

COMMUNITY NEWS

HOLIDAY 2022

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Thank You

FOR PARTICIPATING IN
THE 2022 RESIDENT SURVEY!

Thank you to all residents who participated in the Housing York Inc. (HYI) 2022 Resident Survey. The survey was open between August 29 and October 28, 2022 and was mailed to every household in HYI’s 37 buildings across York Region. The results from this five-minute survey will help the HYI team better understand your housing experiences. The questions covered subjects such as maintenance, staff, housing conditions and inclusion.

Approximately 1,250 households responded to the 2022 Resident Survey, which represents 47% of residents of HYI households. The survey was available in English, Simplified Chinese, Russian, Italian and Farsi-Persian.

Congratulations to the winners!

Each resident who returned a completed survey was entered into a draw with over 100 grocery gift cards to be won, with prizes ranging from \$20 to \$100 in value. There were winners in most HYI buildings, the table below shows the number of winners from each location.

Your confidential feedback will help us improve our programs and services. The combined survey results will be made available to the residents and the public in the spring of 2023.

Congratulations

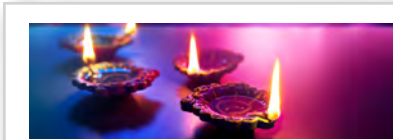


ZONE 1	WINNERS	ZONE 2	WINNERS	ZONE 3	WINNERS
Brayfield Manors	4	Dunlop Pines	6	Armitage Garden	3
East Court	1	Evergreen Terrace	2	Blue Willow Terrace	3
Fairy Lake Gardens	8	Mackenzie Green	3	Hadley Grange	3
Elmwood Gardens	3	Maplewood Place	2	Heritage East	6
Founders Place	1	Richmond Hill Hub	8	Kingview Court	2
Glenwood Mews	1	Rose Town	6	Mapleglen	6
Keswick Gardens	5	Springbrook Gardens	2	Mulock Village	3
Lakeside Residences	1	Trinity Square	1	Orchard Heights Place	9
Northview Court	4			Tom Taylor Place	1
Oxford Village	2			Woodbridge Lane	5
Pineview Terrace	1				

HAPPY HOLIDAYS FROM EVERYONE AT HYI!

HYI communities are home to people from different backgrounds, faiths and traditions. Here are some holidays that are celebrated by residents this season.

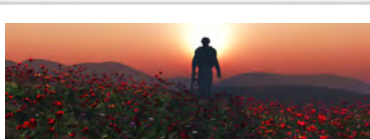
DIVERSITY CALENDAR



October 24

Diwali

Diwali or Deepavali is the Hindu festival of lights celebrated every year in autumn in the northern hemisphere.



November 11

Remembrance Day

Commemorates the courage and sacrifice of those who served their country and acknowledges our responsibility to maintain the peace they fought hard to achieve.

October
November



December 8

Bodhi Day

A Buddhist holiday commemorating the day historical Buddha, Siddhartha Gautama, experienced enlightenment.



December 18-26

Hanukkah

An eight-day festival of lights commemorating the rededication of the Second Temple in Jerusalem.



December 25-January 7

Christmas

A Christian holiday celebrating the birth of Jesus. The holiday takes place on January 7 for Orthodox Christians.



December 26-January 1

Kwanzaa

A holiday celebrating African American culture and traditions.



January 22

Lunar New Year

A Chinese festival that celebrates the beginning of a new year on the traditional Chinese calendar.

December
January

York Region and HYI are committed to creating an inclusive community that celebrates all dimensions of diversity.

Visit york.ca/inclusivelyr or follow [#inclusivelyr](https://twitter.com/inclusivelyr) to learn more about different ethnocultural and faith-based holidays celebrated throughout the year.

Thank You

FOR MAKING OUR SUMMER RESIDENT EVENTS A SUCCESS!

We truly appreciate your participation and support!



HOW TO ENGAGE RESPECTFULLY

Residents and HYI employees work together to create a community where diversity is celebrated and where everyone is treated with respect. We all have the right to live and work in an environment where we feel safe.

As we continue to create an inclusive environment, here are a few reminders of how HYI and residents can help maintain respectful relationships:



1. KEEP INTERACTIONS KIND

The HYI team understands there are difficult moments for residents. If you are experiencing a stressful situation, please remember to remain calm and kind with other residents or any HYI staff member helping you through the problem. Our team will also commit to caring interactions. We have a responsibility to treat one another with respect.

2. CONTRIBUTE IN A POSITIVE WAY

By treating others with kindness and consideration, you can positively contribute to someone else's experience. Being able to respect one another's differences creates a healthy environment to both live and work.

3. COMMIT TO INCLUSION

In 2018, HYI created a [Resident Inclusion Plan](#) outlining our commitment to make communities more welcoming and inclusive. The plan also includes our approach to ask, listen and adapt in our relationship with residents. To better understand how you can help support inclusion, please read the Resident Inclusion Plan available at [york.ca/HousingYork](#).

Being able to have polite conversations whether at home, work or in the community is important. We need to continue to have respectful interactions and thoughtful conversations that will help strengthen the HYI community.

REDUCE YOUR RISK OF FALLS



Did you know over a third of seniors are admitted to long-term care following hospitalization for a fall? According to [research](#), exercise is the most effective intervention to reduce the risk of falls among older adults. Here are some recommendations to help you get the most benefit out of your exercise plan.

