

## **Briefing Note:** For Information

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**To:** Community Safety Advisory Sub-Committee (“CSAC”)

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**From:** Nadia Gouveia, Acting Chief Operating Officer

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**Date:** May 1, 2023

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**Re:** CSAC Meeting of March 8, 2023 – Violence Reduction Program Update – Q3 & Q4 2022 [Report CSAC:2023-07] (Public Action Item #3.2)

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### **PURPOSE**

At the March 8, 2023 Community Safety Advisory Sub-Committee (“CSAC”) meeting, the Sub-Committee directed Management to report back on the manner in which charitable donations for Toronto Community Housing (“TCHC”) tenants are collected and distributed by TCHC.

### **BACKGROUND**

Coming out of the CSAC’s review of the Q3 & Q4 Violence Reduction Program (“VRP”) Update report, the CSAC requested that staff report back on the manner in which charitable donations for TCHC tenants are collected and distributed. This was in response to a report that 600 turkeys were distributed to TCHC in Q4 involving the Community Safety Unit (“CSU”) and other Operations (“OPS”) staff.

On December 17, 2014, TCHC implemented the Gift Distribution to Residents Procedure (Interim) (the “Procedure”), with the purpose of guiding staff in the collection and distribution of charitable gifts from individuals and/or organizations to support vulnerable tenants in TCHC communities. At present, the corporation has no charitable donation or gift policy in place.

The procedure defines four separate streams for charitable donations, as outlined below:

1. Receiving and Distributing Gifts – All Offices other than 931 Yonge Street;
2. Receiving and Distributing Gifts – Head Office;
3. Receiving and Distributing Cash; and
4. Receiving and Distributing Alcohol.

Some of the position titles and divisions listed in the corporate gift donation procedure no longer exist or have changed. As such, the Recommendations section

of this briefing note outlines proposed updates to the procedure to ensure that staff can identify the current individuals responsible for overseeing the roles as outlined in the procedure.

## **GIFT DISTRIBUTION**

### **Receiving and Distributing Gifts – All Offices other than 931 Yonge Street**

As directed in the Procedure, each business unit has a designated staff member who is responsible for receiving and logging donated gifts.

When donations are received, the designated staff member completes a log sheet to identify the donation and removes any items that cannot be generally distributed, such as alcohol. All entries into the log sheet are witnessed by a second staff member. Staff are requested to have the donor sign an acknowledgement form, however the donor is not required or obligated to do so. The designated staff member will then notify the Manager of Resident Engagement.

The Manager of Resident Engagement will determine which local program or persons the gift is suitable for, and will oversee the distribution of donated items. The distribution and rationale will be tracked in the log sheet. Tenants who receive gifts must sign the tracking document during the distribution process to acknowledge receipt.

All donation logs are to be forwarded monthly to the Director of Resident Engagement and Community Development for review.

### **Receiving and Distributing Gifts – Head Office**

For charitable donations received at TCHC's Head Office, the process is similar to that of other offices, with the exception that an Engagement Coordinator and/or Manager is responsible for receiving the donations. The Coordinator/Manager then follows the same process outlined above, which includes consulting with local staff to determine the appropriate distribution of the donation.

### **Receiving and Distributing Cash**

All monetary donations are managed by the Director of Resident Engagement and Community Development, who consults with TCHC Legal Services and Internal Audit before accepting them. If the donation is approved, staff are directed to engage with the donor to determine where they would like the monetary donation to be directed (e.g. a specific program).

## **Receiving Donations of Alcohol**

If alcohol is received in any donation, it shall be sent to the TCHC United Way Executive Sponsor to be used during United Way fundraising events/activities.

## **HOLIDAY TURKEY DONATIONS**

In the last quarter of 2024, the Community Services Unit (“CSU”) received a donation from an anonymous donor for 600 turkeys. This donation was facilitated and distributed by the CSU to vulnerable tenants and families to celebrate the holiday season.

The donor sought out a particular staff member in CSU who is known for their community work, and made the donation directly through this individual. The donor specified their request to have all turkeys distributed to TCHC tenants or other vulnerable community members/stakeholders.

The CSU handled the charitable donations in consultation with/support from TCHC Strategic Procurement, Regional Operations (Regional General Managers, Assistant General Managers, Community Safety and Support staff) to ensure that all donations were distributed to those in need, while also ensuring that the donations were given to tenants directly throughout the entire portfolio.

Given the CSU's extensive fleet and operational capabilities, the business unit played a crucial role in delivering the charitable donations to tenants, making them the primary resource in delivery for TCHC. CSU staff members volunteered their time outside of their regular work hours to assist in the distribution of the turkeys to tenants. The volunteers included various OPSEU Local 529, CSU Management, and Regional Operation staff members. No staff members involved in the distribution were in a front-line operational capacity at the time of distribution and the distribution of turkeys did not affect front-line operational services.

## **ACTIONS TAKEN AND NEXT STEPS**

The CSU is committed to providing services to all TCHC and Toronto Seniors Housing Corporation (“TSHC”) tenants in a manner that aligns with corporate policies, procedures, and practices while also addressing the needs of marginalized, low-income, and racialized tenants.

TCHC's policies and procedures regarding charitable donations to tenants will be updated to reflect current staffing structure. TCHC will update and finalize the Gift Distribution to Residents (Interim) Procedure to ensure clear guidance is provided to staff on the handling, receipt, and distribution of charitable donations.

As outlined at the April 11, 2023 GCHRC meeting (Report GCHRC:2023-16), TCHC will be undertaking a comprehensive review of the Policy Management Framework and the Policy Inventory and Review Schedule. The SPSR team will work with each division to prioritize policies and procedures for review over the next two years.

Once approved, TCHC will develop and implement a comprehensive Gift Distribution Policy that aligns with the corporate procedure, corporate Code of Conduct, and core values of TCHC to provide a framework for the handling of charitable donations across all business units.

**SIGNATURE:**

*“Nadia Gouveia”*

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