

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
SEPTEMBER 14, 2021

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WRITTEN DEPUTATIONS

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Item 2D: Tenants First update

Good morning Mr. Chairman, Ms. Penny and Committee Members,

My name is Bill Lohman. I am a senior living in one of the 83 buildings that will become the Toronto Senior Housing Corporation. I am a member of the Senior Tenants Advisory Committee (STAC) for the Integrated Service Model and I am a long standing member of Seniors Voice.

What is stated and promised in these reports is not occurring. They are filled with assertions that imply everything is just fine and going according to plan, whose plan, benefiting whom, because for senior tenants, it is not clear?

Tenants First, SHU and STAC all stated and claim in their reporting that "tenants will have direct involvement in implementing a system that best meets the needs of seniors. TCHC is working with tenants to develop a new tenant engagement model. The new model will give tenants a say on issues that affect their community and allow tenants to have input on local decision-making."

As part of Phase 1, in late 2020 the ISM rollout began in 18 buildings in the South East Region,

In early 2021, various roles, including the Seniors Services Coordinators and Tenant Service Administrators, were on-boarded and have begun to deliver an integrated approach to supporting senior tenants. As well, the SHU continued their review of partnership agreements and partnerships to develop specific programs and services under the ISM.

Why is there NO senior tenant representation on any working group?

Attachment 4

In July 2017, building on July 2016 direction, Council considered the staff report, Tenants First – Phase 1 Implementation Plan. Council directed City staff to transfer management of TCHC's 83 seniors-designated buildings to a new Seniors Housing and Services entity and to "report to Council in 2019 on a permanent funding formula, including operating and capital, for the New Toronto Community Housing Corporation and the new Seniors Housing and Services entity, to launch in 2020".⁴ Seniors were told in July 2019, that there was no money in the budget for senior engagement? And now 2021, two years later, efforts to get requested funding and support for senior's engagement initiatives is still being disavowed and denied?

Q4 2020 Update on Tenants First

The STAC is a forum for Seniors Housing tenants to share ideas, provide advice and feedback and support tenant outreach and engagement in support of the ISM. STAC members have yet to receive any information about the SE phase 1 implementation. The very thing STAC was supposedly created to advise on, the implementation of the ISM, an advisory committee not a forum!

Q1 2021 Tenant First Update

Integrated Service Model (“ISM”) Implementation The ISM's key features include increased staff to tenant ratios, better coordinated access to health services and supports through the Local Health Integration Network and community partners, and seniors health and wellness hubs are being established and will meet a variety of needs for senior tenants in the building and community. How's that working with no senior tenant input?

Item 6D September 14, 2021

Toronto Community Housing Corporation (TCHC) is working with tenants to develop a new tenant engagement model. The new model will give tenants a say on issues that affect their community and allow tenants to have input on local decision-making. Local forums will be facilitated to present a draft version of the new model and to consult with tenants on key indicators of success.

The new tenant engagement system will be guided by the principles of being respectful, equitable, informative, inclusive and collaborative.

2021 Tenant Survey Item 7 - TSC:2021-64

TCHC's Tenant Survey is a vital data collection tool used to assist TCHC in measuring the effectiveness of its operational and service models. The feedback received identifies what works well and areas where our tenants are less satisfied. The survey will be mailed out to all households in the Family portfolio to ensure that all tenants have the most opportunity possible to participate. An opt-in gift card incentive is also being used to encourage participation.

Communications are being sent out to tenants to promote the survey, as well as orient tenants to why the survey is important and how to participate

The 2021 survey will serve as a benchmark for TCHC's new operational model and will give us a better understanding of who our tenants are and what is important to them. Who is this for, everyone or just the family building?

Goal 1: Tenants receive responsive, consistent and quality service, and proactive communication

1.1 Proactively communicate with tenants in all matters that affect them.

1.3 Evolve the Seniors Housing Unit within TCHC and implement the integrated service model to effectively address the needs of seniors across the portfolio.

The Tenants First approach doesn't consider the needs of seniors beyond the ISM.

Goal 5: Tenants feel safe in their communities

It is our responsibility to ensure that all our buildings meet the Ontario Fire Code

Why is there a continuing refusal to adhere to and enforce "Oxygen in use" signage?

Goal 7: Tenants are engaged in activities that influence their quality of life, because tenants understand the needs of their communities.

