

APPLEGROVE COMMUNITY COMPLEX

60 Woodfield Road, Toronto, Ontario M4L 2W6

Tel: 416-461-8143 www.applegrovecc.ca

“TOGETHER, BUILDING OUR COMMUNITY”

Board of Directors Meeting

April 25, 2022

This meeting is open to the public and will take place using Zoom. Members of the public who wish to participate in the meeting are asked to contact Susanne Burkhardt, Executive Director at sburkhardt@applegrovecc.ca in advance in order to receive the meeting passcode.

To join by videoconference

<https://us02web.zoom.us/j/87559096964?pwd=cnNxbTNuTmFHbWVrTFJ4Ym1HVFI4Zz09>

Meeting ID: 875 5909 6964

To join by phone

Call: 647-374-4685 or 647-558-0588

Meeting ID: 875 5909 6964

AGENDA

7:00

1. Call to Order/Adoption of Agenda
2. Traditional Land Acknowledgement and TRC Call to Action
3. Welcome and Introductions
4. Declaration of Conflicts of Interest
5. Minutes of March 21 Board of Directors Meeting (*attached*): to be accepted

7:10

6. Finance
 - 6.1. Audit Update
 - 6.2. Year-to-date Financial Report (*sent separately*): for information
 - 6.3. Term Deposit (*briefing note sent separately*): for approval
 - 6.4. Grant submission authority: for approval

7:35

7. Standing Committees
 - 7.1. Membership, Nominations & Outreach Committee Report (*Mar 16 notes attached*)
 - 7.2. Strategic Initiatives Committee Report (*Mar 21 notes attached*)

7:55

8. Officers and Committees (*Procedural By-law sent separately*)
 - 8.1. Select Committee Members
 - 8.2. Select Officers

8:10

- 9. COVID-19 Update
- 10. Program Update (*attached*)
 - 10.1. Summer Camp: for approval
- 11. Neighbourhood Food Hub Update
- 12. Don Summerville Update

8:25

- 13. Directors' Concerns

8:30

- 14. Adjournment

CALL TO ACTION #19 - Health

Truth and Reconciliation Commission (TRC)

We call upon the federal government, in consultation with Aboriginal peoples, to establish measurable goals to identify and close the gaps in health outcomes between Aboriginal and non-Aboriginal communities, and to publish annual progress reports and assess long-term trends. Such efforts would focus on indicators such as: infant mortality, maternal health, suicide, mental health, addictions, life expectancy, birth rates, infant and child health issues, chronic disease, illness and injury incidence, and the availability of appropriate services.

What's happened?

The federal government has not established measurable goals to identify and close gaps in most health outcomes, though it has committed to do so in some. There are also long-term plans to create tools to measure some Indigenous health care needs, but they're limited in scope and they won't be annual.

In particular, data collection gaps in regards to health of First Nations people off reserve, Inuit outside Inuit Nunangat and Métis were highlighted by the COVID-19 pandemic.

In 2020, Statistics Canada gathered data that showed mental health disparities between Indigenous and non-Indigenous people during the pandemic. The data gathered was not based on a national survey but was crowdsourced among 1,400 people and therefore "the findings reported cannot be applied to the overall Indigenous population."

It also did not identify goals to address the health care gap. Nor was it an annual report.

Some medical communities have attempted to identify and measure health care gaps. In 2021, new research published in the Canadian Medical Association Journal (CMAJ) found Indigenous people in Canada have higher rates of death and complications after surgery, and lower rates of surgery than other populations.

But while the study's authors identified disparities in surgical outcomes, they say a lack of medical data hampers further research into the cause of disparities.

Provincially, a Manitoba Centre for Health Policy study revealed that the health gap between First Nations and other Manitobans is widening.

The 2021 federal budget committed \$107.1 million over three years, beginning in 2021-22, to "continue efforts to transform how health care services are designed and delivered by First Nations communities, building on the government's commitment to improve access to high-quality and culturally relevant health care for Indigenous peoples."

But it did not establish goals to identify and close gaps in health care services, nor did it commit to annual reports monitoring those outcomes.

In June 2021, the federal government committed \$14.9 million to address systemic racism in health care, and for “Indigenous partners to undertake meaningful engagement on the development of policy and programs for health priorities.”

