

Toronto Community Housing



Deputation Policy for Stakeholders – Update

Item 7

July 14, 2023

Governance, Communications and Human Resources Committee

Report: GCHRC:2023-23**To:** Governance, Communications and Human Resources Committee (“GCHRC”)**From:** General Counsel & Corporate Secretary**Date:** June 9, 2023

PURPOSE:

The purpose of this report is to provide the Governance, Communications and Human Resources Committee (“GCHRC”) with an update on the planned review of TCHC’s Deputation Policy for Stakeholders.

RECOMMENDATIONS:

It is recommended that the GCHRC receive this report for information.

REASONS FOR RECOMMENDATIONS:

Report History:

At its meeting of January 28, 2020, the GCHRC considered Report GCHRC:2020-03 regarding the Deputation Policy for Stakeholders, which requested that the GCHRC provide direction to management regarding the process through which the Deputation Policy is reviewed and updated. In their discussion of the matter, the GCHRC determined that no changes were required to the policy at that time.

At its meeting of July 14, 2021, City Council approved a revised shareholder direction to the Toronto Community Housing Corporation. In part, the Shareholder Direction approved by Council, at that time, provided that:

5.2.2 The Board shall pass a by-law that includes procedures for governing the calling, place and proceedings of meetings of the Board and its committees. The Board shall seek approval from Council for the by-law.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EX25.12>

At its meeting of September 10, 2021, the GCHRC considered [Report GCHRC:2021-34](#) and directed TCHC management to consult former deputants regarding changes that are proposed to the Board's deputation procedure and bring forward the draft document to the next meeting of the Tenant Services Committee and thereafter to return to this Committee for its further consideration.

At its meeting of April 20, 2022, the GCHRC considered [Report GCHRC:2022-10](#), which outlined the consultation process with former deputants to the TCHC Board and its Committees. Participants in the consultation process identified that any changes to the Board's Rules should be deferred until such time as the COVID-19 pandemic has resolved, and the Seniors Transition and the TCHC's Tenant Engagement System Refresh is concluded.

At its meeting of April 25, 2022, the Board of Directors approved the recommendations contained in [Report TCHC:2022-36](#) that the Board approve Procedures governing the manner in which the Board and its Committees conduct governance meetings. These Procedures included provisions related to the manner in which tenants and members of the public would make deputations to the Board and its Committees.

At its January 30, 2023 meeting, the GCHRC considered [Report GCHRC:2023-03](#) regarding the 2023 GCHRC Public Work Plan, and directed management to review the Deputation Policy as part of the annual policy review process.

At its April 11, 2023 meeting, the GCHRC considered [Report GCHRC:2023-16](#) regarding the 2023 Policy Review Schedule, which noted that management had identified one policy requiring Board approval for review in

2023, the Deputation Policy for Stakeholders, which will be reviewed by the end of Q3 2023.

Review of Deputation Policy for Stakeholders – Update

In order to seek the feedback of members of the public on the Deputation Policy for Stakeholders, Governance staff will be hosting a roundtable discussion with members of the TCHC tenant community through which they might respond to provide their opinions about aspects of the Board's Deputation Policy for Stakeholders and potential amendments thereto.

While the round table discussion will be publicized through the TCHC website, any individual who deputed to the Board in the course of 2022 and who provided their contact information will be specifically contacted in order to make them aware of the scheduled discussion. The roundtable discussions will take place in July and August 2023.

At the same time, members of the Board of Directors will receive a survey through which they might respond to the same questions that will be asked as part of the roundtable discussions.

It is also proposed that the survey questions distributed to members of the Board of Directors will be posted on the TCHC website so that individuals unable to attend the roundtable discussions are provided the opportunity to provide their responses to the same survey questions.

The responses received to the online survey, as well as responses from the Board of Directors' survey and from the roundtable discussions, will be summarized and reported back to the September 21, 2023 GCHRC meeting.

Finally, Governance staff have request the addition of TCHC's Deputations Policy to the Agenda of an upcoming meeting of the Tenant Advisory Committee.

IMPLICATIONS AND RISKS:

Pursuant to the City of Toronto's Shareholder Direction, the Board is required to conduct its business through meetings that are open to the public, subject to certain identified exemptions that authorize the Board to consider certain matters in a closed meeting. Through the Board's existing Meeting

Procedures, members of the public are provided with the opportunity to make deputations to the Board, as part of its public meeting process.

In this regard, the Board recognizes that deputations to the Board are to be used, by deputants, as a means through which they might provide, to the Board, new information and clarify issues, not available in writing or not brought before the Board as part of committee or staff reports. Information provided through the Board can and does facilitate better decision making by the Board.

At the same time, Directors are required, in the exercising of their powers and discharging their duties, to exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances. Complying with this standard of care requires that meetings of the Board and its Committees are conducted efficiently and effectively and that directors are afforded the time that they require in order to address the various matters on the Board agenda.

In considering the future application of the Deputations policy, the Committee and the Board should consider the manner in which the value of the information that deputants provide informs the ability of directors to meet this standard.

SIGNATURE:

“Darragh Meagher”

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