

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 26, 2021

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/86039572232?pwd=QmFQdmpzcVdvdkFRSS3BNWWtsbGJIQT09>

Meeting ID: 860 3957 2232

To join by phone

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

Meeting ID: 860 3957 2232

AGENDA

7:00

1. Call to Order/Adoption of Agenda
2. Traditional Land Acknowledgement and TRC Recommendation Review
3. Welcome and Introductions
4. Declaration of Conflicts of Interest
5. Minutes of February 22 Board of Directors Meeting (*attached*): to be accepted

7:10

6. Finance
 - 6.1. 2020 Draft Audited Financial Statements (*sent separately*): for approval
 - 6.2. Year-to-date Financial Report (*attached*): for information

7:30

7. Standing Committees
 - 7.1. Membership, Nominations & Outreach Committee Report (*Mar 10 notes attached*)
 - i) AGM Review
 - 7.2. Strategic Initiatives Committee Report (*Mar 15 notes attached*)
 - i) Sage Software Update: for approval
 - ii) Reserves Policy (*attached*): for approval
 - iii) Facility Planning Update (*sent separately*)

7:55

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

8:05

- 9. COVID-19 Closure Update
- 10. Program Update
- 11. Neighbourhood Food Hub Update
- 12. Don Summerville Update

8:25

- 13. Directors' Concerns

8:30

- 14. Adjournment

CALL TO ACTION #11

Truth and Reconciliation Commission (TRC) – Education

We call upon the federal government to provide adequate funding to end the backlog of First Nations students seeking a post-secondary education.



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"TOGETHER, BUILDING OUR COMMUNITY"

Minutes of the Board of Directors Meeting February 22, 2021 – by Zoom video conference

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

Present: Pierre Bois, Iggy Kosny, Vai Teng Law, Tim McNab (Chair), Andre Riolo, Eadit Rokach, Trustee Jennifer Story, Jim Valentine, Moneca Yardley
Regrets: Councillor Paula Fletcher, Jean Lim-O'Brien
Staff: Susanne Burkhardt, May Seto (recorder), Monica Vela

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 circulated.

2. Indigenous Land Acknowledgement

Tim highlighted TRC Call to Action #10 – Education. Members discussed how this impacts Applegrove. Jennifer shared that there is a K-12 Wandering Spirit School in the old Eastern Commerce building and will provide more information about it at our next Board meeting. Susanne felt that culturally sensitive programming should be on our radar for the afterschool program. Andre mentioned it could be part of the Food Hub as well and Susanne informed members that there was a 3 part cooking series with an indigenous chef.

3. Welcome and Introductions

4. Declaration of Conflicts of Interest

None were declared.

5. Minutes of January Board of Directors Meeting

MOTION (Bois/Rokach)

To accept the minutes of January 25, 2021 Board Meeting.

Carried

Recorded Vote:

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Kosny – yes

6. Finance

6.1. 2020 Year End Statistics

Susanne shared that different statistics were collected before and during the pandemic, and presented an overview of 2020 program statistics. Comparison to 2019 shows a decrease in most areas due to shutdown and program changes. Areas of increase included check-in calls and emails. More detailed statistics will be brought to the Membership, Outreach & Inclusion Committee for further analysis.

6.2. 2020 Draft Financial Report

Monica provided an overview of the draft Financial Statement and highlighted the areas that require some small changes. Monica clarified which surpluses were restricted and unrestricted. The Statement of Operations will be given to the auditors. Monica noted that the overall deficit is projected to be \$26,691 which is much better than projected and the projected admin surplus of \$13,791 will be returned to the City. She shared that Applegrove was waiting for the post-retirement benefit notes from the City and provided an overview of the Financial Report which included income and expenses.

MOTION (Riolo/Rokach)

To accept the preliminary year-end financial report.

Carried

Recorded Vote:

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Kosny – yes

MOTION (Yardley/Rokach)

To transfer internally restricted funds as needed to cover deficits in After School, Teen, Therapeutic Play, Seniors, Program General and EarlyON.

Carried

Recorded Vote:

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Kosny – yes

6.3. Audit Update

Monica shared that the audit officially starts tomorrow. The auditor has contacted Monica and Jenef will send the necessary documents once they provide a sample list.

7. Standing Committees

7.1. Membership, Outreach and Inclusion Committee Report

Pierre provided an overview of the committee notes. He informed the board that another long time staff has joined the committee. The committee discussed demographic information and noted that this is not straightforward as the catchment area covers 2 wards and 4 neighbourhoods. Staff are reviewing program subsidy models, which will be discussed at the next meeting. Pierre highlighted the next steps and asked that anyone with recommendations for an access and equity consultant contact Susanne.

Susanne provided a board recruitment update. Outreach focused on the local community and included Don Summerville. There are 4 possible applicants to date.

MOTION (Law/Rokach)

To accept the Membership, Outreach and Inclusion Report as presented.

Carried

Recorded Vote:

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Kosny – yes

7.2. Strategy and Finance Committee Report

Andre provided an overview of the meeting notes. Andre shared that the scholarship program is starting up again at Don Summerville and Eadit and Vai have expressed interest in sitting on the review panel. Susanne pull a name from a hat to choose the member representing Applegrove. Andre highlighted work done on the Reserves Policy which proposes three funds: Emergency Operating Reserves, Infrastructure Reserves, and Strategic Plan Reserves. For organizational planning (facility, strategic and access/equity/anti-oppression), work on demographics and data collection will be important. Susanne shared that Applegrove is not making full use of what our accounting software (SAGE) has to offer, particularly in the area of reporting, and that Monica is meeting with representatives to discuss how we can optimize our use of the system.

MOTION (Bois/Yardley)

To accept the Strategy and Finance Report as presented.

Carried

Recorded Vote:

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Kosny – yes

8. Program Update

May provided an update on programs.

Seniors: The program has started a new 8 week virtual exercise program and we received a grant that allowed us to give exercise kits for participants to keep and use.

School-aged Children: In-person sessions have started up as of Feb. 16. Everything is going well. We learned from the school that 2 classes are currently in quarantine.