In 2018, the federal government committed to eliminate tuberculosis (TB) across Inuit Nunangat by 2030, and “reduce active TB by at least 50 per cent by 2025,” according to a Crown-Indigenous Relations and Northern Affairs spokesperson.

The federal government provided funding for community-wide TB screenings for three of Nunavut's 25 hamlets. In 2020, Nunavut's chief public health officer said he wanted to run more clinics but funding had dried up.

In March 2018, then-Indigenous Services Minister Jane Philpott signed a Memorandum of Understanding between the federal government and Manitoba Keewatinowi Okimakanak (MKO) a Manitoba First Nations advocacy organization. According to a federal statement, it is a commitment “to support health care transformation for MKO communities.” That included efforts to identify and close the gaps in service.

Source: CBC Beyond 95 <https://newsinteractives.cbc.ca/longform-single/beyond-94?&cta=1>



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting March 21, 2022 – by Zoom video conference

*A neighbourhood partnership fostering community
through social and informative programs for individuals and families.*

Present: Hamdi Abdo, Simone Hodgson, Vai Teng Law, Jean Lim-O’Brien, Tim McNab (Chair),
Sue Munn, Andre Riolo, Eadit Rokach, Jim Valentine
Regrets: Councillor Paula Fletcher
Staff: Susanne Burkhardt, May Seto (recorder)

1. Call to Order/Adoption of Agenda/Introductions

Tim called the meeting to order. Quorum of 5 Directors was achieved. The agenda was adopted as amended.

2. Indigenous Land Acknowledgement

Due to time constraints, there will be no review of a Call to Action.

3. Welcome and Introductions

4. Declaration of Conflicts of Interest

None were declared.

5. Minutes of February 28 Board of Directors Meeting

MOTION (Riolo/Lim-O’Brien)

To accept the minutes of February 28, 2022 Board Meeting.

Carried

Recorded Vote:

Valentine – yes

Lim-O’Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab – Yes

6. Finance

6.1. Admin Budget Update

Susanne provided an update. The new auditor is detail-oriented and asked for a lot of information. They came across a balance sheet item that stems from a severance paid after the 2012 restructuring, which shows as payable to the City. Susanne spoke to the former Executive Director and is liaising with the City to try to resolve this issue. This year's audit letter includes an extra charge of \$2000. Susanne was informed that this has long been part of the fee, but that Applegrove hadn't been charged in the past. For 2021 this creates an admin deficit to be covered by the City. For 2022 we will request a budget adjustment to cover it. Susanne shared that the admin budget will reflect this deficit, and that the program budget is expected to show a small surplus.

6.2. Program Budget Fund Transfer

Susanne presented the figures in the briefing note. Traditionally programs with surplus cover programs with deficits and the program general. Susanne highlighted the program transfers recommended by staff to achieve this in 2021.

MOTION (Lim-O'Brien/Rokach)

To transfer funds from After School Program and Applegrove Connection to cover Parent Child Centre, Teen, Therapeutic Play and Food Hub deficits; and from Summer Camp to cover the deficit in Program General.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab - Yes

7. Neighbourhood Food Hub Agreement

Susanne provided an overview and reminded the Board that Applegrove applied to the Maytree Foundation for pro bono legal support to help develop a partnership agreement. She presented the contract agreement to be used in the meantime, which sets out roles and responsibilities. Susanne also informed members that Applegrove staff meet with the Food Hub staff every other week and receive a weekly as well as monthly report. It was identified that we need a more consistent financial management systems between our organizations and that a meeting is planned to address this.

MOTION (Law/Lim-O'Brien)

To approve and execute the Applegrove-Greenbelt Markets Agreement as circulated.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab - Yes

8. Board Nomination Update (added item)

Vai provided an update. Applegrove has 3 members up for election, 2 additional vacancies and received 5 interested candidates. The committee agreed on presenting a 5-person slate. Vai will interview the candidates of interest then follow up with the committee. We would need to be prepared for a vote if someone stands for election on the floor, otherwise the committee is recommending 5 candidates for 5 positions.

9. Adjournment

The meeting was adjourned on a motion by Andre Riolo, seconded by Vai Teng Law.

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab - Yes

Chair

Secretary

APPLEGROVE COMMUNITY COMPLEX

Membership, Outreach & Inclusion Committee

March 16, 2022 at 6:00 p.m.

