

## NCLB Action Plan 2011

### 1455 Heatherington Road

<b>SOCIAL ISSUES</b>					
<b>Issues</b>	<b>Suggested Activities</b>	<b>Done y/n</b>	<b>Partners</b>	<b>Barriers/Cost/ Resources required</b>	<b>Actions/Responsibilities</b>
Lack of activities for all tenants	Coffee house	Yes	Options Bytown,		
	Games night	Deferred	TA volunteers		TA/Options Bytown
	Movie night	Yes	Options Bytown		TA/Options Bytown:
	Healthy living workshops	Yes	TA, City		Tenant volunteer.
	Exercise class	No	SEO, City		Wednesday AM
	Canada Day BBQ	Yes	TA		Being planned, with City giveaways
	Foot Care	Yes	SEO		Once every two months
Concern about behaviour in/use of the lounge	Establish working group to address ongoing issues with mental health, addiction, etc	In progress	TA, OCH, Options Bytown, OPS		
Tenants having difficulty accessing food; need for volunteer training	Breakfast program will continue to operate 3 days a week with volunteers	Yes	TA, OCH		
	Fruit and veggie program open to the building and neighbouring community; bread program to be established	Yes			SEO, OCH, Options
Poor communication of activities	Create a calendar that would be posted in the lobby	yes	TA, Options Bytown, NCLB		OCH moving bulletin board to the elevator area
<b>SECURITY AND LAW ENFORCEMENT</b>					
Tenants reluctant to report crimes	Do presentations to building; door to door campaign, Form a Security Committee to improve communication between OPS/OCH Security and tenants	yes	OCH, OPS, CSO		
Non-residents accessing building	Improve communication to tenants; provide support to vulnerable tenants	In progress	OCH, OPS, SEOCHC, NCLB, OB		
Reduce the number of 'illegal' key fobs that allow dealers to enter the	Key fob inventory	In progress	OCH		OCH conducting a fob review

building					
Lack of communication between OCH Security and OPS	Policy review re: confidentiality between the two organizations	improved	OCH, OPS		
People abusing registered tenant parking	Create a parking committee; tenant education re: policy		OCH, CSO, TA		
<b>SERVICE</b>					
No access to computer	Considering grant to add computers to lounge	deferred	NCLB		
Action on work orders seems extremely slow	Tenant education; Tenant Orientation Day	Yes	OCH, NCLB, TA		
Lounge furniture in poor condition; unsanitary	Find donations to reupholster chairs in vinyl	Yes	OCH, TA, NCLB		
Kitchen is unsafe, unsanitary; needs new equipment	Apply for grant for renovations	yes	OCH, TA, NCLB		