EarlyON: The program continues virtual programs through Zoom and as soon as the lockdown order is lifted, outdoor programs can start. Applegrove is also working collaboratively with other east end EarlyON centres to provide shared workshops.

Neighbourhood Food Hub - May visited the emergency food program on Thursday to familiarize herself and learn about the operations. She shared that there are a lot of pieces involved and good work is being done to support the community.

9. Food Hub

Susanne shared that she and May are meeting every week with the Food Hub team to work on the financial model, staffing, and starting conversations on how to transition away from emergency food support. The Food Hub is also working on a fundraising strategy which should be aligned with Applegrove.

10. Don Summerville

Susanne shared that they are starting the planning stages of the Scholarship program again and they have applied for summer students through Canada Summer Jobs.

11. Directors' Concerns

None

12. Adjournment

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

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley - yes

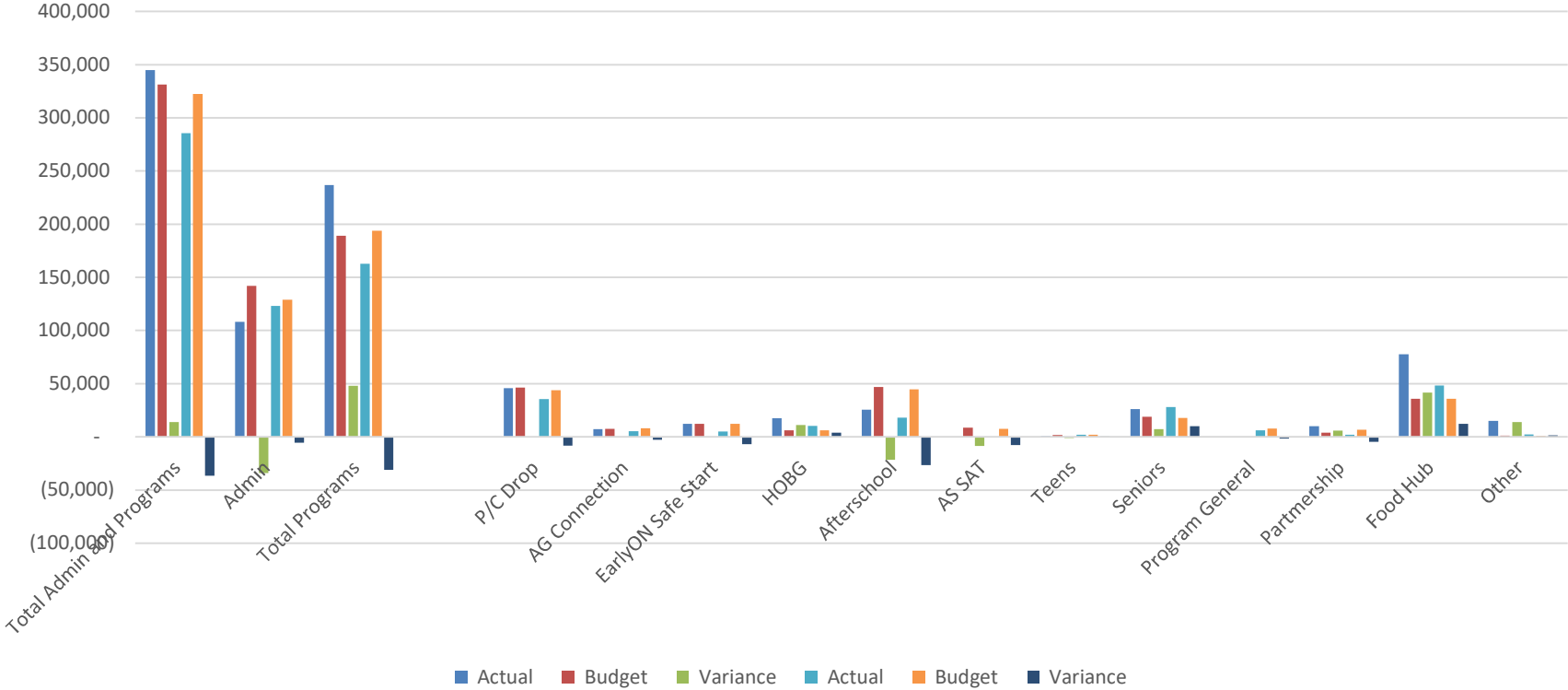
Chair

Secretary

Applegrove Community Complex
Statement of Operations
For the period January 1 to March 31, 2021

Activity	Revenue			Expenses			Surplus/(Deficit)	
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget
Total Admin and Programs	345,035	331,201	13,834	285,764	322,483	(36,719)	59,271	8,719
Admin	108,162	142,174	(34,012)	123,163	128,836	(5,673)	(15,002)	13,337
Total Programs	236,874	189,028	47,846	162,601	193,646	(31,046)	74,273	(4,619)
P/C Drop	45,615	46,214	(599)	35,577	43,796	(8,219)	10,038	2,419
AG Connection	7,368	7,508	(140)	5,319	8,123	(2,804)	2,049	(615)
EarlyON Safe Start	12,154	12,157	(3)	5,151	12,156	(7,005)	7,003	1
HOBG	17,407	6,270	11,138	10,316	6,217	4,099	7,092	53
Afterschool	25,432	46,830	(21,399)	18,053	44,754	(26,701)	7,379	2,076
AS SAT	-	8,640	(8,640)	-	7,650	(7,650)	-	990
Teens	419	1,564	(1,145)	1,782	1,731	51	(1,363)	(167)
Seniors	25,975	18,730	7,245	27,924	17,851	10,072	(1,949)	879
Program General	-	-	-	6,099	7,769	(1,670)	(6,099)	(7,769)
Partnership	9,962	4,000	5,962	1,927	6,750	(4,823)	8,035	(2,750)
Food Hub	77,608	36,000	41,608	48,256	36,000	12,256	29,352	-
Other	14,934	1,115	13,819	2,198	850	1,348	12,736	265

Applegrove Community Complex
Statement of Operations
For the period Jan 1 - Mar 31, 2021



