

Written Deputation for Item 10 – Deputation Policy

Submitted to: Governance, Communications and Human Resources
Committee

Toronto Community Housing Corporation

Submitted by: Victoria Ojubuyi

Date: June 30, 2025

Dear Committee Members,

Thank you for the opportunity to submit my comments on Item 10 – Deputation Policy.

My name is Victoria Ojubuyi. I am a resident of Toronto Community Housing, a survivor of a brain injury, and I am legally blind. I am submitting this deputation to express serious concerns about the accessibility of the current deputation process and to seek clarity and improvements in the revised policy.

As someone with both cognitive and visual disabilities, I find the existing process for deputations to be extremely challenging. The format and distribution of materials, the pace and structure of meetings, and the lack of accessibility supports make it difficult for tenants like myself to fully participate in important decision-making conversations that directly affect our lives.

I respectfully ask the Committee to ensure the revised Deputation Policy includes clear and enforceable measures to improve accessibility for tenants with disabilities, including:

- Alternative Formats for Meeting Materials
 - Provide all deputation-related documents in large print, screen-reader-friendly formats (e.g., accessible PDFs or plain text), and audio versions for those who rely on text-to-speech technology.

- Post materials well in advance to allow tenants with cognitive impairments or vision loss more time to review and prepare.
- Tech Support for In-Person and Remote Deputations
 - Offer on-site technical support during in-person deputations for residents who may struggle with technology due to disability.
 - Provide closed captioning and/or live transcription services for remote or hybrid meetings.
 - Ensure all video conferencing tools used for deputations are compatible with screen readers.
- Clear Contact and Support Pathway
 - Designate an accessibility contact person or support team that tenants can reach out to for help preparing or delivering their deputation.

The right to speak and be heard is fundamental. For that right to be meaningful, it must be accessible. I urge the committee to center equity and inclusion in this policy update and ensure that tenants like myself are not excluded because of our disabilities.

Thank you for your time and for your consideration of these important issues.

Sincerely,

Victoria Ojubuyi

Resident, Toronto Community Housing

Brain Injury Survivor and Legally Blind Tenant