours because of developments beyond the control of their employers
  - [Learn more and apply to this program here](#)
- The Canada Emergency Business Account - a new loan program, will provide interest-free loans of up to \$40,000 to small businesses and not-for-profits that paid between \$50,000 to \$1 million in total payroll in 2019, to help cover their operating costs during a period where their revenues have been temporarily reduced
  - [Additional details on accessing this program will be available soon.](#)

### **Additional COVID-19 Resources and Supports**

#### **City of Toronto's Housing Stabilization Fund**

This fund provides money for emergency housing needs to people receiving financial assistance through Ontario Works or income support through the Ontario Disability Support Program in the City of Toronto. Details here: <https://bit.ly/34qPcSA>

#### **Food delivery for seniors**

As of April 7, call **Red Cross at 1-833-204-9952** for seniors who have had to self-isolate and do not have alternative access to food through family, friends, or other food delivery services and are not receiving assistance from another community food program.

#### **The Canadian Automobile Association (CAA) Food Delivery**

The CAA is providing Transportation and delivery services to support COVID-19 response for agencies. They will deliver only the following items: Food (uncooked and cooked; Medicine; Pharmaceuticals; Medical equipment (size limitations will apply). If you are interested in using this service please contact: [CommunityServicesResponseFleet@caasco.ca](mailto:CommunityServicesResponseFleet@caasco.ca) and share your organization name, contact name, phone number, address, and the type of pick-up and delivery required.

### **Toronto Art Council**

The [TOArtist COVID-19 Response Fund](#) is already processing the first **427 applications** requesting support. And, by this afternoon, an additional **\$75,000 in donations** to support the fund were received. The fund will allocate up to \$1000 to self-employed, individual artists resident in Toronto whose creative work and income have been affected by the COVID-19 pandemic. [APPLY](#) or [DONATE](#).

**Contact TAC:** Please note that TAC staff will remain available to answer your questions and provide updated information throughout the outbreak. Please [contact us](#) any time.

Other resources: Please see the [TAC COVID-19 Updates pages](#) for links and resources including statements from Canada Council for the Arts and Ontario Arts Council.

### **East Scarborough Storefront**

4040 Lawrence Avenue East, Scarborough

Telephone: 416-208-9889

Service Hub details: <https://thestorefront.org/services/>

### **KGO Updates: Community e-newsletter for Kingston-Galloway/Orton Park**

**Latest KGO Update** [HERE](#).

East Scarborough Storefront's KGO Updates is a crowd-sourced email newsletter which keeps people in Kingston-Galloway/Orton Park (KGO) informed about what's going on in our neighbourhood. The newsletter goes out every two weeks, on the 1st and 3rd Wednesday of every month. [Sign up here to stay informed in KGO!](#) (And [check out past issues here](#)).

### **Scarborough Centre for Health Communities**

Find more locations [here](#).

Sign up for the SCHC Newsletter [here](#).

### **Boys and Girls Club of East Scarborough**

100 Galloway Road, Scarborough

Telephone: (416) 281 - 0262 ext. 208

[www.esbgc.net](http://www.esbgc.net)

- [Galloway EarlyON Child and Family Centre \(100 Galloway Road\)](#)
- [Morningside EarlyON Child and Family Centre \(Unit 15 - 4218 Lawrence Ave East\)](#)

## **Ontario Early Years Programs - Open to all**

### **OPEN TO ALL RESIDENTS**

[www.earlyyears.edu.gov.on.ca](http://www.earlyyears.edu.gov.on.ca)

## **Toronto Public Library**

### **[City Librarian's Report](#)**

You can also stay up-to-date with the latest library news and upcoming programs by signing up for our What's On at the Library e-newsletter: <http://tpl.ca/e-news> Borrow e-books through Toronto Public Library for your extended #MarchBreak. Details here:

[www.toronto.overdrive.com/library/kids](http://www.toronto.overdrive.com/library/kids)

## **Reading Challenge 2020**

This year, Toronto Public Library challenges you to read outside your comfort zone. Read or listen to 12 books in 12 categories from January to December 2020 to complete the Reading Challenge. More details [here](#).

## **Toronto Public Library has launched "38 Ways to Use the Library from Home"**

Visit [this website](#) for more information.