What we heard: Tenants want more opportunities to provide input and to be involved in matters that affect them. They want more formal opportunities to get involved at the local level. Tenants want us to address barriers to participation by ensuring all communities receive notices and other information in a timely manner. Tenants also want access to more recreational programs that serve the needs of the community.

Goal 7 obviously created to benefit family buildings. Senior communities have experienced none of this. Input and engagement for seniors was totally forgotten, apparently, everyone assumed that it was someone else's responsibility or just thought that engagement wasn't necessary for old folk.

It is not always easy to discern which entity is being referred to in these various reports, is it? The 'on the ground' reality for seniors communities says it all.

I appreciate your time, this morning. Thank you for listening.

Bill Lohman

TCHC – TSC (Sept. 14th, 2021) – Item 2E CSAC

Good morning students. I'll be your instructor. My name is Ms. Duggan. But you can call me Cheryl. Today's lesson will be in three parts to coincide with several different topics on the Tenant Services Committee agenda that I wish to highlight to reinforce what bored members **SAY** they want and my main objective as a TCHC Tenant Advocate.

I don't know why TCHC appears to be struggling with the concept of Tenant Engagement when it comes to these committees. If, as has been stated at the recent Governance, Communications and Human Resources Committee, you really wanted to have some discussions about the plans you put in place for us tenants you would open up these committees and sub-committees to include an equal number of tenants as there are board members.

For an open discussion we, the tenants, need seats at the table. I am not asking for a vote on agenda items. I'm asking for us to have an equal opportunity to contribute to the dialogue that leads up to the decision making process of items that impact our daily lives.

Let me be absolutely clear a tenant committee member seat is NOT to be filled by a Tenant Board Member. A tenant committee member should be obliged to perform their task from the perspective of what's best for the tenants and not what best for the corporation. Even though the end result may very well benefit TCHC as well.

With respect to the Community Safety Advisory Committee you are guaranteed some lively discussion with potential

tenant committee members about Key Performance Indicators for the CSU (i.e. number of patrols [I don't mean drive bys or joint community immersion exercises with Toronto Police Services], number of community safety audits performed per region, number of community functions attended, number of net new CCTV cameras installed throughout TCHC, number of tickets written, number of complaints that they verified within a certain time frame with a breakdown of repeat offenders versus first timers, and whatever further quantifiable data on any of the other myriad of duties that qualify them for the "Special Constable" designation.)

Otherwise, I believe it goes without saying that I am disturbed that this is one of those initiatives that seem to be lacking some seriously integral partners. Not, just the tenants. The Community Safety Unit is so mysteriously behind the scenes as to appear invisible. I'd like to believe that they are willing collaborators in achieving the type of transparency and accountability necessary to make TCHC a safe place to live and work.

The work aspect will no doubtedly be prioritized as more community hubs open across the portfolio. You may very well have expected us to live under circumstances that I doubt very much you will be able to tolerate from 9 – 5. Which reminds me - Staff have to be obligated to report criminal activity when they know its present. Especially, if we are to believe that TCHC is going to be a partner when it comes community safety.

That brings us to the end of the first part of our lesson for today.

TCHC – TSC (Sept 14th, 2021) – Item 6C Tenant Complaints Update

Welcome back students to the second instalment of today's lesson on tenant engagement.

Up until COVID shut down in person consultations it was clear that TCHC had a budget to encourage tenants to attend any of multiple sessions across the portfolio. Seeing as TCHC is coming to tenants for our ideas, for or against a specific mandate, that clearly makes the participating tenants “consultants”. As such we should be compensated for our contributions.

It's not like TCHC staffers that attend these consultations are not compensated financially for attending, facilitating (which I believe tenants could do ourselves) and note-taking (we could probably do that too). Would it really be unreasonable to expect TCHC to send out an honorarium in the form of gift cards to those of us who did participate via Webex or phone or sent in follow up emails? Otherwise, a thank you card or a participation certificate would set a minimum standard. You do have our addresses.

Now let's take the concept of tenant engagement a GIANT step forward here. I have advocated before for a Tenant Advocacy Office co-run by tenants that would act as an umbrella for R-PATH, CABR, and OCHE. I bet if there was a Tenant Advocacy Office we'd log many more complaints than your current process does based on the lived experience component alone. If tenant engagement is more than just a cliché at TCHC you shouldn't be so afraid to actually engage

the tenants.

That's it for this lecture. Please return to your seats in time for the final lecture.

TCHC - TSC (Sept. 14Th, 2021) – Item 6D Tenant Engagement Refresh

For this portion of today's lesson we will jump right in. But please pay attention to the homework assignment at the end of this lecture.