APPLEGROVE COMMUNITY COMPLEX

BALANCE SHEET

March 31, 2021

ASSETS

Alterna - Admin Account	77,539.63	
Alterna - Program Account	222,370.37	
Alterna - Trust Account	124.15	
Alterna - Member Shares	157.56	
Alterna Term Deposits - Program	145,101.88	
Petty Cash Float - Admin	150.00	
Petty Cash Floats - Program	944.34	
Loan Receivable from Program to Admin	51,268.00	
Loan Payable from Program to Admin	(51,268.00)	
Due to Due from Admin/Program	0.00	
Accounts Receivable - Admin	0.00	
Accounts Receivable - Program	239.47	
Long-term Receivable - City of Toronto	237,240.64	
City of Toronto - Receivable	(13,239.90)	
HST Receivable - Admin & Program	3,420.76	
Prepaid Expenses	5,712.59	
		<u>679,761.49</u>

LIABILITIES

Accounts Payable	325.00	
Long-term Benefits Payable	145,145.00	
Unrealized Actuarial Gain	73,988.00	
Income Taxes Payable	6,228.75	
CPP Payable	4,908.24	
EI Payable	1,832.50	
OMERS Payable	7,955.84	
WSIB Payable	1,198.66	
Union & COTAPSAI Dues Payable	630.48	
EHT Payable	972.14	
Vacations Accrued - Admin	18,107.64	
Vacations Accrued - Program	9,743.03	
City of Toronto - Payable	0.00	
Advance Repayable to City of Toronto	10,871.22	
		<u>281,906.50</u>
Accrued Expenses	15,968.10	
Deferred Income	40,786.00	
Retained Surplus (Deficit): Program		
General		(30,703.41)
Partnership		1,019.23
Parent/Child Drop-in		4,511.12
Afterschool		200,293.05
Teen Program		(2,545.12)
Seniors Programs		13,526.37
Foodhub		187.69
Board/Management		51,907.90
Summer Programs		44,405.51
The Applegrove Connection		4,170.74
HOBG		4,562.90
Over the Rainbow		(2,503.46)
Current Program Income	224,719.54	
Current Program Expenses	(157,449.51)	
		<u>67,270.03</u>
Admin:		
Current Admin Funding - City of Toronto	108,032.60	
Federal Wage Subsidy - Admin	0.00	
Interest on Admin Account	128.91	
Current Admin Expenses	(123,163.17)	
Current Admin Surplus/Deficit		(15,001.66)
		<u>679,761.49</u>

APPLEGROVE COMMUNITY COMPLEX

Membership, Outreach and Inclusion Committee - Notes

March 10, 2021 at 6:00 p.m.

Present: Pierre Bois (Chair), Vai Teng Law, Iggy Kosny, Sue Munn (community member)

Staff: Susanne Burkhardt, Janina DeGuzman, May Seto (recorder)

Guests: Jaspreet Sandhu, Simone Hodgson, Hamdi Abdo, Madi Chambers (Food Hub)

Regrets: Shernel Monlouis

1. Welcome

Members introduced themselves and welcomed guests to the meeting.

2. Notes from February Meeting

No review required. Agenda will highlight all topics of discussion

3. Neighbourhood Food Hub

Madi provided an overview of the Food Hub, how it got started and adjustments made due to COVID. She highlighted the Emergency Food Program, Community Care Package, and Food 4 Thought program. The food hub is currently serving 95 households weekly along with 60 food bank boxes. Staff are assessing the needs and looking to transition out of the emergency food program. A Good Food Market (food is locally sourced and sold at a very low cost) will launch in April at Glen Rhodes Church in partnership with Eastview. Funding applications have been submitted for three local micro-markets. Madi also shared that the City gave the Food Hub seed and core funding to create a sustainable model for replication in other parts of the City, and that the model is part of the City's COVID recovery plan.

The group discussed the food hub with a lens of outreach and inclusion. Jaspreet mentioned the "Not Far from the Tree" program and Sue the "Community Fridge" program. Madi shared that the food hub is connected with both and will re-connect with them as the pandemic settles. Iggy mentioned that her street is making sandwiches for the Food Bank and suggested this for the food hub. Members liked the idea but noted rules around food prep and food safety. Madi shared that the Glen Rhodes kitchen will be certified as a commercial kitchen and could be used in the future by food and community groups.

4. Anti-Discrimination, Anti-Oppression & Anti-Black Racism Next Steps

Pierre gave a brief overview of the why and what work has been done to date

a. Area Demographics

Susanne provided an update on the Community Data program which the City is part of. She shared that other AOCCs were interested in this type of data and wanted to join as a collective. They would share the annual fee of approximately \$400/year and Ralph Thornton has agreed to pay in the first year.

Vai is a GIS Analyst, has done some research and will work with Susanne to get the data on a map. This information may be useful for the Food Hub as well and Madi will connect with Vai separately. Although Applegrove is still in the exploration phase, there has been good progress so far and we will need to determine what we want to show in a story map. Susanne shared that population growth information would also be helpful and that she will look at how we may be able to access it, and that Jennifer has indicated that the TDSB has a lot of data.

b. Subsidy Model Review

Susanne provided an overview of the subsidy model document and identified two types: sliding scale and flat rate. Susanne highlighted each model, and their pros and cons. Members discussed that having too many levels may be overwhelming and a lot of work and asked staff to put clear donation information on the summer camp registration form (ie., sponsor a kid to go to camp, etc.). Members also mentioned that Applegrove should track where participants learned about the Applegrove subsidies and to focus on good outreach. Next steps for subsidies would be for staff to share some suggestions on how to proceed at the next meeting.

May shared a review of afterschool and summer fees in the community, which showed that Applegrove fees are reasonable in comparison with other programs. She presented Applegrove's subsidy provision levels for 2018-2020. Members felt that the 2020 numbers were less representative of normal years due to COVID.

c. Consultant - deferred

5. Events

AGM Work Plan and Update

Planning is on track and there are 17 people registered to date. It is still early and the push for registration will happen the week prior to the event. The dress rehearsal is scheduled for March 16 at 9:30 and Susanne is finalizing the detailed agenda and slides.