Present: Pierre Bois, Simone Hodgson, Vai Teng Law, Jean Lim-O'Brien, Moneca Yardley
Staff: Susanne Burkhardt, May Seto (Recorder)

1. Welcome

2. February Meeting Notes – no changes required

3. Activities & Events

a. AGM Planning

Susanne gave an update. Staff had a meeting today to discuss.

- i) RSVPs - There are 36 people registered already so we are in good shape but will do more promotion in the programs next week.
- ii) Agenda - There is a draft agenda ready to go. Elected representatives attending are Paula, Julie, and Rima. Susanne to follow-up with Peter Tabuns. Susanne has a meeting with Josh to discuss the slide presentation. May is working on the door prizes and we will update the game by including some photos of landmarks in the community. We will schedule a dress rehearsal on March 25 and have a fun way of doing the door prizes. The end of the video will show the new logo.
- iii) Awards - We have contacted award recipients and will give 2 senior volunteer awards. We will also be giving out a DOT award, board service award to Jim and a staff service award to Aida who has been with the agency for 10 years.
- iv) Annual Report – Josh and Lowell are working on a video to highlight Applegrove over the past year as a visual form of our annual report. The Food Hub staff are working on their annual report as well.

b. All Candidates Meetings

Applegrove will be doing an all-candidates meeting with the AOCCs in the east. Ralph Thornton is planning to do one café style. Applegrove will host May 10 at the Food Hub with an audience style format for the provincial elections. Eastview will not host but partner and promote. They will be a host for the municipal elections

4. Diversity, Equity and Inclusion

a. Diversity, Equity and Inclusion Assessment update

The assessment process is still underway. The group of core staff interviews are on Monday. The leaders interviews will include management, Vai, and Sue. There will also be an interview with the afterschool staff. The staff will be paid and have been

identified but still trying to book a time. Once the last interview is done, final report within 1 to 2 weeks. Susanne also flagged some things in the report to do more exploration in the interviews.

5. Updates

a. Branding

The branding has been finalized and just waiting for the style guide. Susanne hopes to get it by the end of week so we can get the website updated. Susanne will work with the website designer to get this done.

b. Online Registration

Susanne is still working on an agreement with the City. However, City lawyer mentioned that Parks, Forestry and Recreation (PFR) is developing their own CRM and maybe AOCCs should use it. Applegrove and Waterfront said they would explore this option but Susanne's experience is it can take years for this to happen. Once we know more from PFR, we will have to make a game plan. Susanne also shared that there is a meeting set up with PFR to hear more about their system, however she has some reservations and timelines and autonomy. Moneca shared that her volunteer involvement with Bill Bolton uses Amilia and the CRM has been fantastic. Also noted were benefits of using PFR CRM may be lower cost and meeting privacy requirements of the City but she won't know until more details are available. As a result, the agreement conversation has paused until Applegrove meets with PFR.

6. Board Recruitment & Nominations

a. Board Nominations

The committee members looked at all the applications. Some members suggested following up with some of the candidates as their applications didn't give enough information to determine if they are a good fit. Susanne noted that Vai can only sit on the board for one year and if a candidate were on a committee they could graduate to the board when she leaves. Susanne suggested a follow up question on finance experience as it is a priority for the agency. The committee decided it will move forward with a 5-person nomination slate instead of a vote, however the Board Chair may choose to open the floor to nominations. Vai will draft interview questions. She will also call all of the candidates and invite them to the mini Board meeting on Monday. Susanne suggested asking each candidate the same set of questions for a fair assessment. Susanne sent Vai a sample of the scoring sheet and suggested including some information such as time commitment, virtual now but moving back in-person, strategic planning, DEI, and other board involvement with partners in the community.

b. Other Business

None

Next meetings: TBD when new board is in place

APPLEGROVE COMMUNITY COMPLEX

Strategy & Finance Committee

March 21, 2022 at 6:30 p.m.

1. Welcome

2. February 22 Meeting Notes

3. Partnerships and Grants

a. Grants

May shared that we received funding from the New Horizons for Seniors Program for Food Champions, an intergenerational food program in the amount of \$24,980.

b. Neighbourhood Food Hub

Susanne provided an update. The Food Hub generate revenue through space rental but we are still figuring out how to invoice and receive revenues from rentals. The Sanctuary has great acoustics for musical events. Staff will put rental information on the Food Hub page. Susanne shared that they had a good site meeting with the Metcalf Foundation and they should hear soon about the funding.

