



South Riverdale
COMMUNITY
HEALTH CENTRE

Enhancing Environmental, Safety and Community Engagement through Quality Improvement Initiatives



Environmental Safety

Security Presence

- Two security staff trained on crisis intervention are outside of the 955 Queen St E location daily from 0600-2400
- Hourly needle sweeps during business hours around the 15m perimeter around the Health Centre
- Initiated extended perimeter security block walks

Status: Completed/Ongoing

Environmental Design Enhancements

- Worked with Toronto Police Services to assess the site to identify recommended changes to SRCHC's external environment to improve community safety
- Installed additional mirrors, lighting and security cameras
- Fenced off perimeter between SRCHC and Presbyterian Church: Installed a chain link fence around the perimeter of the green space between SRCHC and Queen St Presbyterian Church
- Removed structures that block visibility (ex. planters, bushes, etc.)
- Installed a standing ashtray 9m away from the building as per *The Smoke Free Ontario Act, 2017*

Status: Completed

Environmental Safety (continued)

Needle Disposal Boxes

- Installed two additional sharps bins in the community; one in Jimmie Simpson Park and one on the east side of our building that will be maintained by the Centre
- Implemented extended perimeter needle sweeps twice daily
- Extended Consumption and Treatment Services (CTS) hours 3 days per week
- Initiated regular monthly meetings between SRCHC and Toronto Police Services Liaison

Status: Completed

Community Engagement

Community Liaison Committee

- Relaunched a Community Liaison Committee (CLC), co-chaired by SRCHC's CEO and a community member

Status: Completed/Ongoing

Community Feedback

- Posted feedback email on the community engagement webpage and monitor incoming communication at least twice daily
- Provided monthly feedback summaries to the Board of Directors and CEO for discussion at Community Liaison Committee (CLC) meetings

Status: Completed

Open Houses

- Intended to educate the public on programs at SRCHC and Consumption and Treatment Services (CTS)
- Invited neighbours and local businesses to three open houses
- Hosted a Toronto Police Services booth at March open house

Status: Completed/Ongoing