6. Communications – deferred

7. Annual Committee Work Plan – deferred

8. Other Business - none

9. Board Recruitment/Nominations (Board members and Management only)

Vai shared that she spoke to all the candidates and they are all strong and would bring good skills to the board. Due to the restrictions of in and out of catchment, there may only be a vote to choose 1 out of catchment board member. Vai offered to help out with the slide decks and will try to make the dress rehearsal on Tuesday.

Next Meeting – TBD

APPLEGROVE COMMUNITY COMPLEX

Strategy & Finance - Notes

March 15 at 6:30 p.m.

Present: Tim McNab, Andre Riolo (Chair), Eadit Rokach, Jim Valentine
Staff: Susanne Burkhardt, May Seto (Recorder), Monica Vela
Guest: Hamdi Abdo

1. Welcome

Committee members welcomed Hamdi Abdo who is in attendance because he is interested in the Applegrove board.

2. Notes from February 10 Meeting

Minor spelling error in the notes. Susanne will revise.

3. Partnerships and Grants Update

a. Grants

Susanne provided an update of the grant tracking form and informed members that only 1 grant has been submitted from the Food Hub since the last update. This grant is for \$136,000 for 3 micro food markets in the community. The intention of these markets is to blend the Good Food Market and Farmer Market models. Focus is on walkability and inclusivity. This grant will provide start-up funds and sustainability will be from the sales of goods.

b. Neighbourhood Food Hub

Susanne provided an update. The Food Hub Annual Report will be distributed at our AGM. The lease is almost complete. Madi and Susanne are attending property management meetings. Susanne also informed members that one of the Project Managers needs to take a leave of absence and that another person will be hired during her absence.

c. Don Summerville

Susanne provided an update. All the tenants have been relocated. The scholarship program is rolling out soon. Both Vai and Eadit were interested in the selection committee and after drawing names from a hat, Vai will be the representative for Applegrove. The employment program is ongoing. Don Summerville is looking to hire a youth through the Youth Job Connect funding to work in the Food Hub. The job posting will be going out this week. Hamdi and Zunaira (Don Summerville) and Adam (East End Arts) are working on a presentation for our AGM. Hamdi shared that the Tenant Advisory Group is working on conveying deliverables ie., how do we bring all these assets to people, dissemination practices, etc.

4. Finance

a. Audit Update

Monica provided an update and informed the members that the audit went well and there were no issues. There were a few adjustments to the numbers but minor. Applegrove has nothing outstanding to give to them and just waiting for them to respond.

b. 2021 Admin Budget

City Council has approved our budget submission. Cindy who is our Financial Analyst from the City will put our budget into their accounting (SAP) system as we don't have access to it.

c. Financial Reporting

Applegrove is looking into a quote to allow us to use other modules within SAGE, our accounting software. The original quote was \$13000 but after clarification of requirements the quote is now \$6500. The cost is for the use of the modules, data upload, report design and set-up, cleaning and training. Applegrove will secure multiple quotes and come back to the committee to make a decision on how to proceed. Andre asked if SAGE was the right platform for Applegrove and Monica assured members that it was. Susanne informed members that because this is a large purchase of service, it will need Board approval.

5. Organizational Planning

a. Data update

Susanne provided an update and informed members that she is working with Vai who has a background in GIS mapping. They have found 2016 census data which covers our catchment. Vai has started working on the information and mapping. Susanne is also exploring the Community Data Program that the City is affiliated with, which has an annual fee of \$400. Susanne spoke to other AOCCs and the City approved the AOCCs joining as a collective. Ralph Thornton will cover costs this year and all other AOCCs can use the account. These two options provide good access to data, but don't include any population projections. She shared that the City Planning department does detailed population projections but it would be hard to access that data. The TDSB may also have projection info and Susanne connected with Jennifer, who will try to get us information as possible when we know what is needed.

b. Strategic planning – timeline, scope and process

Some other AOCCs are also preparing for strategic planning. An option could be join forces to put out a call for a consultant at a better price. Applegrove would get our own time and date for planning. Ralph Thornton and Cecil are interested. Members would have to decide what Applegrove could pay. If members are ok in principle, Susanne will get more information and the process from the other AOCCs. Members discussed timing for strategic planning and landed on mid/late October. Susanne can put together an overview to inform next steps. Plan will consider consulting, environmental scan, trends and usually plays out over 6 weeks. We should work backwards and determine when we want the final project. Consultations can happen after September and procurement will also take some time.

c. Facility planning

Susanne provided an overview of our facilities situation. With all the development and growth in the neighbourhood, the school may need our space at some point in the future. Susanne had a conversation with Councillor Fletcher, who proposes a meeting with key City staff and then establishing a working committee group. Members should put some thought on who should be a part of this committee. Group members may include Applegrove staff, Councillor, Board Member, representative of the community etc. Some options in the community were mentioned that would require further exploration. Susanne will try to consolidate all our facility info all in one place.

6. Reserves Policy

Susanne provided an update and shared that Jeneff and Monica made some calculations to help inform our discussion around emergency reserve funds. Currently the average program monthly operating cost is \$72,000. If Applegrove were to close its operations, the agency should prepare for severance costs of \$83,000 which includes an estimated \$15,000 in legal fees. If we were to have a 3 month reserve we would therefore need approximately \$300,000. This is a very large amount even before looking at other reserve funds. Members agreed to keep emergency reserves levels between 2-3 months in the Reserves Policy. Susanne will finalize the policy and send to members for review before it goes to the Board in April.

7. Annual Committee Work Plan

Susanne updated the work plan and put the reserves policy in April and moved the internal financial reporting to June. Susanne will add strategic planning in October.

8. Other Business

Susanne provided an update on board recruitment and shared that there are 6 candidates for 5 spaces. There will be a vote at the AGM and it will be for an out of catchment member.

Next Meeting – April 19 at 6:30 pm

Policy/Procedure	Program Reserves Policy
Date Approved by Board	?
Change History (date, reason)	November 2015 – updated April 2021 – policy expanded, specific funds added
Most Recent Review	April 2021

1. POLICY STATEMENT

Applegrove Community Complex (“Applegrove”) is committed to maintaining reserve funds that are sufficient for the protection of its operations in order to prepare for financial challenges and unforeseen events, and in order to be prepared to meet identified organizational needs.

