

Toronto
Community
Housing



Tenant Human Rights policy update

Tenant consultations

February 2024



This **presentation will be recorded** for internal notetaking purposes.

We may **share the recording** of the presentation only with **tenants** who were **registered for the cancelled West region.**

The discussions in the breakout rooms may be recorded for internal notetaking purposes. These recordings will not be shared outside TCHC.

Meeting agenda



1. Introduction
2. Land Acknowledgment & African Ancestral Acknowledgement
3. Housekeeping and ground rules
4. Project overview
5. Ombudsman report

Meeting agenda (continued)



7. Feedback from June 2023 tenant consultations
8. Proposed changes
9. Purpose of today's consultations
10. Next steps
11. Facilitated discussion

Land acknowledgement



We acknowledge that Toronto Community Housing is on the traditional territory of many Nations, including the Mississaugas of the Credit, the Anishnaabeg, the Chippewa, the Haudenosaunee, and the Wendat and is now home to many diverse First Nations, Inuit, and Metis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit. We are all a Treaty people.

African Ancestral acknowledgement



We acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

Housekeeping and ground rules



Raise your hand in WebEx if you have a question

Listen to others and allow them to speak

Respond respectfully

Observe the Tenant Charter principles

- **Respect**
- **Community collaboration**
- **Accountability**
- **Integrity**
- **Accessibility**

Tenant Charter

The purpose of the tenant charter is to communicate Toronto Community Housing's service commitments and set out accountabilities for all tenants and employees. Everyone working at, living in or visiting Toronto Community Housing shares the responsibility of maintaining a culture of respect, safety, equity and inclusiveness.

Accessibility for persons with disabilities

Toronto Community Housing is and will continue to be committed to providing accessible service. This includes meeting its duty to accommodate disabilities under the *Human Rights Code*, and the standards set out in the *Accessibility for Ontarians with Disabilities Act*.

Community Collaboration

All employees will:

- Support community engagement by sharing opportunities to participate in activities that help create healthy communities
- Promote and communicate environmentally friendly activities
- Provide access to common spaces in a fair and equitable manner
- Work collaboratively with community partners and provide relevant information to tenants to maintain successful tenancies

All tenants will:

- Have the opportunity to vote for position(s) in Toronto Community Housing's Tenant Engagement System
- Have the opportunity to participate in meetings and community activities
- Have the opportunity to take a leadership role in organizing local initiatives and represent the needs and wishes of their communities

Integrity

All employees will:

- Work to earn, develop and maintain trust of tenants through honest, accountable and transparent service
- Provide service in an unbiased and equitable manner
- Support an inclusive environment that promotes dignity and respect
- Show commitment and dedication to any task being undertaken

All tenants will:

- Support an inclusive environment that promotes dignity and respect

Accountability

All employees will:

- Support our mission to provide clean, safe, well-maintained, affordable homes
- Make information about service standards and processes for addressing service requests or complaints readily available
- Take ownership and update tenants in a timely manner on the status of their request or complaint according to the applicable service standard
- Hold service providers working on Toronto Community Housing properties accountable
- Take appropriate tenancy management action to address illegal activity and antisocial behaviour on Toronto Community Housing property
- Provide language interpretation at tenant engagement meetings upon request

All tenants will:

- Be transparent and accountable when they represent other tenants via the Tenant Engagement System
- Maintain their own units, keep common spaces clean and be responsible for their own conduct as well as the conduct of occupants, guests and all pets they bring into the community
- Report safety issues and/or hazardous conditions to staff

Respect

All employees will:

- Provide respectful, professional and courteous service at all times
- Listen to and acknowledge issues and concerns raised by tenants
- Communicate in a clear and open manner

All tenants will:

- Communicate and interact with all persons who live in and work at Toronto Community Housing in a polite and courteous manner

Nothing in this charter should be seen to take away from the rules set out in any laws, such as the Residential Tenancies Act and the Ontario Human Rights Code, Toronto Community Housing policies, or any other legal commitments, such as a lease.

