

**TORONTO SENIORS HOUSING CORPORATION (TSHC)
QUALITY & TENANT ENGAGEMENT COMMITTEE**

Date: Tuesday, March 8, 2022

Time: 3:00 pm to 5:00 pm

Location: WebEx & Livestream

Item	Time	Description	Action	Supporting Documents	Presenter
1.	3:00 2 mins	Chair's Remarks	Information		Chair
2.	3:02 1 min	Approval of Public Meeting Agenda	Approval	Agenda	Chair
3.	3:03 3 mins	Chair's Poll re: Conflict of Interest	Declaration	N/A	Chair
4.	3:06 2 mins	Approval of Minutes of QTE Board Committee Meeting of January 13, 2022	Approval	Minutes of meeting of January 13, 2022	Chair
5.	3:08 2 mins	Action Item Review	Information	<ul style="list-style-type: none"> Action Item List TCHC Tenant Engagement Refresh Update Jan 2022 	Chair
6.	3:10 30 mins	Presentation update on ISM implementation	Information	Presentation	Michael Sherar
7.	3:40 20 mins	Presentation on Seniors Hub Engagement Process	Information	Presentation	Andrea Austen
8.	4:00 20 mins	Review of Tenant Focus Group Feedback on Service Delivery	Information	Presentation	Arlene Howells & Maureen Clohessy

**Toronto Seniors
Housing Corporation**

9.	4:20 <i>1 min</i>	TCHC Board Level Report on Operational Performance Measures	Information	Report	Michael Sherar
10.	4:21 <i>1 min</i>	Motion to move into Closed Session	Approval	N/A	Chair
11.	4:22 <i>1 min</i>	<i>Approval of Closed Session agenda</i>	<i>Approval</i>	<i>Closed Session Agenda</i>	<i>Chair</i>
12.	4:23 <i>30 mins</i>	<i>Confidential report dealing with matters that are not required to be disclosed under the Municipal Freedom of Information and Protection of Privacy Act, including but not limited to personal matters about identifiable individuals, a proposed or pending transaction with a third party, and recommendations of proposed policy or processes</i>	<i>Information</i>		<i>Michael Sherar</i>
13.	4:53 <i>1 min</i>	<i>Motion to move into public session</i>	<i>Approval</i>	<i>N/A</i>	<i>Chair</i>
14.	4:54 <i>6 mins</i>	Approval of Motion on updates to QTE Board Committee Terms of Reference	Approval	Terms of Reference	Chair
15.	5:00	Adjournment			Chair