2. BACKGROUND

Applegrove’s administrative City of Toronto funding is separate from program funding, and the agency is not allowed to have a surplus or deficit in administrative funding. Unrestricted surplus funds should therefore be compared to the Program Budget, not the total Agency Budget.

In accordance with City policy and the City of Toronto – Association of Community Centre (AOCC) Relationship Framework:

- Applegrove’s board manages the organization in a fiscally responsible manner
- administrative surpluses (funded by the City) are returned to the City
- program surpluses are retained by Applegrove
- the equivalent of at least two (2) months of program operating costs provides a cushion against funding changes, timing of grants, unexpected expenses.

3. PURPOSE

The purpose of the Applegrove Program Reserves Policy is to ensure the stability of the mandate, programs, and operations of the centre and to provide a source of internal funds for identified organizational priorities. It will be implemented in tandem with the other Applegrove policies and is intended to support Applegrove’s strategic and operational plans.

The Program Reserve Policy establishes guidelines for the building and maintenance of three (3) reserve funds to address the centre’s operating, infrastructure and strategic needs.

4. DEFINITIONS, GOALS AND FUNDING

1. Operating Reserve Fund

This fund will be used to address unexpected events, losses of income, large unbudgeted expenses or cash flow needs. This fund is not intended to replace a permanent loss of funds or eliminate a structural budget shortfall.

The target minimum Operating Reserve Fund is equal to two(2) to three (3) months of average recurring program-funded operating costs plus the cost of employee termination for the Program section of the Applegrove budget—salaries and benefits as per Employment Standards Act. In the event of a centre shut-down Applegrove would expect financial assistance from the City of Toronto to cover core administration employee termination costs.

The target minimum amount is calculated annually following approval of the Program Budget and reported to the Strategy and Finance Committee and to the board. Calculation of average monthly operating costs is based on the Program Budget and includes recurring, predictable expenses, and excludes expenses such as one-time projects or unusual capital purchases.

The Operating Reserve Fund will be funded with unrestricted surplus Program operating funds. The board may, from time to time, direct that a specific source of revenue such as one-time gifts or revenues be set aside for operating reserves. The interest earned by the Fund shall be credited to the balance of the Fund.

II. Infrastructure Reserve Fund

This fund will be used to acquire, replace, improve and repair Applegrove infrastructure, particularly in, but not limited to, the areas of technology and communications.

The target amount for the Infrastructure Reserve Fund is \$20,000. This is based on projected costs of a 3-5 year replacement cycle for key organizational hardware and software.

The Infrastructure Reserve Fund will be funded with unrestricted surplus Program operating funds. The board may, from time to time, direct that a specific source of revenue such as one-time gifts or revenues be set aside for infrastructure reserves. The interest earned by the Fund shall be credited to the balance of the Fund.

III. Strategic Plan Reserve Fund

This fund will be used to support the development of Applegrove's Strategic Plan and the achievement of objectives set out in Applegrove's Strategic Plan, for example to provide start-up funding for new initiatives or to support staff training and organizational development.

The target amount for the Strategic Plan Reserve Fund is \$15,000.

The Strategic Plan Reserve Fund will be funded with unrestricted surplus Program operating funds. The board may, from time to time, direct that a specific source of revenue such as one-time gifts or revenues be set aside for strategic plan reserves. The interest earned by the Fund shall be credited to the balance of the Fund.

5. MAINTENANCE OF RESERVE FUNDS

Once the targeted Fund levels are achieved, the Strategy and Finance Committee will make a recommendation annually to the Board of Directors for appropriate maintenance of any adjustments required to sustain each individual Fund.

If the Operating Reserve Fund is less than 60% of the target reserve minimum for two consecutive years, the board will adopt an operational budget with a projected surplus sufficient to rebuild the fund to its targeted reserve level over a prescribed number of years.

6. ACCOUNTING FOR RESERVES

The Operating Reserve, Infrastructure Reserve and Strategic Plan Reserve funds will be listed separately as board-designated reserves in the unrestricted net assets section of the organization's statement of financial position. They will be funded and available in cash or cash equivalents. They will be maintained in the net assets section of the balance sheet.

7. AUTHORITY TO USE RESERVE FUNDS

The Executive Director and Finance Manager will identify the need for access to reserve funds, and confirm that use is consistent with the purpose of the reserves as described in this policy.

I. Operating Reserve Fund

The Executive Director will submit a request to use operating reserves to the Strategy and Finance Committee. The request will include the analysis and determination of the use of funds and plans for replenishment. The Strategy and Finance Committee will modify the request if required, and recommend the request to the board for approval.

II. Infrastructure Reserve Fund

Authority for use of up to \$3,000 of infrastructure reserves is delegated to the Executive Director in consultation with the Treasurer and Chair of the Strategy and Finance Committee. The use of infrastructure reserves will be reported to the board at its next scheduled meeting, with information on the rationale and use of funds.

III. Strategic Plan Reserve Fund

Authority for use of up to \$3,000 of strategic plan reserves is delegated to the Executive Director, in consultation with the Board Chair, Treasurer and Chair of the Strategy and Finance Committee. The use of strategic plan reserves will be reported to the board at its next scheduled meeting, with information on the rationale and use of funds.

8. REPORTING AND MONITORING

The Executive Director is responsible for ensuring that Applegrove reserves are maintained and used as described in this policy. The Executive Director will maintain records on the use of reserve funds and plan for their replenishment. They will provide regular reports to the

Strategy and Finance Committee and to the board on progress to restore the Funds to their target minimum amounts.

9. REVIEW OF POLICY

This policy will be reviewed one year following its approval, after which it will be reviewed every other year, at minimum, by the Strategy and Finance Committee, or sooner if warranted by internal or external events or changes. Changes to the Policy will be recommended to the board by the Strategy and Finance Committee.

Neighbourhood Food Hub (NFH) Report

April 2021

PROGRAMMING

Emergency Food Program Completion

Funding for the Emergency Food Program, our response to heightened food insecurity brought by the Pandemic, has wound to a close with the last delivery to recipients on Thursday, April 15th. We are currently transitioning the program to a more sustainable model that will become a permanent component of Neighbourhood Food Hub operations.