To request this poster in an alternate format or language, please contact us at:
TorontoHousing.ca 416-981-5500 help@torontohousing.ca

Toronto Community Housing

What does human rights mean at Toronto Community Housing (TCHC)?



- Every person in Ontario has the right to be **free from discrimination and harassment** on the basis of protected grounds, like race, religion, disability, sexual orientation, gender identity and family status.
- Every person also has the **right to be accommodated** based on their needs as a member of a protected group.

For example: a person with a physical disability may need an automatic door opener to their unit.

Project overview



- TCHC is improving its tenant human rights system, including:
 - Human rights complaints
 - Accommodation and accessibility requests
 - Requests for transfers
- The project is necessary to address issues in how tenant human rights issues at TCHC are received, investigated and resolved.
- Purpose of the project is to move TCHC to a centralized, proactive and equity-focused response that respects the dignity of all our tenants.

TCHC's human rights policies



- **Human Rights, Harassment and Fair Access Policy**
 - Tenant Complaint Procedure
- **Tenant Transfer Policy**
 - Rules of Procedure
- **Other policies that engage human rights**
 - Eviction policies
 - Relocation Policy

Ombudsman recommendations



- In **June 2023**, the **Ombudsman issued a report** on TCHC's tenant human rights complaint system.
- The Ombudsman made **14 recommendations** for TCHC to improve its tenant human rights system, including:
 - Revising policies and procedures to create a clear and consistent complaints process and accountability mechanisms.
 - Better communicating about policies and procedures to tenants.



- Ombudsman's **recommendations**
 - Strengthening how complaints are documented
 - Better tracking of complaint data
 - An appeal mechanism for human rights complaints
 - Staff training
- TCHC is **following all these recommendations** as we update the rest of the human rights system.

Feedback from June 2023 tenant consultations



- TCHC held a **first round of tenant consultations** on the tenant human rights project in **June 2023**.
- Tenants consistently **identified several issues** with the existing policies and procedures.
 - Tenants want to **be more involved in developing policies and procedures**, not simply okaying them when they are done.
 - TCHC must **make information** about the human rights system **broadly available** in multiple formats.
 - TCHC must have as many options as possible to **access the human rights system**, including accommodation, accessibility, and transfer requests (email, phone, at their hub, etc.)

Feedback from June 2023 tenant consultations (continued)



