



## Governance, Communications and Human Resources Committee

931 Yonge Street,  
Toronto, M4W 2H2

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The Governance, Communications and Human Resources Committee (“GCHRC”) of the Toronto Community Housing Corporation (“TCHC”) held a virtual Public meeting on July 14, 2023 via Webex, commencing at 11:14 a.m.

**GCHRC Directors Present:** Joe Cressy (Chair)  
Marcel Charlebois  
Councillor Lily Cheng  
Ubah Farah  
Ziva Ferreira  
Brian Smith

**GCHRC Directors Absent:** Councillor Paula Fletcher  
Councillor Vincent Crisanti  
Debbie Douglas

**Management Present:** 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  
Paula Knight, Vice President, Strategic Planning & Communications  
Allen Murray, Vice President, Facilities Management  
Ceilidh Wilson, Assistant Corporate Secretary

**Guests Present:** Ashleigh Kong, Policy Advisor, Office of

Councillor Vincent Crisanti

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

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## **ITEM 1 CHAIR'S REMARKS**

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The Chair welcomed everyone to the GCHRC meeting and noted that today marks his first meeting as Chair of the GCHRC. The Chair thanked the previous GCHRC Chair, Mr. Smith, for his years of service and all the work he did.

The Chair noted the Acknowledgement of the Land and provided an overview of the reports on today's public agenda.

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## **DEPUTATIONS**

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

- Item 7 – Deputation Policy for Stakeholders – Update (*Catherine Wilkinson*);
- Item 9 – Annual Compliance Report for 2022 (*Catherine Wilkinson*); and
- Item 10 – City Council Directions Requiring Board Attention (*Catherine Wilkinson*)

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## **ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA**

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*Motion carried*      **ON MOTION DULY MADE** by Councillor Cheng, seconded by Mr. Smith and carried, the GCHRC unanimously approved:

1. the Agenda for its Public meeting of July 14, 2023; and
2. all matters on the Agenda with the exception of items:
  - Item 7 – Deputation Policy for Stakeholders – Update;
  - Item 9 – Annual Compliance Report for 2022; and

- Item 10 – City Council Directions Requiring Board Attention.

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**ITEM 3 CHAIR’S POLL RE: CONFLICT OF INTEREST**

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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.**

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**ITEM 4 CONFIRMATION OF GCHRC PUBLIC MEETING MINUTES OF MAY 17, 2023**

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

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

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*Motion carried* **ON MOTION DULY MADE** by Councillor Cheng, 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 May 17, 2023.

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**ITEM 6 ANNUAL REVIEW OF BOARD AND COMMITTEE CHARTERS, AND CHAIR AND VICE CHAIR MANDATES** GCHRC:2023-22

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

*Motion carried* **ON MOTION DULY MADE** by Councillor Cheng, seconded by Mr. Smith and carried, the GCHRC unanimously:

1. Approved the following Charter and Mandate documents and forward them to the Board for its approval:
  - a. Board Charter (Attachment 1);
  - b. Board Chair Mandate (Attachment 2);

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- c. Vice Chair Mandate (Attachment 3);
  - d. the Governance, Communications and Human Resources Committee Charter (Attachment 4);
  - e. the Tenant Services Committee Charter (Attachment 5);
  - f. the Community Safety Advisory Sub-Committee Charter (Attachment 6)
  - g. the Building Investment, Finance and Audit Committee Charter (Attachment 7);
  - h. the Procurement Award Committee Charter (Attachment 8); and
2. Approved the Investment Advisory Committee Charter (Attachment 9) in the form attached hereto; forwarded it to the Investment Advisory Committee for approval and, following such approval, to the Building Investment, Finance and Audit Committee and to the Board for its approval.

**ITEM 7 DEPUTATION POLICY FOR  
STAKEHOLDERS – UPDATE**

GCHRC:2023-23

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

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

Mr. Meagher was available to answer questions of the GCHRC. Highlights of the discussion include:

- The first meeting of the Tenant Advisory Committee (“TAC”) is in the process of being scheduled. Depending on when the meeting takes place, staff will aim to consult with the TAC members in relation to the Deputation Policy.
- The first TAC orientation session is planned to take place by the end of July, with the first formal meeting to take place in September.
- When consultations took place in 2022 in relation to the establishment of the Board Rules of Procedure, two forums were held

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with individuals who had previously deputed regarding the manner in which we approach deputations to the Board and its Committees.

