

QUESTIONS & ANSWERS

1. What is a Community Hub?

A community hub is a place where people can access many different types of important community and health services. It is also a place where local residents can meet, volunteer, learn skills and contribute to their neighbourhood. The Rexdale Community Hub will be a place that recognizes and respects the diversity of the residents in Rexdale and where people living in all circumstances can come together to support a better neighbourhood.

2. Where will the Rexdale Community Hub be located?

The location of the Hub is 21 Panorama Court just east of Kipling Avenue north of Finch Avenue West. The building was previously the Farther Henry Carr Catholic Secondary School. There will be free parking around the Hub building. The TTC Kipling Avenue bus #45 stops near the building.

3. Who will benefit from the Hub?

Everyone who lives in the area will be welcome at the Rexdale Community Hub. The Hub will be a one-stop-shop; it will provide better access to a range of services for seniors, adults, pre-school children, school aged children and youth. Having services at one location makes it easier for all the residents to have access to services. For example, a mother of a pre-schooler may not have bus fare to travel to several locations to secure services for her family. At the Rexdale Community Hub she will be able to participate in a moms and children group. She can then go across the hall to a medical appointment for herself and then go down the hall to meet with people who can help her to get ready to look for employment when she is ready to go to back to work. All the time her child will be cared for - right in the same location.

As well, emerging organizations and grassroots groups will have access to a space where they can meet, provide programs to local residents, and develop and grow.

4. What services and activities will be offered at the Hub?

A partnership of local community organizations was created to create this multi-service space in the community and to start talking about what services are needed. The Hub will have a range of services for seniors, families, children and youth. It will have programs provided by the City of Toronto and programs and services by community agencies as well.

The services coming to the Hub were based on a number of consultations and surveys with the community and include the services that that are planned for the Hub include a range of health and social services that specifically respond to needs identified by residents, including:

- **Family resource programs** such as parenting, playgroups, parent relief/child-minding, and parent drop-in;
- **Group programs for children and youth** including recreation, social, educational, and creative arts programs;
- **Primary care** (e.g., physicians, nurses, chiropody, physiotherapy, dental), and health promotion (e.g., diabetes education), congregate dining and healthy cooking;
- **Settlement services** and programming targeting newcomers such as information/referral, assistance with form completion, citizenship classes, language instruction, seniors programs;
- **Employment and entrepreneurship skills development;**
- **Local resident leadership**, civic engagement , public legal education;
- **Legal services** including landlord and tenant, income maintenance, worker’s compensation, employment insurance, criminal injuries compensation, system navigation and referrals;
- **Housing support** such as eviction prevention; and
- **Arts, music and culture.**

The Hub will also have areas within it that are designated for use by small and emerging resident groups including a gymnasium for programs and events, meeting space and short-term administrative space. Local groups will have access to administrative resources such as internet, photocopying and to the health and social services programming provided by the Hub partners.

5. What Agencies will be located at the Hub?

The community-based service providers will include 10 permanent tenants: Albion Neighbourhood Services, Rexdale Community Health Centre, Delta Family Resource Centre, Rexdale Women’s Centre, Toronto Employment and Social Services, Dejinta Beesha (Multi Service Centre), Somali Business Development Centre, Big Brothers and Big Sisters of Toronto, Rexdale Community Legal Clinic, Community Microskills Development Centre, and Pro-tech Media Centre.

Toronto Employment and Social Services, a City of Toronto program, will also be located in the Hub.

Additional community based agencies and groups will also have the opportunity to provide services and programming in the community spaces within the Hub. They will be able to reserve and use community program space on an as-needed basis.

6. How will increased traffic and parking be addressed around the Hub?

The Hub will comply with the City's parking requirements. The same city by-law will also ensure a sufficient level of parking. The following traffic measures will be in place:

- A new and separate driveway on the east-end of the facility off Panorama Court.
- A new barrier-free parking and drop-off aisle along the new circular drive-way at front of property.
- A new sidewalk along the south side of Panorama Court to encourage pedestrian travel to the front of the Hub.
- A new walkway from the south side of Panorama Court including a new Barrier Free Ramp to encourage pedestrian travel to the front of the Hub.
- Entrances to the Hub are on the North, East and South sides of the building. No public entrances on the west side adjacent to the Church Parking Lot.
- Right of way fire route (for church facility) and exit from Church Parking Lot is maintained.

In addition, required parking for Hub staff and visitors will be available on the Hub property. The City's plan does not include street parking on Panorama. In total, 111 dedicated parking spaces for staff and visitors will be available on the former tennis court lands, behind the Hub, and at the front of the Hub building.

7. Who is paying for the Rexdale Community Hub?

Current funding partners include the City of Toronto, United Way Toronto (UWT). Capital grants have also been committed by the Ministry of Health and Long Term Care, Legal Aid Ontario, and Citizenship and Immigration Canada, the Trillium Foundation of Ontario, and Infrastructure Stimulus funds from the Federal and Provincial Governments. The tenants that have permanent space inside the Hub will pay rent and will also be responsible for the ongoing operating costs such as heating and electricity costs.

8. When will the Hub open?

The contract for renovation of the existing school at 21 Panorama Court was awarded in February 2011. It is anticipated that the construction will be completed in one year by February 2012 and an official launch will occur in March 2012.

9. How can the community continue to be involved in the Hub development?

Local resident input from many community meetings over the past 4 years has been incorporated into the plans for the Hub. Residents will have opportunities to participate in the development of this Hub – by volunteering on committees, on the future Board, also by being involved in the services. Residents will be involved at all levels of the Hub development and operation. Some residents are already involved in the Hub but it is important to involve more residents at all levels. If you want to become involved in the Hub please let us know at hub@albionservices.ca

10. How will I know about the progress of the Hub?

March 2012 is only a year away. Newsletters, websites, community forums are being developed now to help keep residents informed of the development of the Hub. Please provide us with your contact information (e.g., email address, phone number) and we will keep you informed of ongoing developments and opportunities for discussions.

You may ask questions or provide feedback by emailing us at hub@albionservices.ca