



# Governance, Communications and Human Resources Committee

931 Yonge Street  
Toronto M4W2H2

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The Governance, Communications and Human Resources Committee (“GCHRC”) of the Toronto Community Housing Corporation (“TCHC”) held a virtual Public meeting on January 30, 2023, via WebEx, commencing at 11:00 a.m.

**Directors in Attendance:** Brian Smith (Chair)  
Marcel Charlebois  
Councillor Lily Cheng  
Debbie Douglas  
Ubah Farah  
Councillor Paula Fletcher

**Directors Absent:** Councillor Vincent Crisanti  
Naram Mansour

**Management Present:** Jag Sharma, President and Chief Executive Officer (“CEO”)  
Nadia Gouveia, Acting Chief Operating Officer (“COO”)  
Darragh Meagher, General Counsel & Corporate Secretary  
Barbara Shulman, Chief Culture & People Officer  
Paula Knight, Vice President, Strategic Planning & Communications  
Jessica Hawes, Acting Chief Development Officer (“CDO”)  
Luisa Andrews, Vice President, Information Technology Services  
Allen Murray, Vice President, Facilities Management  
Ceilidh Wilson, Assistant Corporate Secretary

A quorum being present, Mr. Smith, serving as Chair, called the meeting to order, and Ms. Wilson served as recording secretary.

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**ITEM 1 CHAIR’S REMARKS**

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The Chair welcomed everyone to the GCHRC meeting, noted the Acknowledgement of the Land, and provided an overview of the reports on today’s public agenda.

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**DEPUTATIONS**

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

- Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update (*Catherine Wilkinson*)
- Item 6 – 2023 GCHRC Public Work Plan (*Catherine Wilkinson*)
- Item 8 – 2023 Board and Committee Meetings at City Hall (*Miguel Avila-Velarde, Jackie Yu, Cathy Birch and Catherine Wilkinson*)
- Item 9 – Equity, Diversity, and Inclusion Strategy – 2022 Annual Report (*Cathy Birch*)

The following written deputations were received:

- Item 8 – 2023 Board and Committee Meetings at City Hall (*Jackie Yu and David Ng*)

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**ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA**

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*Motion carried*      **ON MOTION DULY MADE** by Councillor Cheng, seconded by Ms. Douglas and carried, the GCHRC unanimously approved the Agenda for its Public meeting of January 30, 2023.

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**ITEM 3 CHAIR’S POLL RE: CONFLICT OF INTEREST**

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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.**

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**ITEM 4 CONFIRMATION OF GCHRC PUBLIC MEETING MINUTES OF NOVEMBER 14, 2022**

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

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

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

Mr. Meagher was available to answer questions of the Committee. Highlights of the discussion include:

- Where matters are more appropriately within the jurisdiction of another TCHC Board Committee, Management will ensure these matters are moved to the appropriate Committee's action item list in a timely manner.

*Motion carried* **ON MOTION DULY MADE** by Councillor Fletcher, seconded by Ms. Douglas and carried, the GCHRC received the updates provided as Business Arising from the Public Meeting Minutes and Action Items Update.

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**ITEM 6 2023 PUBLIC GCHRC WORK PLAN** GCHRC:2023-03

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

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

Mr. Meagher was available to answer questions of the GCHRC. Highlights of the discussion include:

- If tenants are not able to have their issue resolved by TCHC, the Toronto Ombudsman is available to assist with resolving concerns.

**ITEM 6      2023 PUBLIC GCHRC WORK PLAN      GCHRC:2023-03**

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- It was noted that the Board and its Committees are not the appropriate avenue to have individual tenant concerns resolved.
- In the review of the Tenant Service Hubs, Management will look at the utilization of the hubs through a tenant lens.
- It was noted that it is worth exploring how to help tenants to be more empowered to participate in Board and Committee meetings.
- Action item: Management to review the Deputation Policy as part of the annual policy review process.
- An update will be provided at the February 17, 2023 Tenant Services Committee (“TSC”) meeting regarding the feedback received at the recent regional tenant forums.

*Motion Carried*      **ON MOTION DULY MADE** by Ms. Farah, seconded by Mr. Charlebois and carried, the GCHRC unanimously approved, and recommended that the Board of Directors approve, the 2023 Public Work Plan as provided as Attachment 1 to Report GCHRC:2023-03.

**ITEM 7      CITY COUNCIL DIRECTIONS REQUIRING BOARD ATTENTION      GCHRC:2023-04**

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

Ms. Knight and Ms. Gouveia were available to answer questions of the GCHRC. Highlights of the discussion include:

- City Council passed a directive in December 2022 regarding the TCHC tenant advisory committee, and directed that TCHC, in collaboration with the City of Toronto (the “City”), review the terms of reference, role of tenant directors, recruitment, etc. The review will be completed and reported back to the Planning and Housing Committee in February 2023.
- The model recommended through the City Council directive is similar to the model established with the Toronto Seniors Housing Corporation (“TSHC”), wherein members are appointed by the City and work closely with the Shareholder regarding tenant issues.