Interesting how TCHC claims to want Tenant Engagement but continues to insist on having it on their terms. Toronto Community Housing has been slow walking the Tenant Engagement Refresh process. When the consultations were taking place around this concept I saw the charts that identified a triangle style organizational structure for tenant engagement. There was going to be the Tenant Representatives/Community Committee Members that made up the base. They would feed into an area table. (Whether that was based on compass direction or Operating Unit was up for debate I believe.) From those area tables we were to nominate and vote in our Tenant Board Members.

Now we have absolutely no way of appointing our own Tenant Board Member as the City has officially taken that responsibility from TCHC tenants. So we have effectively lost that aspect of tenant engagement.

If TCHC was actually full on serious about “Tenant Engagement” Tenant Representatives and Community Committee Members should have retained our right to vote for “our” representation in those Tenant Board Member seats. Clearly it's not.

Now that the city has appointed the two current Tenant Board

Members you can tell they did the right thing as far as the city is concerned. Councillor Fletcher shouldn't need to directly ask for input from the Tenant Board Members about issues involving limiting the deputation process to better meet time guidelines for Board and Tenant Service Committee meetings.

Marcel (one of our Tenant Board Members) stated he can see both sides of the topic when it comes to limiting tenant deputations. That was the answer of a fence sitter. No thought was given to other factors in the time management of committee and board meetings.

[Have you even considered that fact that maybe TCHC is having a difficult time getting tenant representation in some communities is a direct, or indirect, result of taking away our right to nominate and vote in our Tenant Board Members? Probably not.]

Otherwise, I know that if I was seated at that table I would have spun that around. I would have spoken up about how these meetings run long because Board Members appear to need to be spoon fed information. How many times have I attended or watched a meeting and the staff presenting a written report insist on reading the whole darn thing? If the committee or board members did their due diligence this would be completely unnecessary. Simply highlighting a couple areas of concern and mentioning a key success should be enough if they did their homework.

Another time saving technique for these meetings is complying with the guidelines you place on deputants. Make sure any questions or comments from committee or board

members is submitted in writing by noon the day prior to the meeting. That way their won't be delays as board or committee members try to formulate said questions or comments during the meeting.

It may be easy for TCHC to play "Pin the Tail on the Tenant". But, if you really want to get down to the issue of time management at these meetings we need to discuss and evaluate your role as well. Before you start implementing any changes to our deputation policy I'd suggest you make sure your own performance would receive an A+.

As much as TCHC says it values 'Tenant Engagement' is as often as I see the policy shifts that indicate exactly the opposite. Ideally, I'd like to see TCHC lean into a Tenant Empowerment model. That means opening up more opportunities for us to communicate directly with the upper echelon of this organization. Not clamping down, narrowing our options, and silencing us.

Let's face it, tenant engagement has been around for decades. It's time to move towards a tenant empowerment model.

So, on that note class, your homework will entail compiling a list of ten different ideas about advancing from simple tenant engagement to a new and improve tenant empowerment model. There are no wrong answers. Just points for future discussion.

Thank you for your time. Class dismissed.

Deputation - Miguel Avila-Velarde
 Item 6D - Tenant Engagement Refresh Update
 TSC Public Meeting - September 14, 2021

Dear TSC

I will be speaking today on the item Tenant Engagement Refresh Update Item 6D September 14, 2021 Tenant Services Committee with regards Phase 3 the previous recommendations

I am the Tenant Rep for 220 Oak Street, I am a member of the Regent Park Neighborhood Association and the Coalition for Community Benefits Phases 4 and 5 and a regular at this board and at City Hall and Toronto Police Board.

Phase 3 In Phase 3, there will be a total of 103 communities that will be involved. The timeline for the election activities are as follow: • Communication and Outreach Campaign (September); • Tenant Meetings (October); • Nomination Process (September-October); • Candidates Meetings (November); and • Election Day (November).

The meeting of July 7 2021 and today's meeting it appears that some changes have been made to accommodate a request from the Regent Park Neighbourhood Association Tenant Engagement Refresh Update Item 6D September 14, 2021 Tenant Services Committee.

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As a result, the implementation of the Phase 2B elections was amended to include the following: • Combine Phase 2B communities with vacancies with Phase 3; • Adjust Phase 3 timeline to start two weeks early; and • Recalibrate engagement strategy to increase interest and participation.