Participant feedback from a recent survey of program participants revealed:

- Overwhelmingly positive feedback on the positive impact of the program
- Consistent need beyond the pandemic, highlighting continued systemic barriers to food access in the community.
- Valuable feedback on future programs and needs to inform program planning,

Good Food Market - Operational and Successful!

The Neighbourhood Good Food Market launched on April 8 outside the Food Hub:

- The Market operates on Thursdays from 3:00 - 6:00pm in spring and summer.
- Sales jumped from 50% of total produce in week 1 to selling out in week 2.
- Feedback so far has pointed to the Good Food Market as a valuable resource for food accessibility during the pandemic and stay-at-home order.
- All-star Food Hub volunteer Sarah Ramsey has been the community lead on the project. If you see her at the Market, give her a big “hello!” and “thank you!”

MicroFarm Project - Volunteer Group Engaged

Funded by grants from the Local Food Infrastructure Fund and TD Environment Fund, this project will expand the Leslieville Farmers' Market community garden in partnership with the NFH and Applegate. A volunteer group of community gardeners, designers and builders have joined the team and will be overseeing and implementing the project.

CSA - Community Supported Agriculture at the Food Hub

This summer local farmers will be using the Food Hub as a base of operations to host their CSA (Community Shared Agriculture) pick-ups. Starting with [Joyfully Organic Farms](#) and [Wheelbarrow Farms](#) who will be distributing hundreds of boxes of fresh produce every week.

FUNDING

Grants Update

We have secured \$19,600 from Second Harvest, providing essential funding to transition the emergency COVID-19 program. Results are still pending for applications to the Healthy Communities Fund (\$138,000) and the Local Food Infrastructure Fund (\$162,000).

New Youth Employee – Coming Soon

In partnership with TCHC Don Summerville, Context Development Inc. and The Neighbourhood Group (St. Stephen's Community House), Applegrove is in the process of hiring a tenant from Don Summerville to work as a Program Support Worker with both Applegrove and the NFH in the coming months. This position is funded through the province's Youth Job Connect Program.

FACILITY

Renovations and upgrades to Glen Rhodes – Now Underway

Community Kitchen renovations are on track to obtain commercial certification. This will greatly increase the Food Hub's food production capacity and ability to deliver programs requiring food to be certified from a commercial facility.

Renovations have begun to enclose the Narthex (open space behind the pews in the main Sanctuary). The beautiful new build-out will create much-needed ground floor and multi-use programmable space. This upgrade was negotiated as part of the development of the lease and is being supported by surplus 2020 lease funds.

APPLEGROVE COMMUNITY COMPLEX

60 Woodfield Road, Toronto, Ontario M4L 2W6

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

“TOGETHER, BUILDING OUR COMMUNITY”

Board of Management Meeting

April 26, 2021

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/86039572232?pwd=QmFQdmpzcVdvdFRSS3BNWWtsbGJIQT09>

Meeting ID: 860 3957 2232

To join by phone

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

Meeting ID: 860 3957 2232

AGENDA

8:30

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of February 22 Board of Management Meeting (*attached*): to be accepted

8:35

- D. Personnel Committee (*Mar 15 notes attached*)
 - D.1. Staff Code of Conduct (*sent separately*): for approval
 - D.2. Collective Agreement Update

8:50

- E. Executive Director's Report

8:55

- F. Correspondence and Information Received

9:00

- G. Adjournment

Next Meetings and Events

May 31	Board Meeting 7 p.m.
June 28	Board Meeting 7 p.m.
September 27	Board Meeting 7 p.m.
October 25	Board Meeting 7 p.m.

November 29

Board Meeting 7 p.m.



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"TOGETHER, BUILDING OUR COMMUNITY"



An Agency of the City of Toronto

Minutes of the Board of Management Meeting February 22, 2021 – by Zoom video conference

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

Present: Pierre Bois, Iggy Kosny, Vai Teng Law, Tim McNab (Chair), Andre Riolo, Eadit Rokach, Trustee Jennifer Story, Jim Valentine, Moneca Yardley
Regrets: Councillor Paula Fletcher, Jean Lim-O'Brien
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 circulated.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the January 25 Board of Management Meeting

MOTION (Yardley/Law)

To accept the minutes of January 25 Board of Management Meeting.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

D. Executive Director's Report

Susanne shared that a process will be initiated at the City to explore local facility options for Appelgrove.

Susanne informed Members that she has been sitting on a City/United Way cluster table since the start of the pandemic. This has been beneficial, for example through information sharing and resource/funding opportunities. An example is the Toronto Public Library Access to Technology Project, which will provide free laptops and data to 10 individuals from our seniors program, Don Summerville, Food Hub and Food Bank.

Susanne attended a Charity and Law seminar which discussed the proposed Non Profit Corporations Act. When passed Applegrove will transition to a new legislative framework.

MOTION (Story/Bois)

To accept the Executive Director's verbal report.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

E. Personnel Committee

Jennifer provided an update and highlighted the meeting notes.

E.1. Staff Training and Development Framework – document included for members to review.

MOTION (Yardley/Story)

To discuss the next items in camera as it deals with identifiable individuals or confidential information.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

E.2. Management Performance Evaluation

Monica provided an overview of the confidential briefing note and informed the members that the City has suspended the merit pay for 2020 due to COVID. Monica also identified some incorrect dates in the briefing note which Susanne will correct.

MOTION (Riolo/Yardley)

To return to the public meeting.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

MOTION (Rokach/Yardley)

To approve the Management Performance Evaluation results.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

MOTION (Riolo/Law)

To accept the Personnel and Policy Report as presented.

Carried

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story - yes

F. Adjournment

The meeting was adjourned on a motion by Jennifer Story, seconded by Moneca Yardley.

Recorded Vote:

Kosny – yes

Law – yes

Valentine – yes

Bois – yes

McNab – yes

Riolo – yes

Rokach – yes

Yardley – yes

Story – yes

Chair

Secretary

Next Meetings:

March 10, 6 pm	Membership, Nominations & Inclusion Committee Meeting
March 15, 5 pm	Personnel & Policy Committee Meeting
March 15, 6:30 pm	Strategy & Finance Committee Meeting
March 24, 7 pm	Annual General Meeting



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"TOGETHER, BUILDING OUR COMMUNITY"

Personnel & Policy Committee Meeting Notes

March 15, 2021 - 5:00 pm

Present: Jean Lim O'Brien (chair), Jennifer Story, Moneca Yardley

Staff: Susanne (recorder)

1. Notes from February 8 Meeting

Jean reviewed the notes. No follow-up is required.

