

Deputations – Ann-Marie Tomlinson

Item 6 - People and Culture Division Update

Item 7 - TCHC's 2023 Strategic Communications Plan Update

Item 8 - City Council Directions Requiring Board Attention

GCHRC Public Meeting - November 16, 2023

### Item 6

#### Introductions

Ontarians with disability act tenants disability rights have been breached under this act. Staff are aware of tenants disabilities an injury yet did not implement any type of support measures very wrong.

#### Support tenants to have strong voices

Human rights charter breach is equality, every tenant has the right to be treated equally without bias or discrimination Toronto community housing is mandate is to support more tenants to have strong voices and to speak out if you speak out you are labelled antisocial, they try to give you a hard time, policies are in place yet they pretend they don't know about it when you speak to it, it's wrong and it breaches tenants right.

The above is a part of item 6 social demographics, social demographics, include making sure different culture, are respected in terms of mental health. How are young people grieve and that should be supported in regards to losing parents, taking a break from stress along the opportunity to heal. We must be mindful of these different cultures, grieve in different ways and handle different circumstances different way according to their culture.

## Item 7

### Tenant focused community service delivery

The best way to have these properly implemented, such as, unit inspections, tenant complains what have reps be a part of the conversation to choose the independent bodies and ask questions about how changes are going to be made. One major changes to services publication should be sent to residents homes so they're aware of changes happening information is not getting to everyone.

### Page 3 of 5

Culture awareness when we speak to this we must think about our youth their rights and making sure the right are not being breached when it comes to mental health. Every culture has different ways of dealing with grief and are young people need time to grieve for the loss parents without any backlash from our hub offices.

### Page 4 of 5

#### Part 4/

When it comes to unit inspections rights are being breached under the charter there's no fairness there's no treating everyone equally Toronto community housing has 60,000 tenants and can you imagine how many tenants are sitting on supported with so many breaches of their rights going on what is the answer unit inspections must be taken out of the hands of superintendence and give it to a separate an independent body along with tenant complaints because human rights Are being abused and it's equality that is being abused and breached. We have the right to equality. We have the right to fairness without biasness and we have the right to proper procedure.

How can tenants be told that unit inspections are going to be computer generated? When we know they're not unfair practises of tenant complaints are happening and we must take these processes out of the hands of Toronto Community Housing staff and give these complaints body to a separate entity so important that that gets done ASAP.

Item 8

Supporting Disability, access and services to our youth west side. My community needs a ramp over the stairs so our youth can move around easily to our community or in wheelchairs. We don't have that now and it's an immediate need. Disability Service is a necessity, and without them tenants cannot survive or thrive, and they can be isolated, and the services are not implemented.

Toronto community has a slogan fostering and supporting inclusion trust and confidence that's a breach, staff breach the slogan constantly.

Ombudsman complain

To make sure that tenants rights and complain to being done properly tenant should be aware of the next level of complain.

Tenant advisory committee

Accessibility rate again cannot be breached. There must be fairness inclusion when we have proper supports in place. All tenants can participate, but until that happens, we will face isolation with tenants and we don't want that.

Ann-Marie

Duncanwoods, Tenant Rep