**ITEM 7 CITY COUNCIL DIRECTIONS REQUIRING BOARD ATTENTION GCHRC:2023-04**

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- The TSHC tenant advisory committee has one member who is also a member of the TSHC Board of Directors.
- The Shareholder Direction would need to be changed if the TCHC Board were expanded to have more tenant directors.
- TCHC’s existing tenant advisory committee was established as part of the tenant engagement system refresh plan that was approved by the Board in June 2019.
- Currently, tenants who participate in the tenant engagement system do not receive financial compensation. To make it as easy as possible to participate, TCHC generally provides food, transit fare and childcare for tenants.
- It was noted that providing some level of incentive for tenants to partake in the tenant engagement system is important and will broaden the range of individuals who participate.
- Action item: The Governance, Communications and Human Resources Committee (“GCHRC”) referred MM2.16 – Ensuring a Successful Tenant Advisory Committee at Toronto Community Housing Corporation to the Tenant Services Committee.

*Motion Carried* **ON MOTION DULY MADE** by Ms. Douglas, seconded by Councillor Cheng and carried, the GCHRC received Report GCHRC:2023-04, being the City Council Directions Requiring Board Attention report, for its information.

**ITEM 8 2023 BOARD AND COMMITTEE MEETINGS AT CITY HALL GCHRC:2023-05**

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

Written deputations were received from Jackie Yu and David Ng with respect to this item and were circulated to the GCHRC.

Verbal deputations were received from Miguel Avila-Velarde, Jackie Yu, Cathy Birch and Catherine Wilkinson with respect to this item.

**2023 BOARD AND COMMITTEE**  
**ITEM 8 MEETINGS AT CITY HALL**

GCHRC:2023-05

Mr. Meagher was available to answer questions of the GCHRC. Highlights of the discussion include:

- Action item: The GCHRC referred the written deputation from Ms. Jackie Yu on this matter to the Chair of the Tenant Services Committee (“TSC”) for further consideration.
- TCHC staff will be permanently moving from 931 Yonge Street to Metro Hall. City staff managing the ModernTO initiative have advised that they will not be equipping Metro Hall to accommodate public meetings, and all agencies, boards and commissions will be expected to use City Hall as their regular public meeting space. As a result, TCHC’s Board and Committee meetings will be taking place at City Hall.
- Governance staff have engaged City staff to begin the transition to Board and Committee meetings at City Hall in advance of the move to Metro Hall.
- Historical Board and Committee meeting materials, other than all meeting agendas, were removed from TCHC’s public website in consultation with the Board of Directors to ensure compliance with the legal obligations outlined in the *Accessibility for Ontarians with Disabilities Act* (“AODA”). Meeting materials from 2021 onwards are posted on the website and compliant with AODA requirements.
- The Committee noted their concern that historical Board and Committee meeting materials are not posted on the external website.
- Where members of the public want to access historical meeting materials, they can submit a request through Governance staff.
- Action item: Management to examine and report back regarding how to facilitate returning documents to TCHC’s website in a manner compliant with the *Accessibility for Ontarians with Disabilities Act* (“AODA”).
- Moving forward with the next cycle of meetings, Board and Committee meetings will be hybrid, with Directors and staff participating either in-person or via Webex.
- Board and Committee meetings are streamed via YouTube.
- Board and Committee meeting agendas are posted on the TCHC website one week in advance of meetings, which include the timing of public meetings. We make every effort to adhere to the scheduled start

**2023 BOARD AND COMMITTEE**  
**ITEM 8 MEETINGS AT CITY HALL** GCHRC:2023-05

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time for meetings, and will continue to do so moving forward.

*Motion Carried* **ON MOTION DULY MADE** by Councillor Fletcher, seconded by Ms. Farah and carried, as set out in Report GCHRC:2023-05, the GCHRC unanimously:

1. approved the amended Board of Directors Meeting Procedures in the form set out in Attachment 1 to this report;
2. recommended that the Board approve the Board of Directors Meeting Procedures in the form set out in Attachment 1 to this report, and forward them to City Council for its consideration and recommended approval, as TCHC By-law #4; and
3. approved an amendment to the Board and Committee Meeting Schedule for 2023 by moving the Board meeting, scheduled for December 7, 2023 to December 6, 2023, and recommend that the Board approve that amendment.

**EQUITY, DIVERSITY, AND INCLUSION**  
**ITEM 9 STRATEGY – 2022 ANNUAL REPORT** GCHRC:2023-09

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

A verbal deputation was received from Cathy Birch with respect to this item.

This matter was deferred to the April 11, 2023 GCHRC meeting.

*Motion Carried* **ON MOTION DULY MADE** by Councillor Fletcher, seconded by Ms. Douglas and carried, the GCHRC deferred its consideration of this report to the GCHRC meeting of April 11, 2023.

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**TERMINATION**

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A motion to adjourn the meeting was moved by Ms. Douglas and seconded by Mr. Charlebois. The Public meeting terminated at 12:46 p.m.

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Secretary

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Chair, Governance, Communications  
and Human Resources Committee