Other work includes:

- a microgreens room where will provide training, hope to transition its operation to a local entrepreneur
- the Metcalf grant will work with local food entrepreneurs in a mentorship capacity to help build up a food-based business that can sell at the Leslieville Farmer's Market to earn income right away
- air conditioning has been installed in the Narthex and basement.

c. Don Summerville

Susanne provided an update:

- Scholarship applications are open now
- Susanne gave past input on a Community Benefits Framework, and the partners will be picking up that work again to complete it; this sets out a frameworks for implementation of the TCHC-Developer agreement that includes \$100,000 for scholarships, \$200,000 for social development, and up to \$500,000 in value of jobs during the revitalization; the Councillor will be update on this when it is ready.
- On the employment side, a focus is to try and get the tenants into jobs during the project, however an employment survey was done and not so many tenants are interested in construction jobs, so the group will have to figure out what the next steps are so tenants have work opportunities.

4. Organizational Planning

a. Facility Planning

Susanne has been contacts by the City real estate department, which is looking for more information of the new proposed location. One question is whether Applegrove would need to occupy both floors or if another organization could use part of the building. The committee discussed and agreed that generally Applegrove would be looking to have the entire space. Susanne will reply to the City on this.

b. Strategic Planning

i. Key Informants

The committee confirmed Susanne's recommendations for key informants

ii. Partner Survey

Susanne reviewed the partner survey with the committee and suggested adding evaluation questions. The committee reviewed the suggested questions and recommended more. Some suggested questions were:

- How do they see Applegrove, how familiar are they to Applegrove and what they see Applegrove doing in the future
- Include a question on impact or effectiveness in the community
- Other questions could talk about programming, delivery, etc.

Susanne will draft some questions and circulate then to members for review.

5. Finance

a. Audit Status Update

This was provided in the board meeting. We need to have some financials in time for the AGM so that is our deadline which is extremely tight. Susanne shared that Applegrove will have to go through an exercise to look at our constitution and recommends revisiting our AGM date at that time.

b. Draft 2021 Financial Statements

Monica provided an overview. She shared that there are not many changes from what is being presented; there may be some changes because the auditor is very detail oriented but the figures will stay in this ball park. Susanne walked members through the net assets at the board meeting and highlighted the figures in the statements.

6. Annual Committee Work Plan

a. Annual Review of Committee Outcomes

Susanne provided an overview of the outcomes of the 2021 year. Members discussed whether this committee is being effective and whether to keep or revise and determined that generally the committee structures are working and resulting in more active involvement on relevant matters. Susanne shared that it would be helpful to have someone who has expertise in finance on the committee, and also suggested that the committee members do some more training in the area of finance.

b. 2022 Committee Work Plan

Susanne highlighted current work and future work. She shared that we should schedule an April meeting to review the draft audit. Other scheduled work includes reviewing financial policies and policies to see if changes are needed, discuss records retention. Susanne will look at the financial procedures and policies and put some thought on where to include in calendar and will adjust the workplan

7. Other Business

a. Registration/CRM System update

Susanne gave an update and reviewed what has happened to date. Applegrove is looking at Amilia and has been working with City Legal on an agreement, however Legal also shared that Parks, Forestry and Recreation (PFR) is getting a new CRM system which might also be available for use by AOCCs. Susanne will explore this, but has some reservations about timeline, autonomy and whether it would include membership management. They will be meeting with PFR to learn more.