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Phase 3 With Phase 3 elections, the aim is to establish tenant leaderships in 212 communities by November 2021. In doing so, it will result in filling 387 positions and establishing 133 building/townhouse committees. The proposed timeline for the elections activities is: • Communication and Outreach Campaign (August 16 to September 5); • Tenant Meetings (August 23 to September 26); • Nomination Process (August 23 to October 17); • Candidates Meetings (October 18 to November 7); • Advance Poll (November 8 to November 14); and • Election Day (November 8 to November 19).

HEARING a much clear plan and with a FIX date NOVEMBER 19 ... to complete the engagement REFRESH that will help the RPNA to fill in VACANCIES in our Leadership Team and start ELECTIONS in the Condo Towers and with their Boards support and work TOGETHER as in 2016

I have had a very very productive MEETING with Julio, Likwa and the newest Community Service Coordinator miss Marka so the good News.. is that the HUB is working partially

we are holding one on one or group meetings keeping covid safety protocols , thank you JAG , for trusting your staff for doing an excellent job

Yesterday we hold our first meeting on webex to evaluate the SERVICE QUALITY INDICATORS REVIEW - PILOT

and we will be the first to lead on the engagement refresh plan by adding up 3 new members because of covid or other issues some members have disconnected from the communications and engagement

having a MONTHLY meeting with TCHC Staff lead and with Tenant Reps is going to be vital in the next while and looking forward to the

Community Safety and Supports

Sincerely

Miguel

TCHC - TSC (Sept. 14th, 2021) Item 7 Tenant Survey with Attachments

*** Bonus Marks ***

For this assignment maybe you could explain to myself and the other students in the class how TCHC's security issues get to hide behind one itty bitty question on this Tenant Survey? To simply state whether you are very dissatisfied, somewhat dissatisfied, neutral, somewhat satisfied, or very satisfied with "[t]he safety level of your community" is negligent to say the least.

How about asking if we feel safe walking through our communities after dark? Or in broad daylight for that matter. How about asking if we are satisfied with how TCHC is handling those who have mental health/addiction issues? How about asking if we feel that TCHC respects our right to the reasonable enjoyment of our units when it comes to noise complaints?

How about asking if we feel safe calling the Special Constables if we have a security issue?

How about asking if we had any positive interactions with the so-called "Special Constables"?

How about asking if we know when we should be contacting the Special Constables versus calling Toronto Police Services?

How about asking if tenants think the Special Constables should be able to proactively address issues that they observe without needing to be directed by dispatch as a result of a tenant complaint?

How about asking if tenants believe Special Constables

should be wearing body cameras?

How about asking if tenants believe that the Special Constables should be switched to unmarked vehicles because the bad guys can clearly see them coming and modify their behaviour before the cruiser gets close enough to hear or see anything?

How about asking tenants if we believe that the Special Constables should be advocating for cameras on every floor of every TCHC building?

How about asking if we think Special Constables should be obligated to report abuse, or neglect of children, the disabled, or the elderly?

How about asking if we feel the Special Constables are performing their duties in general?

How about asking if tenants know who to contact if the Special Constables are not able to resolve an issue?

How about asking if tenants would prefer the Special Constables work within specified areas and have a direct cell phone for contact via call or text similar to the Toronto Police Services Neighbourhood Community Officer Program?

I get it. TCHC doesn't really want to know how badly it is failing tenants when it comes to our safety and security. That's why this survey has only one safety related question and why TCHC won't answer my question about the process to get "demand" CCTV coverage for my floor. I understand that TCHC would rather the tenants not answer any of the above questions because that would leave TCHC and the Community Safety Unit with sooo much more to answer for.

Deputation - Alejandro G-R
Item 8 - Harm Reduction Procedures
TSC Public Meeting - September 14, 2021

To: Tenant Services Committee Meeting at TCHC

Deputation on Item 8 for Sep 14th, 2021

Hi!

My name is Alejandro, and I am a resident of a TCHC community at 200 Wellesley Street East.

I am writing this deputation to advocate for a Harm Reduction Policy hoping this gets priority. In the last year, since the beginning of the pandemic we have seen a rise in cases of overdoses and deaths related to a contaminated drug supply in the city specially in the East-Downtown area.

In my community, here at 200 Wellesley, many residents are struggling with substance dependency and it has become very common to hear that people in the building are struggling with contaminated drugs. Last week an individual died of such cause, and although this still needs to be officially confirmed, we in our community knows that this is happening too frequently and too often in this building.

