

## **Toronto Seniors Housing Corporation (TSHC)**

### **Quality and Tenant Engagement Committee Meeting (QTEC)**

**Date:** Monday, February 10, 2025

**Time:** 3:00pm to 5:00pm

**Location:** WebEx and Livestream

The Quality and Tenant Engagement Committee (QTEC) of the TSHC Board held its meeting on Monday, February 10, 2025 at 3:00pm via WebEx video conference.

**This meeting was livestreamed and can be viewed [here](#).**

**Members in attendance:**

Linda Jackson, Chair  
Jim Meeks  
Lawrence D’Souza  
Fareed Amin  
Councillor Crisanti

**Guests:**

Melanie Martin, OCHE

**Deputants:**

Arnold Margulis  
Bill Lohman

**TSHC staff present:**

Tom Hunter, Chief Executive Officer  
Grant Coffey, Director, Strategy and  
Business Management  
Arlene Howells, Director, Engagement,  
Partnership and Communications (I)  
Carol Francis, Director, People & Culture  
Brad Priggen, Director, Operations  
Vince Truong, Interim Finance Lead  
Ayushman Banerjee, Business Consultant  
Karyn Bawden, EA and Board Secretary  
Fatima Mahmood and Emma Francis, EAs

#### **Item 1: Chair’s remarks**

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The Chair, Linda Jackson, welcomed Committee members, Board, Staff and online participants to the first meeting of the Quality and Tenant Engagement Committee meeting of 2025. Ms. Jackson stated that the meeting was being live

streamed on YouTube. She noted a full agenda and we had two Deputations. It was also noted that deputants were to stay to their five-minute allotment and to keep on topic of the agenda Items.

The Chair acknowledged that February was Black History month and that the CEO, Tom Hunter would speak more to that on his CEO Update.

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**Item 2: Land and African ancestral acknowledgements**

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The Chair began with Land and African ancestral acknowledgements.

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**Item 3: New Business and Approval of public meeting agenda**

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The Chair asked if there were any changes to the February 10, 2025 QTEC Public meeting Agenda, being none, she asked for a motion to approve the Public Agenda of February 10, 2025 as presented.

**Moved:** Jim Meeks

**Seconded:** Fareed Amin

With All in favour, it was resolved that the QTEC Public Agenda of February 10, 2025 was approved as presented .....**Carried**

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**Item 4: Chair's poll re: conflict of interest**

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The Chair asked the members of the Committee whether they were in conflict of interest with any agenda item. With no conflicts of interest being declared, the Chair continued to next Action Item.

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**Item 5: Approval of public minutes of QTEC meeting of November 18, 2024**

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The Chair asked if there were any edits or changes to the QTEC Public meeting Minutes of November 18, 2024. With no edits or comments brought forward, the Chair asked for a motion to approve the QTEC November 18 2024, as presented.

**Moved:** Jim Meeks

**Seconded:** Fareed Amin

With All in favour, it was resolved that the QTEC Public meeting Minutes of November 18, 2024 were approved as presented ..... **Carried**

### **Item 6: Action items review**

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Ms. Jackson noted that 2 items were brought forward from the Audit, Finance and Risk Committee's Action Item list being:

1. Staff to consult with TCHC on Environmental Renewal and Plan.
2. Bring forward an overview of revitalization plans in the 2024 budget including net new potential housing for seniors.

She noted they were going to defer these the to Board of Directors. With no other action items discussed, and the Committee satisfied, the Chair proceeded to next Agenda Item.

### **Item 7: CEO Update**

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At the Chair's invitation, Tom Hunter went through his CEO update, highlighting:

#### **Black History Month:**

Black History Month just begun, Our focus this year is on the theme "Black Legacy and Leadership: Celebrating Canadian History and Uplifting Future Generations."

Also noting that throughout the month, there will be:

- newsletters highlighting the valuable contributions of our staff members Lexandria Patterson-Richards and Ralston Nelson.
- two lunch and learn sessions, including one with Suzette Daley on "Lucie and Thorton Blackburn."

Mr. Hunter expressed that it's crucial to acknowledge and celebrate the rich history and ongoing contributions of Black Canadians, and that we are committed to fostering a culture of inclusivity and understanding within our organization.

**Lunar New Year Visits:**

Mayor Chow recently completed her annual Lunar New Year visits to our TSHC buildings. She visited nine buildings over two days, revisiting the four from last year and adding five new locations. Mr. Hunter noted these visits were a tremendous success, with hundreds of tenants participating. He gave a huge thank you to all the staff who stepped in to help make the visits run smoothly. He especially thanked Arlene Howells, Darryl Spencer, and Marie Fitzpatrick for their excellent planning and coordination.

