

Tenant Engagement: Tenant Elections process update Frequently asked questions | January 2021

Toronto Community Housing (TCHC) engagement activities were suspended in March 2020 due to COVID-19. After approval from Toronto Public Health and the TCHC Board of Directors, TCHC staff resumed the Tenant Election process in September 2020.

Elections and related activities will be done in a multi-phased approach as recommended by the TCHC Board of Directors.

TCHC takes the health and safety of staff and tenants seriously. All activities for the election process will follow guidelines for physical distancing outlined by the City of Toronto.

What do you mean by “multi-phased approach”? Which buildings are in which phase?

The election process and any related engagement activities are being implemented in three phases, with specific buildings starting their elections in each phase.

Lists are posted on torontohousing.ca/TER.

How can I find out what phase my building is part of?

- Contact your local engagement Community Services Coordinator. If you don't know who your CSC is, call the Client Care Centre and an agent will contact you to the right person.
- Go to torontohousing.ca/TER and check the posted lists.
- See the notice posted in your community.
- Email engagementrefresh@torontohousing.ca.

Tenant Election process restarting

Where will the election and related activities be held?

All engagement activities leading up to Election Day will be done remotely (either online or through conference call) if possible. For any activities that have to be held in person, all health and safety protocols will be followed. Pre-registration is mandatory for all participants.

For communities that have selected the Community Representative model, voting in advance polls and on Election Day will be done in person at a designated polling station in the community.

For communities that have selected the building/townhouse committee model, voting on Election Day will be done remotely through video conference calls.

Please note: processes for campaigning and election day activities are subject to change, based on safety recommendations from TCHC and Toronto Public Health.

When will elections be held?

Election dates will vary by building. Phase one completed their leadership selection in November 2020. Communities in phase two are expected to have established their tenant leadership (Tenant Elections completed) by the end of April 2021. Communities in phase three are expected to have established their tenant leadership (Tenant Elections completed) by the end of June 2021.

How will elections and related activities be held?

All engagement activities leading up to Election Day will be done remotely (either online or through conference call) if possible. For any activities that have to be held in person, all health and safety protocols will be followed. Pre-registration is mandatory for all participants.

In-person meetings will be held outside (weather permitting) or through a limited gathering inside a building as requested.

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For communities that have selected the Community Representative model, voting on Election Day will be done in person at a designated polling station. Advance polls will be set up in communities as needed.

As polling stations will need to observe capacity restrictions, voting will be done in reserved blocks of time. When tenants register for Election Day, they will reserve a spot in a specific block of time. However, if a tenant is not able to leave their unit, does not feel comfortable assigning their vote to a proxy or does not feel comfortable voting at the polling station, they can contact their local engagement Community Services Coordinator to discuss other options.

For communities that have selected the Building/townhouse committee model, voting on Election Day will be done remotely through video conference calls.

Please note: processes for campaigning and election day activities are subject to change, based on safety recommendations from TCHC and Toronto Public Health.

How will you make sure the integrity of the election process is maintained?

We will secure tenant volunteers to scrutinize the process.

How will Toronto Community Housing keep tenants and staff safe during the election and any related engagement activities?

TCHC takes the health and safety of staff and tenants seriously. All activities for the election process will follow guidelines for physical distancing and other safety protocols as outlined by Toronto Public Health. These include but are not limited to:

- staff wearing personal protective equipment
- tenants required to be wearing masks

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- maintaining proper distance between participants
- clear signage
- capacity restrictions on any in-person activities
- education/awareness – communication materials sent to tenants through a variety of channels

We will communicate all safety guidelines and requirements to tenants ahead of time so they know what to expect and what is expected of them.

How will you provide equitable access to all tenants who wish to participate in the elections process?

TCHC is committed to making sure all tenants have equitable access to the Tenant Elections process, and we understand that some accommodations may be needed for tenants to participate fully in election activities.

Available accommodations include:

- translation/interpretation on request
- proxy voting
- physically-accessible venues for an in-person activities
- large-print ballots
- assisted voting (where tenants can also request for a polling station official to help them throughout the voting process)

Tenants are asked to contact their engagement Community Services Coordinator (CSC) to request accommodations or if they have questions about potential accommodations.

My community selected the option for a Community Representative, and I submitted a nomination form during the original nomination period. Will it still be considered?

Although we are reopening the nomination process for buildings in phase two, any nominations submitted during the original nomination period in 2020 will be honoured provided the nominated tenant meets the eligibility criteria.

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How do I get a nomination form?

- Visit torontohousing.ca/tenantelections
- Contact your engagement Community Services Coordinator (CSC) or Superintendent
- Email us at EngagementRefresh@torontohousing.ca

How do I submit a nomination form?

- Drop off or email a copy to your local engagement CSC, Tenant Participation Coordinator or building Superintendent
- Email nominations@torontohousing.ca

Where can I get more information?

For more information, you can:

- Visit torontohousing.ca/tenantelections
- Contact your engagement Community Services Coordinator (CSC)
- Email us at EngagementRefresh@torontohousing.ca
- Call us at **416-981-4435**

Please note: all inquiries will be directed to the local engagement teams who will provide you with more information.

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