## **Toronto Public Library Digital Card & OverDrive**

Torontonians who don't have a Toronto Public Library card can now access OverDrive, our largest collection of eBooks and audiobooks, with the new Instant Digital Card. This temporary card is available to people age 13 and older with a Toronto cell phone that can receive texts. New customers can enjoy this access until September 1, 2020. The link to access the temporary library card is [here](#).

## **The List: Great Reads for Youth 2020**

Great Reads for Youth 2020 is now available online with 100 title recommendations and 13 video reviews by our teen readers. This resource was created by the Youth Materials Selection Committee (YMSC). 92 of the 100 recommended titles are available digitally. The List: Great Reads for Youth 2020 magazine will be available at branches after we reopen. The magazine can be downloaded as a pdf from the link below. Have fun reading! List Website can be accessed [here](#).

## **Toronto Police Service**

Parking Issues and Traffic Complaints:

Residents are advised to contact Toronto Police Parking Enforcement regarding parking complaints at 416-808-6600.

## **Crime Stoppers**

The Toronto Police Service is asking anyone with information contact them at [416-808-2222](tel:416-808-2222), Crime Stoppers anonymously at 416-222-TIPS (8477), [online](#) or text TOR and your message

to CRIMES (274637).

### East End Arts

Sign up for the East End Arts' monthly eNewsletter, or their youth monthly eNewsletter. Please sign up [here](#).

### Scarborough Women's Centre

The Scarborough Women's Centre delivers programs and services to promote positive change for women in a safe, inclusive and welcoming environment.

See the Winter 2020 Program [here](#).

**Support Local Food Banks**

As the City works to keep food banks open across our city, residents who are able, are encouraged to continue to donate essential goods to their local food bank.

This is one of many ways you can support our city's most vulnerable residents throughout the COVID-19 crisis.

**Together, WE CAN flatten the curve.**

**TORONTO** [toronto.ca/covid-19](https://toronto.ca/covid-19)

**OUR HEROES NEED OUR HELP**

You can make a difference in the fight against COVID-19

For donations, please email [PPEdonations@shn.ca](mailto:PPEdonations@shn.ca)  
#HelpOurHeroes

**SHN**

## 6. Get Involved in your Community

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### UPS Road Code Program

The Boys and Girls Club of East Scarborough is hosting a UPS Road Code Program that will be held virtually on Thursday May 7<sup>th</sup> and Friday May 8<sup>th</sup> from 4:00PM to 5:30PM via zoom. This is an opportunity for youth between the ages of 14-18. For registration, contact Onyx at 416-254-3066 or [oduggan@esbgc.ca](mailto:oduggan@esbgc.ca). See event flyer [here](#).

### The Reading Partnership: KidsReadTO

Kids ReadTO is a virtual book club connecting children across the GTA through good books. Meet-ups, led by professional facilitators, allow kids to safely socialize on-line. Guided reading activities, discussions, and games strengthen literacy skills and build confidence. We select titles by diverse authors – stories from around the world that kids can relate to, delivered to your doorstep.

Click [Here](#) to Register

**Application Deadline:** May 11, 2020

If you have any questions, or would like more information please contact Jasmine Burke-Ishmael at [projects@readingpartnership.com](mailto:projects@readingpartnership.com) or 647-981-5290.

### **City Hall Live Online**

City Hall Live Online, a showcase of Toronto musicians, kicked off today at noon and featured a performance by The Weather Station, introduced by Mayor John Tory. The series will run Monday through Friday from noon to 1 p.m., with two shows per day until the end of June. This series will directly compensate more than 100 local artists for 30-minute performances from their homes, livestreamed via [Facebook Live](#). Toronto-based musicians can apply for City Hall Live and other City of Toronto Music Office programs at <http://www.toronto.ca/music>. More details [here](#).

### **Opportunity for High School Students via East Metro Youth Services**

East Metro Youth Services are calling on High School students interested in working on projects addressing community violence. This project will be hosted online on Thursdays at 2pm. For further information please contact Oleg at [ovalin@stridestoronto.ca](mailto:ovalin@stridestoronto.ca) and visit [www.emys.on.ca](http://www.emys.on.ca)

### **Is Your Agency Collecting Data to Assist with COVID-19 Response Efforts?**

Is your organization already keeping track of programs and services being offered in your community? Contact [covidupdates@211ontario.ca](mailto:covidupdates@211ontario.ca) to share the data you've collected!

Do you know of other organizations that might be collecting this kind of data? Let [covidupdates@211ontario.ca](mailto:covidupdates@211ontario.ca) know and they'll follow up!