Next Meeting: Tues. April 19 at 6:30 pm

PROGRAM UPDATE

April 25, 2022

EarlyON

- Staff continue to offer digital drop-in, Instagram live, recordings and check-in calls
- As of April 4, we are offering 80% in-person and 20% virtual. Our funder has directed agencies to move toward pre-pandemic programming. The program at Duke is currently open and the plan is to open the satellite location in September.
- One of the reasons for opening the satellite location in the fall is due to the relocation of the Applegrove Connection EarlyON program to the Food Hub. We decided to move for several reasons which include:
 - the program wouldn't have to pay rent at the food hub
 - connecting EarlyON participants to other programs at the Food Hub
 - Health and Safety reasons (one of our staff works alone and being in the food hub would mean others would be around to help if there were any emergencies)

Seniors

- There is a lot going on with the senior's program which include the following:
 - The senior's program is moving towards more in-person programming which include: line dance, games, walking, cooking, trips and movie matinees
 - The Seniors Active Living Fair went well but we didn't have the numbers as we would of in-person, but for those who attended, their feedback was extremely positive. We offered 4 workshops (yoga, income tax, fraud and scams, cooking/nutrition) and two demos (line dance, tai chi)
 - We recently received Federal funding from New Horizons Seniors Program for a Food Champion Project. This project will be an intergenerational project with youth and seniors to build food skills. Activities include making take home meals, social hours and mini markets at senior residences, and food handler's training. This project will run from March 2022 – March 2023.

Afterschool

- The afterschool program is running smoothly. More families are returning and there have been increased inquiries about afterschool care.
- With the lifting of cohorts and capacity limits, staff are happy they can start to do some of the pre-pandemic activities with the children. Staff are still proceeding with caution and all of the staff continue to wear their masks and implement additional precautionary measures.

Summer Camp

- Summer camp registration is under way. We are offering a full program this summer with 64 spaces.
- Our leadership program will run only 2 sessions this summer

- The summer camp job postings deadline closed last week and we are reviewing resumes and scheduling interviews.
- Applegrove will be receiving 4 Focus on Youth placements from the TDSB. These staff are paid by the TDSB but placed at various organizations to gain work experience. They will complement our staffing numbers which will help with lower ratios and with any absences. They will be with us for 7 weeks during the summer.
- Applegrove will be getting 10 students from CSJ funding – the total amount of funding is \$48,397.00 which support staffing for summer programs.
- May is working on the Summer Day Camp budget with Toronto Children's Services which is submitted every 4 years. We receive \$7300 and per diem funding of \$10,000 which allows for OW and ODSP recipients to come to camp for free.

Prenatal (Helping our Babies Grow)

- Program is going well. Nothing new to report.
- Louise is trying to bring in new and different workshop speakers. She is hoping to bring in a nutritionist to do a cooking demo using the produce in the good food boxes that we give to the women.

Youth Program

- Not running currently.

Income Tax Clinic

- The clinic will come to an end at the beginning of May
- It's been busy and Applegrove has been able to offer support using in-person, virtual (online and phone) and drop off methods.
- We have recruited an additional volunteer that was referred to us by Paula Fletcher. She did her income tax training with the 519 and she wanted to give back to her neighbourhood, so she has been doing returns over the phone.

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AGENDA

8:30

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of March 21 Board of Management Meeting (*attached*): to be accepted

8:35

- D. Personnel Committee (*Mar 21 notes attached*)
 - D.1. Breach of Privacy Protocol: for information

Motion needed to discuss the next item in camera (without guests or staff other than the relevant staff), as it deals with confidential information.

- D.2. Staffing Model

Motion needed to return to the public meeting.

8:55

- E. Executive Director's Report
- F. Correspondence and Information Received

9:00

- G. Adjournment

Next Meetings and Events

May 31	Board Meeting 7 p.m.
June 27	Board Meeting 7 p.m.
September 26	Board Meeting 7 p.m.
October 24	Board Meeting 7 p.m.
November 28	Board Meeting 7 p.m.



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Minutes of the Board of Management Meeting March 21, 2022 – by Zoom video conference

*A neighbourhood partnership fostering community through
social and informative programs for individuals and families.*

Present: Hamdi Abdo, Simone Hodgson, Vai Teng Law, Jean Lim-O'Brien, Tim McNab, Sue Munn, Andre Riolo, Eadit Rokach (Chair), Jim Valentine
Regrets: Councillor Paula Fletcher
Staff: Susanne Burkhardt, May Seto (recorder)

A. Call to Order/Adoption of Agenda

Tim called the meeting to order. Quorum of 5 members was achieved. By consensus, the agenda was adopted as amended.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the February 28 Board of Management Meeting

MOTION (Lim-O'Brien/Rokach)

To accept the minutes of February 28 Board of Management Meeting.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab – yes

D. COVID-19

D.1. Applegrove Mask and Face Covering Policy

Susanne provided an overview. Due to restrictions are being lifted and the City's direction, Applegrove will need to follow. Susanne recommended suspending the policy until further notice in the event that masks become mandatory again.