2. Updates

a. Staffing

Susanne informed the committee that the Child and Youth Worker is on leave and that the leave will be extended by request. One of the Neighbourhood Food Hub Project Managers will also be on leave for the coming months. A replacement will be secured, and Susanne and May will work with them to minimize disruption to the Food Hub.

b. Bargaining

Susanne reported that CUPE 2998 has ratified the Collective Agreement, and that the next step is ratification by City Council. It is not expected that there will be any issues with this. The AOCCs will have to provide the City with information on the financial impacts of the new agreement, however projections cannot be done until the details of the agreement are available.

3. Overtime and Workload

Susanne and May are managing their time to ensure that they do not accumulate excessive lieu time. Overall, Finance Manager hours are in line with what Admin budget allows with only a small number of excess hours accrued through the audit process which Susanne believes can be accommodated by the budget. The limited hours available for this position in general however, remain a challenge.

4. Policy

a. Updates

i. Training and Development Framework

Susanne reported that staff were oriented to the framework at a staff meeting, and that training requirements and development goals have been discussed with individual staff through supervision meetings.

ii. Policy & Procedure Manual Updates

Both manuals remain in development. Susanne will share drafts with the committee prior to the next meeting, for their information.

iii. Finance Procedures

Monica is documenting practices as procedures on an ongoing basis, for inclusion in the manual e.g. HST, charitable tax receipts.

b. Staff Code of Conduct

The committee felt that this policy is very detailed and clearly articulates what is expected of employees. It was recommended that on page 6, it be stated that all misconduct will be treated seriously. If committee members have additional feedback, they can send it to Susanne by email.

To date the practice has been to review this policy when onboarding new employees. The committee felt that existing staff should also review it and sign off. As a next step Susanne will review the final draft of the policy with staff and have them sign off. The updated policy is informed by staff feedback, and this will also provide an opportunity to ensure that major staff issues have been addressed. The committee discussed staff engagement as it relates to policy development and Susanne will check the Collective Agreement to see whether it addresses this topic.

c. Board Succession Policy - Deferred to next meeting.

5. Performance Evaluation

a. ED 2021 Performance Goals

Overall the committee feels that the goals set by Susanne are aligned with those of last year and in keeping with the agency's current situation. It was suggested that Susanne consider whether to incorporate the tenant engagement work with Don Summerville. Susanne will consider this and report back at the next meeting.

6. Board

a. Recruitment Update

Susanne provided an update on the nominee candidates identified by the Boards Nominations Committee.

b. Board Development Planning

The committee discussed the list of options for "non-profit board training 101" for incoming board members, and as a refresher for existing board members. Susanne will review the available resources to identify no-cost options that are most relevant to Applegrove. She is also looking into materials available through the City.

7. Review of Annual Work Plan

The committee reviewed the work plan. Susanne will update the plan.

8. Other Business

Jean will send out the board exit surveys in late April and make follow-up calls in early May.

Next Meeting – April 19, 2021

Policy/Procedure	Code of Conduct for Staff
Date Approved by Board	September 20, 2006
Change History (date, reason)	December 2010 Fall 2015 Draft 3 effective January 1, 2016 in accordance with the Public Service Bylaw
Most Recent Review	April 2021

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Applegrove Community Complex (Applegrove) developed the following Code of Conduct to guide employees. It sets out expectations for staff, includes summaries of policies that staff are expected to be familiar with, and provides procedures for some daily operational activities.

1. POLICY STATEMENT

Applegrove employees strive for excellence in the provision of services. They aim to work in a supportive team environment and to share skills, knowledge, ideas, insights and experiences. Employees are committed to communicating in a positive and respectful manner, and to seeking clear and reasonable ways to address differences and conflicts. Applegrove will not tolerate, ignore, or condone any form of discrimination, harassment or violence and is committed to promoting appropriate standards of conduct at all times.

2. APPLICATION

This policy applies to all Applegrove employees. For the purpose of this document the term employees includes hired staff, and paid students and interns, and volunteers. In some circumstances duties and obligations imposed by this policy may continue after an employee leaves Applegrove.

The obligations and duties applicable to an employee resulting from these provisions do not replace, remove or supersede the duties and obligations required by applicable professional designations or regulatory bodies.

The Code forms part of the overall policy framework for Applegrove operations. It sets out standards of behaviour which the agency requires its employees to meet. Applegrove has a public mandate and it is critically important that it preserve public confidence, trust and accountability. Our stakeholders are entitled to expect that Applegrove will conduct its business with efficiency, economy, fairness, impartiality and integrity.

Employees are expected to meet both the letter and the spirit of this Code. Any breach of this Code will be treated seriously and sanctions may range from reprimand or suspension to dismissal and further legal remedies.

3. VALUES

As members of the Toronto Public Service, Applegrove employees are included in the Toronto Public Service Bylaw (TPS By-law). They will uphold and demonstrate the following values:

- Act with integrity
- Apply judgement and discretion
- Serve the public well
- Serve the organization well
- Serve the public service well
- Uphold Toronto's motto – Diversity Our Strength
- Maintain political neutrality
- Use City and Applegrove property, services and resources responsibly

Every employee is valued and unique and we work together in the best interests of those we serve, whose safety, rights and well-being are at the core of our daily operations. We nurture supportive relationships with participants while balancing and encouraging appropriate boundaries. In keeping with this Code, misconduct will not be tolerated, especially when it impacts on the well-being of participants, employees and volunteers.

Related Policies

Toronto Public Service Bylaw www.toronto.ca/tpsbylaw

4. PRIVACY AND CONFIDENTIALITY

4.1 Privacy

Privacy is the right of an individual to have some control over how their personal information is collected, used, and/or disclosed.