To update your organization's 211 record, fill out this form: <https://211ontario.ca/tell-211-about-changes-in-services/>

211's Service Navigations are using this data to assist the hundreds of people from across the GTA who are calling 2-1-1 everyday for help with food security, housing assistance, mental health, and other problems exacerbated by this pandemic.

### **Scarborough Health Network Call for PPE Donations**

Help our heroes in the fight against COVID-19. Do you or your business have any Personal Protective Equipment (PPE) that could help the Scarborough Health Network care teams and patients safe. Email: [PPEdonations@shn.ca](mailto:PPEdonations@shn.ca)

### **Resources for Volunteers and Non-Profits**

Volunteer Toronto is a charity that connects volunteers to the causes that need them. In response to COVID-19, I am reaching out to share resources for both non-profits and individuals in your network:

- For non-profits: Any non-profits or grassroots groups can contact Volunteer Toronto to start recruiting for urgent response efforts or remote support during COVID-19. Complete this short form and a staff member will reach out: <https://bit.ly/2WpIJX3>. All fees have been waived for this service.
- For individuals: Volunteers play a crucial role in helping communities fill urgent needs. For individuals looking to get involved, join Toronto's COVID-19 Volunteer Response Team here: <https://info.volunteertoronto.ca/covid19>. Alerts with urgent community needs are sent to your inbox every 3-7 days.

### **Food Banks in Ward 24 - Please support your local food banks!**

[For a list of locations in our community please click the following link](#)

**We are in need due to the current pandemic. Please contribute to your community.**

### **Help save lives by staying home- Promising signs public health measures are working**

As Toronto moves into week seven of this pandemic, officials are seeing promising signs that public health measures are working. Dr. de Villa stressed the need to continue to practise social distancing and only leave the house for essential reasons, noting restrictions will be eased sooner if people continue to heed public health advice.

Case status data can be found on the City's reporting platform: <https://bit.ly/2S6z9Ef>. The advice from Toronto's public health officials has been clear and consistent: To stop the community spread of this deadly virus, we must reduce all contact with others as much as possible. Stay home, except for essential outings.

## **7. Public Service Information and FAQ**

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### **Frequently Asked Questions**

#### **Where can I drop off used clothing?**

A: The City has created a map of Clothing Drop-Box Locations on its Open Data Catalogue. This data also includes contact information, the Drop-Box owner, and whether they operate "for-profit" or "non-profit". Please visit <https://open.toronto.ca/dataset/clothing-drop-box-locations/>.

#### **Where can I find food assets and opportunities in my area?**

A: The Toronto Food Policy Council, a subcommittee of Toronto's Board of Health, has published the Food by Ward Program, an interactive map to locate food assets and opportunities, ward by ward, across the City of Toronto.

### **Food Banks in Ward 24 - Please support your local food banks!**

[For a list of locations in our community please click the following link](#)

**We are in need due to the current pandemic. Please contribute to your community.**

Please visit <https://tfpc.to/food-by-ward> to view and explore the map for:

- Emergency Food Programs,

- Community Food Services,
- Local Food Retail,
- Food Markets,
- Children's Meal Programs,
- Community Gardens, and,
- Urban Agriculture

### **Is yard waste being picked up this week?**

The City of Toronto is going back to its regularly scheduled yard waste collection schedule.

### **What are insurance companies doing to help people?**

A: Residents should reach out to their insurance company to see what mechanisms have been put into place to assist them.

### **Why is a service considered essential under the Province's announcement?**

A: If you have questions about why services are considered essential, please call the Province's Stop the Spread Business Information Line at 1-888-444-3659.

If you have a complaint about a business still operating, whether is it a non-essential business still running, or an essential business running without taking proper steps to protect its workers, please call (not email) 311. Businesses should be sensible and practice proper physical distancing and hygiene practices. Please be patient and expect high call volumes. Complaints are logged and sent to a compliance team which will assign an officer to review and investigate.

You may also contact Mitzie Hunter M.P.P.'s office at [mhunter.mpp.co@liberal.ola.org](mailto:mhunter.mpp.co@liberal.ola.org) if you have further questions.