**ECDC Report Involvement:**

Mr. Hunter noted that we continue to engage with the City and Councillor Fletcher regarding the ECDC report. A draft of the final report, which will be presented at the April 8<sup>th</sup> ECDC meeting, will be shared with the QTE Committee at a future date, as information only.

The Chair thanked Mr. Hunter for his update and opened up for questions. It noted that there were Black History month posters and a newsletter, which staff would send to the Board. There was also a thorough discussion, around Tariffs. Ms. Jackson thanked the update on the Mayor's visits and asked if a Thank you letter could be sent on behalf of the QTE Committee.

The Chair thanked everyone for the fulsome conversation and then proceeded to the next agenda item.

**Item 8: TSHC QTEC 2025 Workplan**

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At the invitation of the Chair, Grant Coffey went through the TSHC QTEC 2025 Workplan. The Chair noted that as items come up, they will be added to the Agendas and thanked Mr. Coffey for his update and went to the next Agenda item.

### **Item 9: Operational Dashboard and Annual Unit Inspection Report**

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The Chair introduced Mr. Margulis as Deputant for the Operations Dashboard and welcomed him to the Committee meeting.

Mr. Margulis thanked the Chair, Staff and Committee members for accepting his deputation. Key topics spoken to were:

- moved into the TSHC bldg. approximately 1 year ago, after move-in some deficiencies in the apartment were found
  - some were fixed, but not all
- Superintendent from prior residence was performing massage to tenants at current building, including his next-door neighbor
- reported to suddenly start experiencing extreme odors in unit which resembled odors of heavy industrial cleaners and vaporized into his unit using fumigators

The Chair thanked Mr. Margulis for coming forward and noted that TSHC staff would follow up with him. Mr. Margulis thanked the Committee and noted he would send more thorough documentation. With that, at the invitation of the Chair, Brad Priggen went through the Operational Dashboard and Annual Unit Inspection Report.

The Chair thanked Mr. Priggen for his work and noted the heavy lifting of the work. She asked Mr. Priggen how long a Unit Inspection takes and Mr. Priggen noted they're usually 15-20 minutes. He also noted that inspections start around August and wrap up in October.

Councillor Crisanti inquired about Pest Management and the 183 Units that are pest free and at what time that was at. Mr. Priggen confirmed it was a rolling number and was from December. He also noted that TSHC was working with Toronto Public Health to help with the burden on the tenants when units are being treated.

The Chair thanked Mr. Priggen and asked about the new Tenant Checklist/Work Orders. Mr. Priggen noted that there is a new leasing package and part of that is a

Checklist and an inspection form that they are to fill out and return to staff. The Chair thanked Mr. Priggen again and then proceeded to the next Agenda Item.

### **Item 10: Rapid Re-Housing Report**

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At the invitation of the Chair, Brad Priggen went through the Rapid Re-Housing Report, highlighting:

- Distribution of Units (as at Dec 31, 2024)
- TSHC Complex Tenancies SSC's carrying out home visits during the 3 months of tenancy
- The early introduction of follow-up supports with the tenant's follow-up case manager being present at the lease signing to review the terms of the lease with their client,
- And use of the comprehensive STARS (Service Triage, Assessment, and Referral Support) Supports Assessment tool prior to acceptance of into RRHI program. Prior to the use of the STARS Support Assessment tool, the Housing Stability Support Tool (HSST) was utilized
- Different paths that applicants take to become tenants at TSHC

The Chair thanked Mr. Priggen and asked if tenants coming in are meeting the age criteria for TSHC Tenants. Mr. Priggen confirmed they do meet the age criteria and also have to meet the STARS criteria. The Chair asked if there were any other questions or comments, and Jim Meeks noted he has been a big advocate for the Rapid Re-housing.

The Chair proceed to the next agenda item.

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**Item 11: OCHE Bi-Annual July – Dec 31, 2024**

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At the invitation of the Chair, Melanie Martin went through the OCHE Bi-Annual July – Dec 31, 2024 Report, highlighting:

- Referrals by Region
- Arrears at the Time of Referral
- Arrears Collection Process Compliance
- OCHE Case Management Highlights
- Arrears Managed by the OCHE
- Arrears Managed Through Local Repayment Agreements
- Breached OCHE Brokered Local Repayment Agreements
- Community Partnerships
- Year End Highlights

The Chair thanked Ms. Martin and noted the good partnerships with Toronto Rent Bank and WoodGreen Community Services and went to the next Agenda Item.

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**Item 12: Tenant Experience Survey Action Plan**

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At the invitation of the Chair, Grant Coffey went through the Tenant Experience Survey Action Plan, highlighting priority areas:

1. Strengthening sense of community.
2. Enhancing services and supports including referrals to access services and supports.
3. Creating more opportunities or platforms for tenants to share their concerns and complaints with TSHC.
4. Enhancing responsiveness and accountability.