D.2. Applegrove COVID Precautions Policy

Susanne recommended suspending this policy until further notice also.

D.3. City of Toronto Mask Wearing in/at City Workplaces Policy

Susanne anticipates that this policy would apply to two situations at Applegrove - delivery of in-person training and return to work scenarios for those exposed or coming out of self-isolation.

MOTION (Riolo/Rokach)

To suspend the Applegrove Mask and Face Covering Policy until further notice, in accordance with current provincial and municipal policy.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab - yes

MOTION (Riolo/Rokach)

To suspend the COVID-19 Precautions Policy until further notice, in accordance with current provincial and municipal policy.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab – yes

MOTION (Law/Rokach)

To receive the City of Toronto Mask Wearing in/at City Workplaces Policy and acknowledge its application at Applegrove.

Carried

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab - yes

E. Correspondence & Information Received

Nothing to highlight in the correspondence list provided.

Susanne reminded members that an in-person meeting was suggested for April or May. Members felt that May was better to give new members some time to become familiar with the board. Members asked about the status of in-person board meetings and if it would be possible to make them hybrid just in case members were not comfortable attending meetings. Susanne shared that to her knowledge, virtual Board of Directors meetings can continue until September 2022 and that she will look into the hybrid option.

F. Adjournment

The meeting was adjourned on a motion by Andre Riolo, seconded by Vai Teng Law.

Recorded Vote:

Valentine – yes

Lim-O'Brien – yes

Munn – yes

Rokach – yes

Riolo – yes

Law – yes

Abdo – yes

Hodgson – yes

McNab – yes

Chair

Secretary



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"TOGETHER, BUILDING OUR COMMUNITY"

Personnel and Policy Committee

Draft Meeting Notes

March 21, 2022 - 5:00 pm

Present: Tim McNab, Susan Munn

Staff: Susanne (recorder)

1. Notes from February 15 Meeting

These are accurate but the meeting date shown is wrong. Susanne will make the correction.

2. Staffing

a. Manager of Office, Business and Information Systems

- Susanne and May have interviewed the candidates. As it is currently a 1-year contract for a position that is multi-faceted, there is some variability among the applicants with respect to their areas of strength and their motivation for applying. Committee members shared their thoughts on this with Susanne.

b. Succession Planning

- Susanne suggested that the committee start thinking about this for management and key staff positions. The committee agrees and needs more information in order to understand what this entails. Susanne will share a document from another AOCC as a starting point.

2. Management Overtime & Workload

Susanne reported that the workload has been particularly high in recent weeks due to the audit, AGM planning, hiring process and other activities, particularly for the Finance Manager who is accruing lieu time in excess of where it should be but still within the limits of City policy (120 hours/year for full-time position). She hopes that this can be alleviated when the new manager is hired. At that point she will work with Monica to work down the lieu time and manage hours. Should the hiring process not result in a suitable candidate, she will look at temporary bookkeeping support options.

3. Performance Evaluation

a. Executive Director Performance Goals

- The committee reviewed the proposed ED 2021 performance goals. Susanne explained her thinking behind the order of the goals and some new areas of focus. The committee was in agreement with the goals.

b. Management cola (cost of living allowance)

- Susanne shared that the City has approved a 1% cola increase for non-union staff retroactive to January 1 2022. This is the first increase since 2020. Susanne will adjust the performance evaluation memo for the board to reflect this.

4. Policy

a. COVID-19

- Susanne reported that measures in the staff memo are being implemented as of March 21 and discussion on return to office plans is still underway. Discussion with staff to determine our approach to remote vs in-person programming on a program by program basis also needs to happen.
- The committee agreed with the approach of suspending Applegrove's COVID-19 policies due to possibility of another wave. Susanne summarized the City transitional masking policy for City staff and workplaces, to be received by the board.

b. Policy Development and Review Procedure

- Susanne highlighted the proposed frequency of policy review and that she has not yet calculated what that would mean in practice. She will do so for the next meeting.

c. Breach of Privacy Procedure

- Susanne made the updates requested at the last meeting and circulated a revised version. This procedure will come to the board as an information item.