### **What direction is being given to taxi, Uber and Lyft drivers?**

A: Toronto Public Health has interim Guidance for Taxi/Ride Share Employers, Drivers and Vehicle Owners. It can be found on the City's webpage here: <https://www.toronto.ca/wp-content/uploads/2020/03/8d19-COVID-19-Guidance-for-Taxi-Ride-Share-Employers-Drivers-Vehicle-Owners.pdf>

### **Is the Toronto Police Service issuing fines to people gathering in groups larger than 5 people?**

A: The Toronto Police Service is providing enforcement at organized public events or social gatherings of over five people and/or the following areas:

- All facilities providing indoor recreational programs
- All public libraries
- All private schools as defined in the Education Act
- All licensed child care centres
- All bars and restaurants, except to the extent that such facilities provide takeout food and delivery

- All theatres including those offering live performances of music, dance, and other art forms, as well as cinemas that show movies
- Concert venues
- All City-owned playgrounds, sports fields, basketball and tennis courts, off-leash dog parks, skateboard and BMX parks, picnic areas, outdoor exercise equipment and other parks amenities, as well as parking lots attached to its parks system

Other issues related to the Service's response during Covid-19 can be found in our [Frequently Asked Questions](#).

Please remember not to call 911 if you see groups of people gathering, please call **311** so that appropriate staff can be assigned and investigate.

### **Property Tax Questions**

My office has received questions regarding property tax due dates and clarification on extensions. After reaching out to staff, I have been advised that for property owners on the regular three-installment payment plan, the April 1 property tax instalment due date would be extended to June 1, 2020. Customers will be advised in advance of any rescheduling of revised withdrawal due dates and amount following the 60-day grace period. The City is providing a grace period for payments and payment penalties for 60 days. For more information please visit [this website](#).

### **Questions about Property Tax Deferral**

Please see the following break down of property tax deferrals based on your installment periods:

11-Month Installment: Will be returning to normal payment schedule in July. May and June taxes are to be spread evenly over July to December payments.

6-Month Installment: April and May payments are shifted 2 months forward to June and July. July, August and September payments are shifted 1 month forward to August, September and October.

2-Month Installment: July payment are deferred to August.

Customers already enrolled in the City's pre-authorized payment plan don't have to re-enroll – payments will start again automatically after the grace period ends.

Updates regarding property tax deferrals can be accessed on the City's website here: <https://bit.ly/2z0iOKR>

### **Public Service Information**

#### **Public Safety Alert, Online Scams & Safety**

Over the last several weeks, investigators with the Toronto Police Service have noted an increase in online scams associated to COVID-19. These include:

Text messages requesting banking information for:

- Processing government payments for Emergency Benefits or Canada Revenue Agency
- Fines for leaving the house too many times in a day
- Demands for immediate payment with threats of cancelled services (i.e. streaming sites)

Emails with fraudulent or corrupt links on topics such as:

- “Delivery details” for those most likely to be using delivery services
- “Special offers” for COVID-19-related products/services

Websites claiming:

- Sales of COVID-19-related products and services, such as testing kits, cleaning products or remedies
- Information from “health officials”, requesting information and/or links to other sites

With more residents spending time at home, online, investigators are reminding the public to take the following steps to protect themselves:

- Do not click on random links
- Do not provide your personal information – including banking information
- Do not install unknown applications, even if you’re asked to via email/text/etc.
- Use two-factor authentication for online payments
- Do not use links sent via email/text to access online accounts
- Set up strong passwords for new or existing online accounts
- Back up your work regularly and work offline, when possible
- Use software to protect yourself from malware and viruses

To learn more, watch this video: <https://bit.ly/2SgabSV>. Full news release here: <https://bit.ly/2VLKmwv>

### **Clean Reusable Bags After Every Use**

Public health officials report that the coronavirus is still viable on hard surfaces such as plastics after 72 hours. If shoppers continue to reuse bags, they need to wash and sanitize their reusables to reduce the risk of spreading the pathogen. See cleaning tips below: Reusable Polypropylene Bags – The Most Common Reusable: **Do not put them in the washing machine or dryer. They will melt.** Wipe both the inside and outside by hand with warm soapy water or use a sanitizer and air dry completely. Don't forget the inner and outer seams.

Polyester and Canvas Bags: Toss them in the washing machine, launder in hot water with detergent, then, put them in the dryer.

