

### **Summary of Focus Session Feedback**

1. The principles that the Governance Committee endorsed as the basis for the Board's Rules should reflect the rights and interests of TCHC tenants and not focus, exclusively, on the rights and interests of Board members;
2. The adoption of changes to the Board's Rules of Procedure should be deferred until such time as the COVID pandemic, the Tenant Engagement Refresh and the Seniors' Transition has concluded;
3. The Board should consider more frequent Board and Committee meetings in order to ensure that it has sufficient time to complete all Agenda Items;
4. Changes proposed to the deputation process do not reflect an approach consistent with TCHC's Tenants First philosophy;
5. Consider restructuring the Tenant Services Committee in order to have an equal number of tenants (not including directors drawn from tenants) and Directors on the Committee;
6. Consider the addition of non-voting tenant members to Board Committees;
7. Focus group participants were unanimously opposed to the proposal to restrict oral deputations to the Board on matters that had been previously considered at Committee as:
  - a. the opportunity to depute to the Board is important if a deputants concern remains unresolved, following their deputation to Committee;
  - b. the opportunity to depute to all Board members in a single forum is substantively different from the opportunity to depute to a subset of Board members, through Committee;
  - c. deputations should be made where decisions are made and, to the extent that the Board is the ultimate decision maker, deputants should be heard there; and
  - d. deputants perceive that Board members do not read written deputations.

8. Review the process for putting forward directors drawn from tenants including the possibility of a greater number of directors who are tenants;
9. Consider establishing Board-Tenant forums or Board Sub-Committees with Agendas developed by tenants in order to ensure that tenant concerns are heard;
10. Ensure that each tenant deputation is followed up with a thank you for their concerns from the Chair;
11. The requirement to register the day prior to a meeting in order to make an oral deputation may privilege those who have access to technology that would support written deputations, to the exclusion of members of equity deserving groups;
12. In general, the language of the proposed Board Rules of Procedure continues to require simplification in order to be more broadly accessible;
13. Consider scheduling the Closed portion of a Board or Committee meeting on a different day than the Public portion of the meeting so that the Public portion of the meeting starts on time;
14. Consider taking actions that would inform and educate tenants in relation to the potential to depute to the Board and its Committees as the majority of TCHC tenants do not know that they have that opportunity;
15. Consider offering tools and/or workshops for tenants on written and oral deputations, without the involvement of either TCHC Board members or staff; and
16. Consider permitting individuals to depute by recorded video submission.

## Notes of Discussion

### SESSION 1: January 18, 2022 4:00 – 5:30 pm

#### Participants:

Cathy Birch, Cheryl Duggan, Ismail Afrah, Bill Lohman, Janet McLeod, Anita Dressler, Catherine Wilkinson

#### Summary of Discussion:

- Participants commented on the less frequent Board/Committee meetings and longer agendas. It was recommended that meetings be better managed so tenant voices can be heard at Board/Committee meetings.
- A participant spoke about not getting responses after deputing at the TSC. When other channels have been exhausted, the Board channel is tenants' last resort to have their requests heard.
- Participants emphasized that tenants provide input to Board/Committee meetings with their lived experience, they have the rights to be heard.
- A participant stated that reports provided to the Board/Committee were not always accurate and relied upon tenants' deputations to better inform the Board/Committee of the issues.
- It was commented that the in-camera meetings take too long which delay the public meetings and deputations. It was suggested that in-camera meetings be held on a separate day so public meetings can start on time. A participant added that in the pre-pandemic time, deputants with accessibility needs had to make arrangements to be able to go to meetings to depute, only to be kept waiting for a long time.
- A few participants agreed that going to the Board is their only option after receiving no responses from staff/management on their issues.
- A participant provided that some of the issues they deputed were significant and can only be addressed at the Board level. By limiting deputations to the Committee level significant issues will not be heard by the full Board.
- It was suggested that a sub-Committee be set up which is dedicated to addressing tenant issues.

- It was also commented that the submission deadline of deputations should be flexible. Tenants sometimes need to make certain arrangements to be able to attend meetings and make deputations.
- It was requested that deputations be heard at the beginning of the meeting instead of the end of meeting.

## **SESSION 2: January 20, 2022 4:00 – 5:30 pm**

### **Participants:**

Miguel Avila-Velarde, Cathy Birch, Kumsa Baker, Jacqueline Yu, Janet McLeod, Cheryl Duggan, Ismail Afrah, Maureen Clohessy, Deany, Walied Khogali, Catherine Wilkinson, Gail E Lynch, ZERO, Marlene DeGenova

### **Summary of Discussion:**

- There should be time management protocols that facilitate the procedural aspects of these meetings. Timed agenda items can increase procedural efficiency and ensure deputants are not waiting for their agenda items.
- It was suggested that meetings be scheduled in the afternoons to accommodate more tenant deputants (since many have jobs or attend school).
- It was commented that acknowledgement should be made to written deputations. The participant emphasized there is an obligation for each Director to read the deputations and the participant felt that it has not been the case.
- Participants expressed concerns around the proposed change to limit oral deputations at the Committee level.
- Participants would like to have flexibility around the timeline they register for deputations.
- Some participants asked for other channels (e.g. Board Directors' email addresses) to communicate with Board Directors directly.
- A participant called for equal representation in the Board (tenant members vs. non-tenant members).
- Some participants suggested allowing deputants to make a video of their deputations to be played at the meeting if they are not able to attend the meetings, to encourage equitable participation.

- It was suggested that TCHC consider having tenants as non-voting members in the Board/Committees.
- A participant recommended that tenant leaders can advocate deputations among tenants to make sure tenants are informed of how to make deputations, and how to make effective deputations. The efforts should be led by tenants not by staff.
- It was also discussed that tenant consultation be built into the report writing process to ensure issues/reports that impact tenant interests have engaged tenant input before being presented to the Board/Committee. The tenant engagement refresh system can be utilized.
- Other suggestions in relation to enhancing Board-tenant interactions include Board-tenant forums, tenant-driven meetings, open meetings with Board Directors etc. A challenge was identified that tenants may bring in personal issues in these open meetings.
- Participants appreciated the engaging discussion.