150 minutes of moderate to vigorous activity per week

Adding any amount of physical activity to your day provides health benefits. For older adults, choosing an activity you enjoy may help you stick with it. You should aim get 150 minutes of moderate to vigorous physical activity a week in short periods of 10 minutes or more. Start slowly and gradually increase the amount of physical activity to meet the recommended [guidelines](#).

Balance exercises

Exercise programs that include a significant challenge to balance and consist of more than three hours per week of exercise have greater fall prevention effects than general exercise or strength training alone. Balance exercises can be delivered in safe, yet challenging ways through home and group exercise programs. If you are interested in trying something new, consider balance training programs such as Tai Chi, which have been shown to be effective in improving balance and reducing fall risks.

Strength training exercises

Daily strength training exercises have proven to be effective in reducing the risk of a fall, especially those exercises targeting lower limb strength, such as sit-to-stand exercises. Along with a direct reduction in fall risk, lower limb muscle strengthening exercises can also help improve flexibility, functional capacity and balance.

If you would like to learn more about fall prevention or find additional resources on healthy aging please visit [york.ca/healthyaging](#).

Training opportunity for caregivers and health care professionals

Sign up for the *Step Ahead to Fall Prevention* training program developed for caregivers, personal support workers, agency staff and others supporting older adults. The training is offered live virtually on Thursday, November 24, 2022, from 9 a.m. to 12 p.m. Please contact Christine Grimbly at Christine.grimbly@york.ca to register.



Mental Health and Addictions Wellness Centre

The Mental Health and Addictions Wellness Centre is currently accepting patients 12 years of age and older.

No OHIP required and no referrals needed.
Take charge of your health today and get the support you need.

*SERVICES:

The following virtual services are available Tuesdays, 1 to 4:00 p.m.:

- Addictions Pharmacotherapy
- Case Management
- Counselling
- Court Support
- Education and Awareness
- Family Support
- Harm Reduction Education
- Housing Support
- Language Support
- Naloxone Kit
- Navigation
- Counselling (Individual and Family)
- Peer Support
- Referrals
- Safer Use Supplies

*Due to COVID-19, appointments are required for all services

Addictions Pharmacotherapy - Wednesdays 2:00 p.m. to 5:00 p.m.
In-Person at Unionville Guardian Pharmacy - 9249 Kennedy Road, Markham

TO BOOK AN APPOINTMENT:

Call: (905) 758-2279 or visit eyrnd.ca/mental-health-and-addictions-wellness-centre

PROGRAM PARTNERS



Stay Connected

HOUSING YORK CONTACT INFORMATION:

If you plan to go to a York Region building in-person, there may not be an HYI staff on-site to assist you. Please connect by phone with your Tenant Service Coordinator or Property Manager before coming to a York Region building or HYI office. HYI's phone number and employee extension numbers are provided below.
Phone: 1-877-464-9675

ZONE 1

Brayfield Manors / Fairy Lake Gardens / Elmwood Gardens / Founders Place / Oxford Village

Anne-Marie Cheung, Property Manager ext. 72701
Sheri Cooper, Tenant Services Coordinator ext. 72727

East Court / Glenwood Mews / Keswick Gardens / Lakeside Residences / Northview Court / Pineview Terrace

Anthony Romano, Property Manager ext. 72718 - NEW!
Roy Lumsden, Tenant Services Coordinator ext. 76098

ZONE 2

Mackenzie Green / Rose Town / Trinity Square / Unionville Commons

Christina Bonham, Property Manager ext. 72702

Miriam Kim, Tenant Services Coordinator ext. 72706

Dunlop Pines / Evergreen Terrace / Maplewood Place / Richmond Hill Hub / Springbrook Gardens / Thornhill Green

Stacy Ellis, Property Manager ext. 72717
Paula Calleja, Tenant Services Coordinator ext. 72705

ZONE 3

Blue Willow Terrace / Kingview Court / Mapleglen Residences / Nobleview Pines / Orchard Heights Place / Woodbridge

Kerri Klywak, Property Manager ext. 72712
Tenant Services Coordinator ext. 72431

Armitage Gardens / Hadley Grange / Heritage East / Mulock Village / Tom Taylor Place

Janis Duley, Property Manager ext. 72762
Heather Burton, Tenant Services Coordinator ext. 72714 - NEW!

Contact Us

HYI's offices remain closed to the public due to COVID-19. We are available to assist you by phone or email during regular office hours. Contact information is listed below and on the notice board in your building.

Please note that our offices will be closed for the holidays on: Saturday, December 24, 2022, to Monday, January 2, 2023

December 2022 January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30	31				

During holidays, we have limited staff available for maintenance which may delay response times. Staff will make maintenance emergencies a priority. For non-emergency maintenance request, please call during office hours (Monday to Friday from 8:30 a.m. to 4:30 p.m.) or fill out a [maintenance request form](#). If you have a maintenance emergency outside of our business hours, please call the after-hours Emergency Maintenance Service Line: 1-866-308-2226

Accessible newsletter available

HYI is pleased to provide a copy of this newsletter in an alternate format and with communication support upon request. Call 1-877-464-9675 to request an accessible newsletter.

Sign up for HYI alerts!

HYI Alerts is an electronic notification system that lets Housing York provide timely updates about your building and community directly by an automated phone call, text message or email. To sign up, contact Emily Hill, Resident Relations and Engagement Coordinator, at Emily.Hill@york.ca. Your contact information will not be shared and will only be used for HYI Alerts.

Housing Services

accessyork@york.ca
1-877-464-9675
york.ca/housing

HYI mailing address

17150 Yonge Street, 5th Floor
Newmarket, ON L3Y 8V3
Toll-free 1-877-464-9675

