



Governance, Communications and Human Resources Committee

931 Yonge Street,
Toronto, M4W 2H2

Page 1 of 7

The Governance, Communications and Human Resources Committee (“GCHRC”) of the Toronto Community Housing Corporation (“TCHC”) held a hybrid Public meeting on September 21, 2023 via Webex and in-person at City Hall, Committee Room 2, 100 Queen Street West, commencing at 9:20 a.m.

GCHRC Directors Present: Joe Cressy (Chair)
Marcel Charlebois
Ubah Farah
Ziva Ferreira
Councillor Jamaal Myers
Brian Smith

GCHRC Directors Absent: Councillor Paula Fletcher
Debbie Douglas

Management Present: Tom Hunter, Interim Chief Executive Officer (“CEO”)
Nadia Gouveia, Acting Chief Operating Officer (“COO”)
Lily Chen, Chief Financial Officer & Treasurer (“CFO”)
Darragh Meagher, General Counsel & Corporate Secretary
Barbara Shulman, Chief People & Culture Officer
Jessica Hawes, Acting Chief Development Officer
Allen Murray, Vice President, Facilities Management
Jamie Kramer, Senior Consultant, Diversity & Inclusion

Governance, Communications and Human Resources Committee Public Minutes

September 21, 2023

Page 2 of 7

Kelly Schilthuis, Director, Talent Management
Ada Wong, Senior Director, Digital, Content &
Brand Strategy
Ceilidh Wilson, Assistant Corporate Secretary

A quorum being present, Mr. Cressy, serving as Chair, called the meeting to order, and Ms. Wilson served as recording secretary.

ITEM 1 CHAIR'S REMARKS

The Chair noted the Acknowledgement of the Land, welcomed Councillor Myers to his first Governance, Communications and Human Resources Committee ("GCHRC") meeting, and provided an overview of the reports on today's public agenda.

DEPUTATIONS

The Chair polled for any deputations to be heard at the meeting. The following verbal deputations were presented:

- Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update (*Catherine Wilkinson*); and
- Item 8 – Accessibility Measures – Update Report (*Catherine Wilkinson and Cathy Birch*).

ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA

*Motion
carried*

ON MOTION DULY MADE by Councillor Myers, seconded by Mr. Charlebois and carried, the GCHRC unanimously approved:

1. the Agenda for its Public meeting of September 21, 2023; and
2. all matters on the Agenda with the exception of items:
 - Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update;
 - Item 6 – Human Rights and Socio-Demographic Data Collection Policy (Staff); and

- Item 8 – Accessibility Measures – Update Report.

ITEM 3 CHAIR’S POLL RE: CONFLICT OF INTEREST

The Chair requested members of the GCHRC to indicate any agenda item in which they had a conflict of interest, together with the nature of the interest. **No conflicts were declared.**

ITEM 4 CONFIRMATION OF GCHRC PUBLIC MEETING MINUTES OF JULY 14, 2023

Motion carried **ON MOTION DULY MADE** by Mr. Smith, seconded by Mr. Charlebois and carried, the GCHRC confirmed the above-captioned minutes without amendments.

ITEM 5 BUSINESS ARISING FROM THE PUBLIC MEETING MINUTES AND ACTION ITEMS UPDATE

A verbal deputation was received from Catherine Wilkinson with respect to this item.

Ms. Gouveia and Mr. Meagher were available to answer questions of the GCHRC. Highlights of the discussion include:

- The first Tenant Advisory Committee (“TAC”) meeting will be held on September 28, 2023. This information has been shared with all TAC members and tenant members of the Board.
- The TAC Terms of Reference allow for tenant board members to be part of the process and be engaged in the discussions, though they are not voting members. This was a decision made jointly with the City of Toronto (the “City”) based on best practices. There will be further discussions related to some of the decisions that were implemented regarding the TAC at the next Tenant Services Committee meeting and City staff will be present to speak to the matter.
- With respect to the tenant engagement process for the review of the Deputation Policy, the Strategic Planning and Communications (“SPC”) division are assisting with this review, and this matter will be added to the agenda for the next TAC meeting as a part of the consultation process.

**Governance, Communications and Human Resources Committee
Public Minutes**

September 21, 2023

Page 4 of 7

- Tenant Engagement staff will be incorporating the review of the Deputation Policy into the agendas for the regional tenant meetings. Further, elements of the tenant consultation process will be incorporated into the Tenant Survey to provide an opportunity to gather fulsome data from the consultations before the Deputation Policy is brought back to the GCHRC.
- The Board recently established their Rules of Procedure, which has an impact on the deputation process as it provides a fair amount of detail as to how that deputation process works.
- Tenant feedback is that they continue to believe that there is significant value in updating the Deputation Policy and that is what is driving this work.
- With respect to the location of the meetings and whether it will be made accessible online, this will reviewed as part of the policy review.

