



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

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

### Neighbourhood Specific Crime Data

Toronto Police has public data such as fatal collisions, calls for service, theft, break and enters etc for neighbourhoods across the city.

For more specific crime data, you can contact your division's Crime Prevention Analyst.

**For crime data in  
your area, visit**

[https://  
www.tps.ca/my-  
neighbourhood/](https://www.tps.ca/my-neighbourhood/)

### Community Response Unit (CRU) vs Neighbourhood Community Officers (NCOs)

CRU officers are responsible for everything from responding to crimes in a certain area and patrols, to working on issues such as prevention. They also respond to events like demonstrations and festivals in a specific community. ( [Division 51](#), [52](#) & [14](#) only)

Similar to the CRU, neighbourhood officers are community-based **but** are posted for at least 4 years to get to know the community better. They are chosen more deliberately for specific skills set and are only in target communities.

**Check here to  
see if you  
have NCOs**

[https://www.tps.  
ca/neighbourho  
od-community-  
officer-  
program/](https://www.tps.ca/neighbourhood-community-officer-program/)

### Toronto Police Forms

The Form Centre allows users to search all forms relating to the Toronto Police Service. They include collision reports, community complaint form, paid duty request, vulnerable sector check etc.

**To learn more  
go to**

[https://www.tps.ca/  
services/form-  
centre//](https://www.tps.ca/services/form-centre//)

### Tresspassing

You cannot call the police for trespassing on public property and police do not trespass people. "Trespassing" as an offense if the property owner, manager etc. verbally requests the person leave. If the person refuses, THEN it is trespassing and is an offense.

The best way to manage trespassing issues is to contact your Division or NCOs to understand the process. Depending on how severe the trespassing issues, you can develop a plan with TPS to address the issues.

**For more  
information,  
visit**

[https://www.o  
ntario.ca/laws/  
statute/90t21](https://www.ontario.ca/laws/statute/90t21)



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

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



### Toronto Hydro

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

#### **To report damaged hydro street lamps**

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

### Astral Media

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

**To report issue, email**  
[quality@astral.com](mailto:quality@astral.com)

### Toronto Parking Authority (TPA)

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

**To report issue, email**  
[greenpcs@toronto.ca](mailto:greenpcs@toronto.ca)

### What are BIAs Responsible for?

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

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

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

#### **For Municipal Code, Chapter 19, visit**

[https://www.toronto.ca/legdocs/municode/1184\\_019.pdf](https://www.toronto.ca/legdocs/municode/1184_019.pdf)

#### **Check for training dates here**

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

### Online De-escalation Training

Downtown Yonge BIA & The City of Toronto

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