

## Tenant Engagement: Election activities restarting Frequently asked questions | October 2020

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Toronto Community Housing (TCHC) engagement activities were suspended in March due to COVID-19. As restrictions are lifted and we move into different phases of business recovery, TCHC staff will resume the tenant election process.

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 will be implemented in three phases, with specific buildings starting their elections in each phase.

Fifty-three buildings are part of phase one. Lists will be posted to [torontohousing.ca/TER](https://torontohousing.ca/TER) so that tenants can check.

### **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](https://torontohousing.ca/TER) and check the posted lists

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- See the notice posted in your community
- Email [engagementrefresh@torontohousing.ca](mailto:engagementrefresh@torontohousing.ca)

### **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 in phase one that have selected the Community Representative model, voting on Election Day will be done in person at a designated polling station.

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

### **When will elections be held?**

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

### **How will elections and related activities be held?**

All engagement activities leading up to Election Day will be 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 in phase one that have selected the Community Representative model, voting on Election Day will be done in person at a designated polling station.

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. If a tenant is not able to leave their unit or do not feel comfortable voting at the polling station, they can pre-request a TCHC staff and tenant volunteer to come to their unit and help them vote. The staff and volunteers will attend a unit as requested and bring a ballot and pencil so the tenant may vote. The staff member will return the ballot to the poll station, deposit it in the ballot box and give the Poll Captain the name of the voter to cross off the list.

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

Advance polls will be set up in communities as needed.

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

We will secure tenant volunteers to scrutinize the process. The volunteers will accompany staff in the door knocking process and will also count the ballots.

### **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

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distancing and other safety protocols as outlined by the City of Toronto. These include but are not limited to:

- staff wearing personal protective equipment
- tenants required to be wearing masks
- maintaining proper distance between activity participants
- clear signage
- capacity restrictions on any meetings held indoors
- 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.

## **Why is this election not happening online?**

TCHC staff have been directed by the Governance, Compensation, Human Resources and Communications committee of the Board of Directors to maintain an in-person elections process, instead of moving online. This is done to make sure the process is inclusive and that there are equitable opportunities for participation. Having many options for in-person voting will help make sure there are high levels of tenant participation and that tenants are not stopped from voting if they do not have consistent internet access.

## **My community selected the option for a building/townhouse committee, but I missed the chance to sign up.**

We are reopening the membership process for anyone interested in joining their building/townhouse committee. If your community is part of phase one, you still have an opportunity to join by attending the first committee meeting that is scheduled. Meeting details will be posted in your community or you can contact your local engagement Community Services Coordinator (CSC). If you don't know who your CSC is, call the Client Care Centre and an agent will connect you the right person.

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### **My community selected the option for a Community Representative, but I did not submit a nomination before the deadline.**

We are reopening the Community Representative nomination process for communities in phase one. The new deadline to submit a nomination form is 11:59 p.m. on Friday, September 25, 2020.

### **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 one, any nominations submitted during the original nomination period will be honoured provided the nominated tenant meets the eligibility criteria.

### **How do I get a nomination form?**

- Visit [torontohousing.ca/tenantelections](https://torontohousing.ca/tenantelections)
- Contact your engagement Community Services Coordinator (CSC) or Superintendent
- Email us at [EngagementRefresh@torontohousing.ca](mailto: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](mailto:nominations@torontohousing.ca)

### **Where can I get more information?**

For more information, you can:

- Visit [torontohousing.ca/tenantelections](https://torontohousing.ca/tenantelections)
- Contact your engagement Community Services Coordinator (CSC)
- Email us at [EngagementRefresh@torontohousing.ca](mailto:EngagementRefresh@torontohousing.ca)

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- 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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