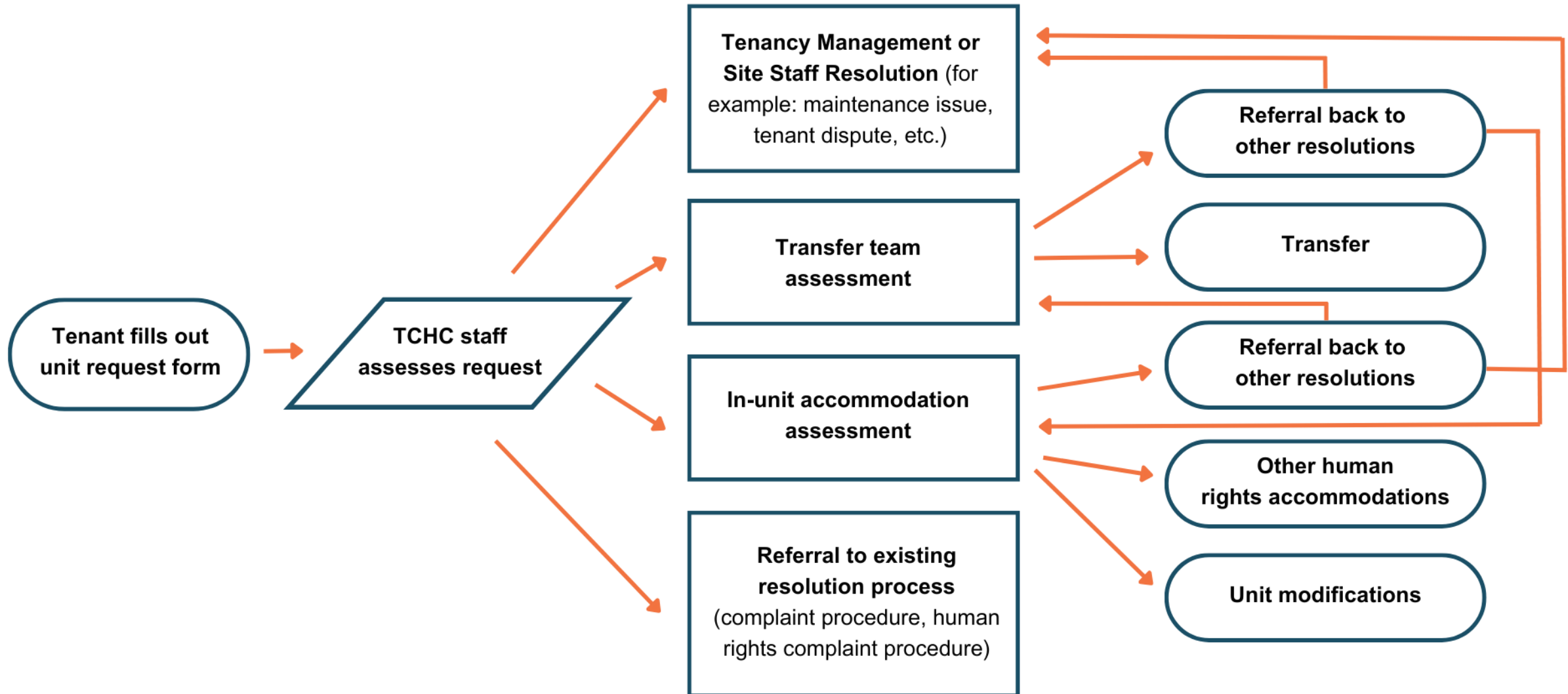
- Tenants want **direct access to staff** involved in resolving complaints and deciding on accommodations.
- Tenants want **flexibility in the way they communicate** with TCHC about human rights issues.
- TCHC **must regularly update tenants** on the progress of a human rights complaint, accommodation or transfer request.
- TCHC **must train its staff** on their human rights obligations and our policies and procedures.

Proposed changes to the human rights system at TCHC



- Revised human rights policy
- A tenant accommodation request procedure
- Streamlined tenant transfer policies and procedures
- Permanent tenant human rights complaint procedure
- Enhanced staff supports to implement policies and procedures
- Enhanced tenant supports to access and understand system
- Comprehensive staff training

Proposed accommodation request process



If you have a human rights issue to report:

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If you have **already filed a complaint**, continue with that process.

You can also **visit the TCHC website for information** about how to make a complaint about human rights or request a human rights accommodation.

Purpose of today's consultation



- Understand **what tenants think** about the proposed new system **in three areas**:
 - Best practices for the **intake and resolution** of requests and complaints
 - What **staff supports** tenants need to access the system
 - What **resources** tenants need to access the system
- It is important that today's consultation **focus on what can be done** to improve the human rights system at TCHC, including the Tenant Transfer Policy, from your point of view.

Next steps



- Tenant consultations
- Tenant feedback summary
- Finalize new policies and procedures
- Implement enhanced supports for staff and tenants
- Staff training

Facilitated discussion in break-out rooms



You will be **assigned to a break-out room** facilitated by a TCHC team member.

In each room, you will be asked to provide feedback on what can TCHC do to improve the following:

- How we **intake or receive** accommodation requests. For example, online form, through the Client Care Centre, in-person, other ways.
- How **we resolve** accommodation requests that we receive. For example, a phone call, meeting, written response, follow-up.
- What type of **staff supports** should be in place.
- What type of **tenant resources** should be in place. For example, videos, written guides.