d. Other Policy

- Susanne share that some AOCCs are looking at an ED-Board conflict policy due to situations in the sector where this has been a challenge. The question was asked about whether the intent was to protect the ED or the Board, and Susanne feels it is both. Sue noted that with the delegated authority of AOCCs it's not clear what kind of support the City may be able to provide. Susanne will continue to update the committee.
- Tim asked if the AOCCs typically share policy templates or policies. Susanne said this type of collaboration was not common in the past but seems to be growing.
- Susanne updated the committee on an anonymous reporting requirement that should be included in the Wrong Doing and Protection from Reprisal policy. AOCCs used to share a subscription to a third-party reporting service (coordinated by The 519) but this lapsed. Susanne will keep the committee updated as she learns more.

5. Board

a. Board Self-Assessment

- A review of the survey results showed that:
 - Only 50% of members participated, which may reflect challenges with engagement.
 - Results are generally positive, and in some areas point to opportunities to do better, for example the questions in information and the board manual. on
 - Sue noted that the information received when she joined the board was overwhelming. Tim wondered about the idea of soft accountability.
 - The committee identified a need for strategies on helping members review, understand and prioritize it the large amount of information provided.
 - It was recommended that this be added to a future board agenda.

6. Work Plan

a. Annual Committee Outcomes Review

The committee review its outcomes over the past year.

Next Meeting – TBD

Policy/Procedure

Date Approved

Revision History (date, reason)

Most Recent Review

Applegrove Breach of Privacy Protocol

1. Purpose

The purpose of this protocol is to identify a privacy breach and to outline what action Applegrove Community Complex (Applegrove) must take when one occurs. All employees should follow this protocol.

2. Background

A privacy breach occurs when personal information is collected, used, disclosed and or destroyed in ways that are not in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act ([MFIPPA](#)) or the Personal Health Information Protection Act ([PIPEDA](#)), (the Acts).

The most common breach of personal information is the unauthorized disclosure of personal information contrary to section 32/31 of the Acts. Examples of breaches include a lost or misplaced file, a lost or stolen laptop, unauthorized access to personal information (electronic/hardcopy) or the inadvertent disclosure of personal information (e.g. human error in misdirecting a fax or e-mail).

Information will likely qualify as personal information if an individual can reasonably be identified from either the information alone, or from the information in combination with other information. Personal information may also include information that is not recorded (e.g., a verbal disclosure).

Personal information includes, but is not limited to:

- Name
- Personal address
- Personal email address
- Personal telephone number
- Race
- National origin
- Ethnic origin
- Skin colour
- Religion
- Age
- Date of birth
- Sex
- Sexual orientation

- Marital status
- Family status
- Education
- Medical history
- Employment history
- Financial transactions involving the individual
- Identifying number
- Identifying symbol
- Photograph of the individual
- Other identifying particular
- Finger prints
- Blood type
- Correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature, or replies to the correspondence that would reveal the contents of the original correspondence
- The personal opinions or view of the individual except where they relate to another individual
- The views or personal opinions of another individual about the individual

3. Roles and Responsibilities:

All employees who will handle personal information are responsible for completing the City of Toronto Protection of Privacy training and maintaining information to those specifications.

All managers are responsible for ensuring that the employees under their supervision have completed privacy training and are following Applegrove's Privacy Policy.

The Executive Director is responsible for overall privacy management, including but not limited to document security, access, and may delegate responsibility for implementation of privacy management to another member of the management team.

4. Procedure

All employees, when faced with a potential privacy breach, will:

- a) Identify the scope of the potential breach and take steps to contain it. Examples of containment measures include: deleting a social media post that inadvertently shows a photo of a child with their name and age; retrieving and securing documents that were disclosed and ensuring that no copies were made or retained by an unauthorized individual; changing a password known to an unauthorized individual; and shutting down a computer that has been hacked.
- b) Report the incident to their supervisor, who must report to the Executive Director immediately.

The Executive Director will:

- c) Immediately notify the appropriate staff within the City, including the Director, Corporate Access and Privacy Office (CAP) at 392-9683 / privacy@toronto.ca, the Director of Community Resources, Social Development Finance and Administration division, and the City Clerk's Office.