Nylon bags: Flip them inside out and wash them by hand in warm soapy water. If you prefer to machine wash them, use the gentlest cycle to prevent the bag from coming apart. Then, allow them to air dry

## **The Canadian Women's Foundation "Violence at Home Signal for Help**

The social isolation measures necessitated by the COVID-19 pandemic are making it more difficult for those who are at risk of abuse or violence to safely reach out for help. "Signal for Help" is a simple one-handed sign someone can use on a video call. It can help a person silently show they need help and want someone to check in with them in a safe way. Details can be found here: <https://canadianwomen.org/signal-for-help/>

## **Parking Violations Notices**

Parking violation operations, including issuing tickets, payment processing, and the electronic dispute process, will continue. Parking violation payments must be paid by the deadline noted on the ticket. In-person payment at civic centre Inquiry & Payment Counters is suspended. Payments can be made online or via mail. All in-person Administrative Penalties Offices are closed. Parking violations can be disputed online. The APS Inquiry line 216-397-4APS(4277) and [apsinquiry@toronto.ca](mailto:apsinquiry@toronto.ca) are not being monitored. Inquiries regarding plate denial matters should be sent to [apscomplaints@toronto.ca](mailto:apscomplaints@toronto.ca)

## **City of Toronto urges drivers to obey rules of the road**

The City of Toronto is urging drivers to slow down, stay alert and obey the rules of the road to save lives, keep streets safe and accessible, prevent traffic-related collisions and reduce the strain on the city's healthcare system during the COVID-19 pandemic. Full news release can be accessed [here](#).

## **Kennedy Station Elevators Maintenance**

The elevator at Kennedy Station between Line 3, concourse, buses and street will be out of service until the end of July 2020 for scheduled maintenance. Line 3 will not be accessible from Kennedy Station to Scarborough Centre Station due to this closure. Please note, the eastbound elevator at Scarborough Centre Station is out of service for maintenance until March 16, 2020. The westbound elevator at Scarborough Centre Station will be closed from March 17, 2020 until the end of July 2020 for maintenance. Customers who require accessible service can use [these alternatives](#).

## **Notice of Hydro One's vegetation maintenance work in City of Toronto**

Hydro One is responsible for maintaining a safe distance between vegetation and power lines to keep the corridor safe for public use, keep the lights on and to allow easy and safe access for our crews. This important work ensures that Hydro One can continue to provide a supply of safe and reliable electricity to the City of Toronto.

If you have any questions you can reach out to them to Hydro One's Community Line: 1 (877) 345-6799 or [Community.Relations@HydroOne.com](mailto:Community.Relations@HydroOne.com).

## **Watch Your Speed Program (WYSP)**

The Mobile WYSP uses devices called speed display signs or driver feedback signs which contain a radar device and an LED display. These signs are installed against an existing hydro

pole or streetlight and no longer require the space of trailers previously used for installations. The radar measures the speeds of oncoming vehicles and the LED sign displays their speeds to the passing motorists, thereby reminding them to check their speeds and to obey speed limits. You can request a Mobile Watch Your Speed Sign [here](#).

### **Reporting Toronto Hydro Street Light Outages**

To report a street light out, the most efficient way of having it addressed is to contact Toronto Hydro's 24/hr. call centre at 416-542-8000, follow the automated message and submit your report with one of the live agents. You may also submit your reports online at [www.TorontoHydro.com/streetlightout](http://www.TorontoHydro.com/streetlightout)

Should the light not get repaired in a reasonable amount of time, please contact my Constituency Office at 416-396-7222 with your reference number.

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### **Please [click here](#) for a list of food banks and soup kitchens in the Ward 24**

Please remember to call ahead to book to ensure they are properly stocked. For those interested in volunteering, food banks are always looking for volunteers, so please feel free to save and share this information.

**Please [click here](#) for a list of food banks in Scarborough**

### **Essential Government Information for COVID -19**

**Public Health's** information line & 311 are experiencing high call volumes. Residents can get the information they need online at [www.toronto.ca](http://www.toronto.ca)

The City's website has a tool that can translate pages into 51 different languages.

**If you need info on COVID-19, please visit the following websites:**

[City of Toronto](#)

[Province of Ontario](#)

[Government of Canada](#)

[World Health Organization](#)

[Official Global Travel Advisory](#)

The City's website is updated daily with the latest health advice, and information about City services and social supports. Check <https://www.toronto.ca/covid-19/> for answers to common questions before contacting the Toronto Public Health COVID-19 Hotline or 311.

I am continuously updating my social media platforms and my website with up to date information:



**Website:** [www.paulainslie.com](http://www.paulainslie.com)

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