Also noting, the process of finalizing the action plan, it was concluded that:

- 26 existing actions in the Strategic Directions were aligned to support the priority areas identified in the survey.

- Two proposed actions were underway but could be better reflected in the Strategic Directions.
- Two proposed actions were brand new and recommended for adoption into the Strategic Directions.
- Three proposed actions will be considered in the future.

The Chair thanked Mr. Coffey and proceed to the next Agenda Item.

### **Item 13: Strategic Directions Q4 2024 Progress Report**

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At the invitation of the Chair, Grant Coffey went through the Strategic Directions Q4 2024 Progress Report, highlighting:

- Key Performance Indicators Dashboard
- Tenant Engagement
- Programs and Partnerships
- Employer of Choice
- Organizational Excellence
- Strategic Directions Roadmap
- Review and Planning Sessions for Strategic Directions

The Chair thanked Mr. Coffey and asked for any questions. Jim Meeks asked for the Building Profiles with the ECDC Report and was confirmed that staff would send to Mr. Meeks. With that, the Chair proceeded to the next Agenda item.

### **Item 14: Strategic Directions, 2025 Roadmap**

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At the invitation of the Chair, Grant Coffey went through the Strategic Directions, 2025 Roadmap, once finished, the Chair asked if the Roadmap was realistic. It was confirmed that staff was optimistic. With that, the Chair asked a QTE Member for a motion to approve the Strategic Directions, 2025 Roadmap as presented.



**Moved:** Jim Meeks

**Seconded:** Lawrence D'Souza

With All in favour, it was resolved that the Strategic Directions, 2025 Roadmap was approve as presented .....**Carried**

The Chair thanked Mr. Coffey and proceeded to the next agenda item.

### **Item 15: Quality Improvement Projects Q4 2024 Progress Report**

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The Chair noted that there was a deputation on the Quality Improvement Projects Q4 2024 Progress Report from Bill Lohman. Mr. Lohman thanked the Chair and Committee and spoke to Quality Improvement Projects Q4 2024 Progress Report, noting:

- Massive work done through communications such as Seniors speak
- What's the Senior focus training
- Efforts are put together well with the Integrated Service Model and Seniors Housing as well as in last year on Community Connect+ and Tenant Engagement
- Programming and supports going into different buildings, and commended Mr. Hunter for the good work done
- Tenant input is important

The Chair thanked Mr. Lohman and asked Mr. Hunter if he would speak to the Seniors Training. Mr. Hunter noted that an update would be taken back to STAC on the training and seniors focus. The Chair thanked both Mr. Hunter and Mr. Lohman and asked the Committee and Board if they had any questions or comments for Mr. Lohman. Mr. Crisanti thanked Mr. Lohman for the deputation and noted we should be proactive with our Seniors. He also noted that recorded votes could be useful in future meetings. With no other comments, through the Chair. Grant Coffey went through the Quality Improvement Projects Q4 2024 Progress Report, highlighting:

- Quality Improvement Projects Quarterly Tracker
- Quarterly Progress
- Pest Management
- Safety and Security
- Staff and Tenant Relations

With no further comments or questions, the Chair proceeded to the next Agenda Item.

#### **Item 16: Engagement and Partnerships Update**

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The Chair noted that there was another deputation by Bill Lohman on the Engagement and Partnerships Update. Mr. Lohman thanked the Chair and Committee and spoke to Engagement and Partnerships Update, noting:

- Has been heavily involved in the Engagement and Partnerships
- Tenants taking lead in Tenant Lead Programming, having voice is important
- Funding and Activities

The Chair thanked Mr. Lohman and asked if there were any questions or comments for Mr. Lohman. With no other comments, through the Chair. Arlene Howells went through the Engagement and Partnerships Update Report, highlighting:

- Annual Building Meetings
- Senior Tenants Advisory Committee (STAC)
- Community Activities Fund
- (CAF) and Community Connect+
- Community Programs &
- Partnerships (CPP) 2025 Priorities
- Agreements
- Status of 2024/2025 Program Requests

The Chair thanked Ms. Howells for the update and indicated the appreciation for STAC and the feedback that STAC provides. The Chair also noted the appreciation to Mr. Howells and all the work she has done with the Tenants and Partners. Jim Meeks also noted a big thanks to Ms. Howells and all the work she has done. With that, the Chair proceeded to the final Agenda Item.

#### **Item 17: Adjournment**

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The Chair thanked the Committee members, Board, Staff, Deputants and the online attendees to the TSHC QTEC February 10, 2025, meeting and asked for a motion to adjourn the meeting.

**Moved:** Jim Meeks

**Seconded:** Fareed Amin

With All in favour, it was resolved that the TSHC QTEC February 10, 2025, meeting terminate ..... **Carried**

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Linda Jackson, Chair  
Quality and Tenant Engagement Committee