



Governance, Communications and Human Resources Committee

931 Yonge Street,
Toronto, M4W 2H2

Page 1 of 6

The Governance, Communications and Human Resources Committee (“GCHRC”) of the Toronto Community Housing Corporation (“TCHC”) held a hybrid Public meeting on May 15, 2024 via Webex and in-person at City Hall, Committee Room 1, 100 Queen Street West, commencing at 9:05 a.m.

GCHRC Directors Present: Debbie Douglas (Chair)
Marcel Charlebois (9:07 a.m. – 9:58 a.m.)
Ubah Farah
Ziva Ferreira (9:25 a.m. – 9:58 a.m.)
Brian Smith

GCHRC Directors Absent: n/a

Management Present: Sean Baird, President & Chief Executive Officer (“CEO”)
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
Ada Wong, Acting Vice President, Strategic Planning & Communications
Jessica Hawes, Acting Chief Development Officer
Allen Murray, Vice President, Facilities Management
Kelly Schilthuis, Director, Talent Management, People & Culture

Governance, Communications and Human Resources Committee
Public Minutes
May 15, 2024

Page 2 of 6

Dean Horner, Senior Legal Counsel, Legal Services
Lindsay Viets, Director, Operational Planning & Program Services
Anne Stephenson, Assistant Corporate Secretary

A quorum being present, Ms. Douglas serving as Chair, called the meeting to order, and Ms. Haji-Jama served as recording secretary.

ITEM 1 CHAIR'S REMARKS

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

DEPUTATIONS

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

- Item 5 - Business Arising from the Public Meeting Minutes and Action Items Update (*Catherine Wilkinson*)
- Item 7 - City Council Directions Requiring Board Attention (*Catherine Wilkinson, Veronika Hering, Chad Hamad and Miguel Avila-Velarde*)

The following written depositions were presented:

- Item 7 - City Council Directions Requiring Board Attention (*Jacqueline Yu*)

ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA

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

1. the Agenda for its Public meeting of May 15, 2024; and
2. all matters on the Agenda with the exception of:
 - Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update
 - Item 7 - City Council Directions Requiring Board Attention

ITEM 3 CHAIR’S POLL RE: CONFLICT OF INTEREST

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.**

ITEM 4 CONFIRMATION OF GCHRC PUBLIC MEETING MINUTES OF MARCH 26, 2024

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

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

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

Motion carried **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the GCHRC received the updates provided as Business Arising from the Public Meeting Minutes and Action Items Update as of March 26, 2024.

ITEM 6 UPDATE ON THE 2025-2029 TCHC STRATEGIC PLAN DEVELOPMENT GCHRC:2024-14

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

Governance, Communications and Human Resources Committee
Public Minutes
 May 15, 2024

Motion carried **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the GCHRC received Report GCHRC:2024-14, being the Update on the 2025-2029 TCHC Strategic Plan Development, for its information.

ITEM 7 CITY COUNCIL DIRECTIONS REQUIRING BOARD ATTENTION GCHRC:2024-15

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

Verbal deputations were received from Catherine Wilkinson, Veronika Hering, Chad Hamad and Miguel Avila-Velarde with respect to this item.

A written deputation was received from Jacqueline Yu with respect to this item and was circulated to the GCHRC members.

Ms. Goveia, Mr. Baird, and Mr. Meagher were available to answer questions of the GCHRC. Highlights of the discussion include:

- Air Conditioning will continue to be an important topic for the organization going forward.
- The removal of the topic from city council tracking does not diminish its importance to the organization.
- Cooling remains a crucial area of focus and will be an important part of future planning.
- The adjustment is merely a change in how the organization tracks city council requirements.
- TCHC is not currently distributing air conditioning units to tenants without units under the exchange program.
- Ms. Gouveia will discuss the possibility of implementing a pilot program with the Facilities Management team. Follow-up will be provided after these discussions.
- TCHC’s goal is to find adequate units to address tenants' concerns through the transfer program.
- TCHC will work with external partners, particularly in the City of Toronto (“the City”), to find alternative solutions.

Governance, Communications and Human Resources Committee
Public Minutes
May 15, 2024

Page 5 of 6

- Support is provided within TCHC buildings on a case-by-case basis through programming and supportive services.
- When an acceptable unit is not available within the TCHC's portfolio, it becomes a challenge.
- In such cases, TCHC works with the City, which is responsible for appropriate placements.
- TCHC will re-engage efforts the City to explore all potential options.
- The organization is conducting a review of the transfer program and has interviewed various stakeholders. The review will be reported back to the Tenant Services Committee.
- The Director of Operations Planning & Program Service will bring the matter back to the City.
- The agenda item relates to the Ombudsman's Report on recommended changes to the tenant complaint process regarding human rights.
- A report outlining actions taken in response to these recommendations will be presented at the next cycle of meetings as part of the public agenda.
- TCHC has conducted half a dozen townhall consultation meetings with tenants across the organization.
- The Tenant Advisory Committee ("TAC") has also been consulted regarding the changes being implemented.
- Extensive consultations will continue.
- This Report regarding actions taken will be brought to the next Board of Directors' ("the Board") meeting as the Board has taken management of this issue generally.
- If the Board wishes to direct future reports through the Tenant Services Committee ("TSC") after the next meeting, management is open to that.
- The initial approach was to bring the report directly to the Board due to the matter's importance.
- Parking is in high demand in TCHC communities and accommodating requests can involve moving another tenant.
- There is a process in place for inaccessible parking requests. A briefing note can be provided if necessary.

Governance, Communications and Human Resources Committee
Public Minutes
May 15, 2024

Motion carried **ON MOTION DULY MADE** by Mr. Smith, seconded by Ms. Farah and carried, the GCHRC received Report GCHRC:2024-15, being the City Council Directions Requiring Board Attention, for its information.

TERMINATION

A motion to adjourn the meeting was moved by Mr. Charlebois and seconded by Ms. Ferreira. The GCHRC resolved to terminate the public meeting at 9:58 a.m.

Secretary

Chair, Governance,
Communications and Human
Resources Committee