



# Tenant Engagement Meetings Standards

## PURPOSE

Toronto Community Housing (“TCHC”) is committed to providing a robust and effective tenant engagement system that supports an inclusive and accessible environment free of discrimination, harassment and barriers to participation.

The following standards will be adhered to when hosting tenant engagement meetings to ensure that equitable opportunities to participate in meetings are provided to all tenants. These standards do not apply to tenant engagement meetings of an emergency nature or meetings which take place at a building level.

## STANDARDS

### 1. Meeting location and space

- 1.1 All meetings at the community/operating unit level or city level will be held in an accessible location. This includes a wheelchair accessible meeting space, washrooms, and accessible parking.
- 1.2 Proximity to public transit will be considered.
- 1.3 Exception to the above is local building/townhouse meetings for tenants within that specific development.

### 2. Meeting Time

- 2.1 All meetings at the building/townhouse level will be scheduled at a time that is considerate of the needs of each community.
- 2.2 All weekday evening meetings will start at 6:30 p.m. In the event that an evening meeting must be scheduled prior to 6:30 p.m. due to extenuating circumstances and where Wheel-Trans is not available, alternative accessible transportation will be made available for persons with disabilities.



### **3. Communication and Outreach**

- 3.1 All communication products and materials will meet accessibility requirements including 14 pt font minimum and be provided in alternative formats as requested.
- 3.2 Multiple communication channels to distribute information will be used. This includes but is not limited to the Toronto Community Housing website, social media channels, tenant and partner networks, and direct outreach with tenants, etc.
- 3.3 Posters to promote tenant engagement meetings will be posted in designated common areas in building or townhouse communities a minimum 14 calendar days prior to the meeting.

### **4. Accommodations**

- 4.1 Communication products and meeting materials will be translated in the five most popular languages used by TCHC tenants.
- 4.2 Meeting materials translated into other languages and/or language interpretation services including services for visual impairments will be made available upon request where notice is provided at least five business days prior to the meeting.
- 4.3 Upon request and where notice is provided at least ten business days prior to the meeting, the following services will also be provided:
  - Child care
  - Attendant care
  - American Sign Language
- 4.4 Tenants are encouraged to communicate any special dietary restrictions at least two business days prior to the meeting.

### **5. Meeting Facilitation**

- 5.1 All meetings will begin with a land acknowledgment and an overview of TCHC Tenant Charter principles.
- 5.2 To provide all participants with equitable opportunities to participate and engage in meetings, ground rules that include the principles set in TCHC Tenant Charter will be communicated before the meeting facilitation begins.
- 5.3 Printed materials will be provided at all meetings.



- 5.4 Audio and video set-up will be arranged where appropriate.
- 5.5 A meeting evaluation form will be provided to assess the tenant experience at the meeting and improve future tenant meeting.
- 5.6 Materials will be made available upon request to tenants that were not able to attend meeting.