We had issues related to substance dependency in this community for years, no one can deny this. But At this point I feel obligated to speak out and demand an evidence based approach to what is a emergency as well as a public health issue and not a criminal one. This last point I am making is because I have seen how policing people who do drugs has an effect on an individual who instead of reaching out for services to overcome and managed substane use is fearful and overwhelmed with stigma of being charged.

It is my understanding that the City is working with communities to develop a model for decriminalization; but until this happens our community will continue to struggle with something which can be prevented.

It is also my understanding that Community Safety Unit officers does not have the training to address this problem and does not seem to be clear guidelines on how peace officers should be addressed this issues through a harm reduction framework. But I do not expect CSU to deal with this because they are trained in policing and not on mental health or social work and many, including myself would not call them for assistance in case of an overdose as it can lead to surveillance instead of getting the support a resident may need.

Harm Reduction works and there is evidence that this is the case because of community advocacy and as well as mental health and addiction service providers' expertise.

I hope that with this deputation we prioritized community health and save lives.

Alejandro G-R

Deputation - Miguel Avila-Velarde
Item 8 - Harm Reduction Procedures
TSC Public Meeting - September 14, 2021

my deputation to Item 8 Harm Reduction Update Item 8 September 14, 2021 Tenant Services Committee

TCHC funded a "Peer Support Project" to help implement the Mental Health Strategy of the TCHC back in 2011.....

.....Long before your predecessors dear Jag in the call.... former CEO Derek Ballantyne.. implemented a "Social Innovation Fund" SIF to fund programs that Community organizations can apply to for funding and run programs in TCHC properties, Projects that were not successful and the SIF funding was cut out.

We have always had drug problems going back to the 70's.....TCHC decided to Partner with the Gerstein Centre and the Marshmam Centre two reputable mental health institutions to implement the Mental Health Initiative.. but UNFOUNDED it failed.

We are the housing of last resort and we welcome people with addictions without support

read the report from wayyyyyy baaackkk 2011 :

<https://www.torontohousing.ca/events/Documents/Archives/7735Item%205%20Mental%20Health%20Strategy%20Update.pdf>

\$320,000 thousand dollars were provided to "train and equip" 10 TCHC residents for the 12 month program.

At the end of the program we did a few gigs to speak at City Hall events and 2 people got permanent jobs.

I got fired one week before the closure of the course so I never graduated fully because TCHC dumped us in communities like Pelham Gardens in the ward of Ana Bailao.. no support from the Super or the Mental Health Unit.. We were not provided with the TOOLS to fully carry the program it failed because of staff short-sight

We could have had a ROBUST Harm Reduction Program in TCHC if we could use the Residents trained in 2011.. with our Living experiences to help others..

at 220 Oak Street the Mental Health and Addictions numbers have gone up, led by Suicides and Overdoses.

i want to continue my work here at 220 Oak Street and Regent Park .. we need HELP

We are overrun by Anti Social Behaviour and we need HELP.. so I am making a FORMAL REQUEST..

here to be invited to participate and get this PEER SUPPORT going at 220 Oak Street. Hire those 10 Residents that you TRAINED in 2011

FUNNY NOTE:

I got fired by the Mental Health Unit lead Team a week before Graduation day .. what a joke!

The Harm Reduction Toolkit for Staff is being developed in collaboration with The Works, staff across TCHC who have successfully implemented and supported harm reduction program delivery, and in close communication with Human Resources. The Toolkit emphasizes the importance of leveraging the expertise of Local Harm Reduction Agencies and including tenants with lived experience of substance use in the development of plans and programs.

My RECOMMENDATIONS : to EXPAND the mental health training to current tenant reps.. because we SIT in the middle of the storm , Regent Park is on the list and as far as I remember this has not changed since I became a TENANT LEADER.

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Staff Training As the Harm Reduction Policy required, all TCHC positions with a first aid training requirement under Toronto Community Housing's First Aid Program were required to complete additional training components that provide guidance on the steps for responding to an overdose with and without naloxone.

Perhaps Jag you need to chat with William Anderson the CSU chief about my long standing request for BODY WORN CAMERAS for your CSU officers... People on drugs can be super aggressive.. Perhaps equipped with a camera will explain a volatile situation that occurred between a tenant and a CSU officer since not all TCHC buildings have CCTV cameras in ALL the floors.. I told the Board many times that the TCHC will provide their Special Constables as is my understanding with Body Worn Cameras.

Thank you for your time

Miguel