- d) Immediately isolate any physical or system resource that may contain evidence (e.g., paper files, workstations, logs, electronic records, e-mail files, etc.).
- e) Keep existing back-ups (take tapes out of circulation) and back up any system resource associated with the incident.
- f) Retrieve the hard copies of any personal information disclosed.
- g) Ensure that no copies of the personal information have been made or retained by the individual who was not authorized to receive the information and obtain the individual's contact information in the event that follow-up is required.
- h) In consultation with the appropriate staff, determine whether the privacy breach could allow unauthorized access to any other personal information.
- i) Document all actions (dates and times) taken during containment.
- j) Determine if the response to the incident needs to be escalated (e.g., to a law enforcement agency).

Notice to Affected Parties

The City is also required under the Acts to provide notice to affected parties when a privacy breach occurs. This will be done by the City or by Applegrove and includes:

- Identifying those individuals whose privacy was breached and, barring exceptional circumstances (e.g. no known last address), notifying those individuals (e.g., by telephone or in writing).
- Providing details of the extent of the breach and the specifics of the personal information at issue and advise of the steps that have been taken to address the breach, both immediate and long-term.

Investigation

The City may conduct an internal investigation of the privacy breach and:

- Inform the Information and Privacy Commissioner/Ontario (IPC/O) Registrar of the privacy breach and advise of immediate containment and notification actions taken.
- In consultation with the IPC and program staff, conduct an internal investigation into the matter. The objectives of the investigation are to ensure the immediate requirements of containment and notification have been addressed; review the circumstances surrounding the breach; review the adequacy of existing policies and procedures in protecting personal information and implement changes to prevent future breaches.
- Advise the IPC/O in writing of findings and work together with program staff and the IPC to make necessary changes.

The IPC may issue a report with additional recommendations.

Resolution/remedies

The Executive Director in consultation with City staff and IPC/O will identify resolutions/remedies. Applegrove is expected to:

- Implement City and IPC recommendations (e.g. revising and or developing policies, procedures).
- Ensure staff are appropriately educated and trained with respect to compliance with the privacy protection provisions of the Acts.

Applegrove Community Complex
Correspondence / Information Received
 April 2022

From (Date Received)	Regarding	Action(s)
City Clerk (April 1, 2022)	Notice of application(s) under the Planning Act to amend the Zoning By-law amendment application to facilitate the redevelopment of the site for a nine-storey mixed-use building. 228 rental dwelling units are proposed. 1095-1111 Danforth Avenue	R&F
City Clerk (April 3, 2022)	Notice of application(s) under the Planning Act Application for Draft Plan of Subdivision to permit four development blocks at 309 Cherry Street.	R&F
City Clerk (April 3, 2022)	Notice of passing of zoning by-law 125-2022 which amended Zoning By-law 569-2013, the Zoning By-law for the City of Toronto.	R&F
City Clerk (April 4, 2022)	Notice of public meeting by Planning and Housing Committee on technical amendments to Zoning By-law 569-2013 and By-law 941-2021 and Site-Specific Zoning By-law 366-2020(LPAT) that Amend By-law 569-2013. Amendments include correcting typos, mapping corrections, wording additions, removal, relocation, and modification of regulations, and site-specific exceptions. April 27, 9:30 a.m. Council Chamber, City Hall and by Video Conference.	R&F
City Clerk (April 8, 2022)	Notice of public meeting to be held by the Planning and Housing Committee on proposed technical amendments to the City of Toronto Zoning Bylaw 569-2013 and 941-2021 and Site-specific Zoning Bylaw 366-2020 (LPAT) that amend By-law 569-2013	R&F
City Clerk (April 20, 2022)	Notice of decision in the matter of the Ontario Heritage Act and City of Toronto, Province of Ontario – 958 Broadview Ave. Notice of objection to the decision to alter the property may be served on the City Clerk by May 16, 2022.	R&F
City (April 20, 2022)	Virtual community consultation meeting Ave. Monday May 2, 2022 from 7-9pm regarding redevelopment of 515-521 Coldstream Ave. For more information visit www.toronto.ca/515ColdstreamAve	R&F
City Clerk (April 21, 2022)	Notice of passing of Temporary Use zoning by-laws authorizing the temporary use of land for a restaurant or bar patio under section 39 of the Planning Act.	R&F

**R&F = Receive and File*