- Staff will explore the possibility of using a survey to garner more feedback from a broader subset of tenants.
- The Committee stressed the importance of providing education related to the deputation process when surveying tenants. While there are some regular deputants who are well versed in the process, there is a significant population of tenants who do not have an understanding of the role of the Board and how to communicate with the Board.
- It was suggested that posters in buildings could be a useful tool to both explain the deputation process and communicate the survey to the broader tenant population.
- As part of the strategic planning process, it will be important to identify how to engage tenants more effectively.
- The importance of open and honest communication with tenants was stressed by Committee members, as well as providing communications in a variety of languages outside of English.
- The Committee noted the importance of breaking down barriers to increase tenants' participation in Board and Committee meetings.

*Motion carried* **ON MOTION DULY MADE** by Mr. Cressy, seconded by Mr. Charlebois and carried, the GCHRC received Report GCHRC:2023-23, being the Deputation Policy for Stakeholders Update report, for its information.

**ITEM 8 ANNUAL UPDATE ON TCHC  
SUBSIDIARIES**

GCHRC:2023-24

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

*Motion carried* **ON MOTION DULY MADE** by Councillor Cheng, seconded by Mr. Smith and carried, the GCHRC received Report GCHRC:2023-24, being the Annual Update on TCHC Subsidiaries report, for its information.

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**ITEM 9                    ANNUAL COMPLIANCE REPORT FOR                    GCHRC:2023-25**  
**2022**

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

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

Mr. Meagher was available to answer questions of the GCHRC. Highlights of the discussion include:

- TCHC has faced some challenges related to document remediation to comply with the requirements provided in the *Accessibility for Ontarians with Disabilities Act* (“AODA”). The Committee recommended taking learnings from the City of Toronto in this regard.
- TCHC submits an annual report to the Information and Privacy Commissioner (“IPC”) of Ontario to confirm compliance with the *Municipal Freedom of Information and Protection of Privacy Act* (“MFIPPA”).
- AODA has compliance obligations, which TCHC reports through its Annual Report and Letter to the Shareholder.
- Management can provide the Board with the same compliance certificate that is provided to the Shareholder in TCHC’s annual report.
- All information posted to TCHC’s website is compliant with AODA requirements.

*Motion carried*        **ON MOTION DULY MADE** by Mr. Cressy, seconded by Councillor Cheng and carried, the GCHRC received Report GCHRC:2023-25, being the Annual Compliance Report for 2022, for its information.

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**ITEM 10                    CITY COUNCIL DIRECTIONS REQUIRING                    GCHRC:2023-26**  
**BOARD ATTENTION**

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

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

Ms. Knight was available to answer questions of the GCHRC. Highlights of the discussion include:

- The Committee noted that some matters reported as part of this report appear to be somewhat outside of TCHC's core mandate and in conflict with TCHC's mission of providing clean, safe, well-maintained, affordable homes for residents.
- It was suggested that as part of the strategic planning process, that we work with the City of Toronto to define expectations in terms of what TCHC is able to achieve, as some directives outlined in this report are a challenge for TCHC and outside the scope of TCHC's mission.
- With Mr. Sharma leaving the organization, his new role will have oversight of files assigned to TCHC, which will be of benefit to TCHC.
- A report was presented to the Tenant Services Committee ("TSC") at its July meeting regarding the provincial legislative changes that apply to the provision of air conditioning in tenants' units. Both Facilities Management and Operations are involved in the work associated with extreme heat, as there is the bricks and mortar aspect as well as the impact on tenants.
- The Stakeholder Relations team monitors all City Council meetings and motions passed to ensure internal staff are aware of and take action on matters that arise.

*Motion carried*      **ON MOTION DULY MADE** by Mr. Smith, seconded by Mr. Charlebois and carried, the GCHRC received Report GCHRC:2023-26, being the City Council Directions Requiring Board Attention report, for its information.

## TERMINATION

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A motion to adjourn the meeting was moved by Mr. Smith and seconded by Ms. Ferreira. The GCHRC resolved to terminate the public meeting at 12:00 p.m.

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Secretary

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Chair, Governance,  
Communications and Human  
Resources Committee