Motion carried **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Mr. Smith and carried, the GCHRC received the updates provided as Business Arising from the Public Meeting Minutes and Action Items Update as of July 14, 2023.

**HUMAN RIGHTS AND SOCIO-
DEMOGRAPHIC DATA COLLECTION
POLICY (STAFF)**

ITEM 6

GCHRC:2023-30

The above-captioned report was circulated to GCHRC members prior to the meeting.

Ms. Shulman, Ms. Kramer and Ms. Schilthuis were available to answer questions of the GCHRC. Highlights of the discussion include:

- The Human Rights and Socio-Demographic Data Collection Policy was developed to inform and guide how TCHC uses demographic information that it collects from employees and job candidates. Through this policy, TCHC intends to have an enhanced ability to ensure that the manner in which the data is collected, used and stored aligns with obligations that it has under the Ontario *Human Rights Code* and under the *Municipal Information Freedom Privacy Protection Act*.

Governance, Communications and Human Resources Committee Public Minutes

September 21, 2023

Page 5 of 7

- The policy will support TCHC in achieving the priority goals and objectives set out in the Equity, Diversity and Inclusion Strategy (“EDI Strategy”), and the Confronting Anti-Black Racism Strategy (“CABR Strategy”).
- The objective of the policy is to ensure that TCHC has diverse representation at all levels across the organization that is consistent with representation in the community.
- An existing issue is that demographic data currently does not connect to divisions or units, which is the reason for creating this policy. The goal moving forward is to conduct ongoing demographic data collection to identify missing representation of equity deserving groups in different levels across divisions and to ensure that gaps are filled.
- TCHC will work specifically with leadership in divisions that lack representation to establish goals and develop appropriate strategies and actions to make the necessary changes. Progress will be measured and the effectiveness of such actions will help with accountability.
- The goal for 2024 is to run another fulsome workplace census and inclusion survey.
- The City of Toronto’s Data for Equity Strategy is the foundation and basis for this policy, and how data will be collected and shared moving forward. TCHC also looked at other municipalities and agencies at the City of Toronto to see how to best use the data, as well as their reporting mechanisms to ensure transparency and accountability in how the information is shared.
- There will be an intersectional analysis of the data to look at employees’ full diversity.
- TCHC is exploring a partnership with Indigenous Works to assist in TCHC’s outreach to indigenous populations. The plan in 2024 is to focus on an indigenous attraction and sourcing strategy, for which more details are to come.
- The GCHRC will be provided with an update after the next census survey is conducted and the data has been compiled from the results.

**Governance, Communications and Human Resources Committee
Public Minutes**

September 21, 2023

Page 6 of 7

Motion carried **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Mr. Smith and carried, the GCHRC received Report GCHRC:2023-30, being the Human Rights and Socio-Demographic Data Collection Policy (Staff) report, for its information.

ITEM 7 CITY COUNCIL DIRECTIONS REQUIRING BOARD ATTENTION GCHRC:2023-31

The above-captioned report was circulated to GCHRC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Councillor Myers, seconded by Mr. Charlebois and carried, the GCHRC received Report GCHRC:2023-31, being the City Council Directions Requiring Board Attention report, for its information.

ITEM 8 ACCESSIBILITY MEASURES – UPDATE REPORT GCHRC:2023-32

The above-captioned report was circulated to GCHRC members prior to the meeting.

Verbal deputations were received from Catherine Wilkinson and Cathy Birch with respect to this item.

Mr. Meagher and Ms. Wong were available to answer questions of the GCHRC. Highlights of the discussion include:

- With respect the meeting materials, staff historically have not received requests to access meeting materials required for an upcoming meeting from deputants.
- The materials for upcoming meetings are typically posted to the website five business days before the meeting.
- Management will ensure new reports are consistently titled so that updated reports can be easily linked to prior reports, as well as easily searched on the website.
- The five-day turnaround timing for requests to access previous Board and Committee materials can be expedited if the individual advises that they are seeking access to the report for the purposes of an

Governance, Communications and Human Resources Committee Public Minutes

September 21, 2023

Page 7 of 7

upcoming deputation.

- At the moment, there are not any technological options that have been identified to assist with the process of remediating documentation that are cost efficient for TCHC. Management continue to explore the options that exist as they become available, and are working with an external vendor to remediate website documentation based on *Accessibility for Ontarians with Disabilities Act* (“AODA”) requirements.

Motion carried **ON MOTION DULY MADE** by Mr. Cressy, seconded by Mr. Smith and carried, the GCHRC received Report GCHRC:2023-32, being the Accessibility Measures – Update Report report, for its information.

TERMINATION

A motion to adjourn the meeting was moved by Mr. Charlebois and seconded by Mr. Smith. The GCHRC resolved to terminate the public meeting at 10:27 a.m.

Secretary

Chair, Governance,
Communications and Human
Resources Committee