



President and CEO Status Report

Item 5

October 7, 2021

Board of Directors

Report: TCHC:2021-60

To: Board of Directors (the “Board”)

From: President and Chief Executive Officer

Date: September 30, 2021

PURPOSE:

The purpose of the presentation is to provide the Board with reflections on the President and CEO’s progress against his 100-day plan, early observations and opportunities to focus on key areas within TCHC’s 2021 Strategic Priorities.

RECOMMENDATIONS:

It is recommended that the Board receive the presentation as information.

FIRST 60 DAYS IN REVIEW:

The President and CEO has participated in a wide-ranging onboarding plan over the past 60 days which has provided a broad view of TCHC operations and corporate services. This has included meeting tenants and employees during visits to all three TCHC regions, the Seniors Housing Unit and Tenant Service Hub openings. In addition, time has been spent with TCHC’s leadership team to learn about their areas of business and the teams they lead. A comprehensive stakeholder engagement plan was developed and close to 30 stakeholder meetings have been completed with the City of Toronto, City Councillors, Emergency Services, Community Leaders and

representatives from other levels of government. It is also anticipated that individual meetings with all Board Directors will be complete by the time of the Board meeting on October 7th, 2021.

Highlights of the past 60 days are being presented with deep gratitude for the generosity of everyone who has contributed so fully to an enlightening introduction to TCHC. Each visit and interaction has provided key insights from stories, experiences and challenges openly shared and communicated through the passion, commitment and energy of tenants who call TCHC home, and the care and hard work of TCHC employees.

IMPLICATIONS AND RISKS:

Our achievements against the 2021 Strategic Priorities are on track. It is important that we now begin to focus on key opportunities within the strategy that are highlighted in the presentation. Monitoring our progress, continuous improvement and learning from the experiences and needs of tenants is critical to our ongoing success.

SIGNATURE:

“Jag Sharma”

Jag Sharma
President and Chief Executive Officer

ATTACHMENT:

1. Presentation

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