Personal information includes but is not limited to information relating to race, ethnic origin, religion, age, sex, sexual orientation or family status; education, medical, criminal or employment history; personal contact information; confidential correspondence; and the views or opinions of another individual about the individual. The whereabouts of an individual can, in some situation

Applegrove complies with provincial and municipal policies and laws pertaining to privacy and is committed to ensuring that personal information is collected, stored, used and disclosed in an appropriate manner.

4.2 Confidentiality

For the purpose of this policy confidentiality is defined as the ethical, legal, and employment obligation to keep personal and sensitive information private.

Personal information about employees, volunteers, program participants, and members is subject to confidentiality.

Personal information about program participants is considered confidential within the centre, not within a program. Employees are expected to share relevant information about participants and volunteers with their co-workers and supervisors as appropriate, in a private manner, and on an as-needed basis only for the purpose of planning and delivering services only. Information about participants may only be shared with onsite partners in situations where a specific information-sharing agreement is in place.

Personal information about employees is confidential within the centre and shared with the City of Toronto on an as-needed basis. Employees are required to maintain confidentiality with respect to private and sensitive information that pertains to other employees, and to disclose such information only when written permission has been provided by those individuals.

Privacy laws dictate that some situations may require employees to share personal information about Applegrove employees, volunteers, program participants, and members. These include when such information is necessary to assess, reduce or eliminate a risk of serious harm to a person or group, and where disclosure of confidential information is permitted or required by law.

If an employee has a suspicion that a child is in need of protection, the law requires that the employee report the suspicion and related information to a Children's Aid Society immediately. Reporting procedures are outlined in Applegrove's Policy Regarding Child Abuse.

Other types of confidential information include but are not limited to information about Applegrove operations that is not available to the general public and information provided by a third party with the expectation that it will be kept confidential – see Conflict of Interest below.

Related Policies

Applegrove Privacy Policy

Applegrove Conflict of Interest Policy for Staff

Applegrove Policy Regarding Child Abuse

5. CONFLICT OF INTEREST

Applegrove employees are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties. They are required to support and advance Applegrove's interests and avoid placing themselves in situations where their private interests may be in conflict with, or be perceived to be in conflict with the interests of the organization.

A conflict of interest is a situation in which private interests or personal considerations may affect or be perceived to affect an employee's judgment in acting in the best interests of Applegrove. It includes using an employee's position, confidential information or agency time, material, or facilities for private gain or advancement of the employee, or any member of the employee's family, friends, or business associates.

Applegrove employees must report any conflict of interest or perceived conflict of interest to their immediate supervisor/manager or the Executive Director.

The lists below highlights some rules and examples of situations covered by Applegrove's Conflict of Interest Policy, but does not exhaust the possibilities for conflict of interest.

As a rule, employees must not:

- Use their positions to give anyone special treatment that would advance their own interests or that of any member of their family, their friends or business associates
- Accept gifts, money, discounts or favours including a benefit to family members, friends or business associates for doing work that Applegrove pays them to do

- Engage in any outside work or business activities that conflict with their duties as Applegrove employees, use confidential information about the agency or the City, or that may negatively influence or affect them in carrying out their employment duties
- Use or permit the use of, items of agency property, facilities, equipment, supplies or other resources for activities not associated with their work
- Disclose confidential or privileged information about the property or affairs of the organization, or use confidential information to advance personal or others' interests
- Represent or advise Applegrove in contract, sale or other business transactions in which they or their family members, friends or business associates, have financial interests

Related Policies

Applegrove Conflict of Interest Policy for Staff

Toronto Public Service Bylaw - conflict of interest provisions

6. MISCONDUCT

Misconduct refers to inappropriate behaviour and includes but is not limited to the behaviours outlined below.

6.1 Interaction with Participants of All Ages

When interacting with a participant of any age, misconduct includes but is not limited to:

- Offering unauthorized rides in or on vehicles
- Favouring any participant
- Engaging in any activity that endangers a participant or makes them feel uncomfortable
- Disrespecting, demeaning, embarrassing, shaming, or humiliating any participant
- Engaging in activity that is against the organization's mandate, policies or code of conduct
- Making remarks, comments, or jokes that are in any way racist, discriminatory, suggestive, explicit, or sexual
- Displaying or showing racist, discriminatory, sexually explicit or sexist material e.g. cartoons, photos, literature
- Taking pictures/recordings of any participant using a personal device, unless explicit approval for a specific situation has been provided in writing by a manager
- Uploading or copying any pictures/recordings of a participant engaged in Applegrove activities to a personal device, personal social media account or the Internet

6.2 Interaction with Children and Youth

- Communication that goes beyond your employment responsibilities with children and youth, and/or does not occur within the context of workplace duties and responsibilities:
 - Writing personal letters, emails or text messages
 - Making personal phone calls
 - Personal social media exchanges (Facebook, Instagram, etc.)
 - Sending personal gifts (note: contextually appropriate thank-you or seasonal cards that are not excessive in number, provided in the workplace in the presence of others, and with knowledge of the organization are not considered misconduct)

- b. Spending time with a child/youth outside of designated work times and activities (except where such activity results from a parent-initiated request and has been disclosed to and approved by the organization in advance via your direct supervisor)
- c. Taking pictures/recording of a child/youth, except when specifically requested to do so by the organization and using devices owned or under the control of the organization

When working with children and youth, employees must:

- Treat children/youth with respect and dignity
- Treat all allegations or suspicions of misconduct seriously - it is a responsibility of employees and volunteers to report such allegations or suspicions
- Use established procedures to report allegations of misconduct or policy violation
- Not conduct their own investigation into allegations or suspicions of sexual misconduct
- Establish, respect, and maintain boundaries with all children and youth
- Avoid engaging in any sort of physical contact that may make a child/youth feel uncomfortable, or that violates reasonable boundaries
- Not place a child/youth in danger from anyone, within or outside of the organization
- Not offer any child/youth special treatment that falls outside of the organization's mandate, or that may (or may appear to) place them at risk of exploitation

When working with children and youth, employees should consider whether their activities:

- Are known to, or approved by, supervisors and/or parents
- Are public and transparent (they should not be kept secret)
- May pose a risk to the personal integrity or security of a child/youth
- May contribute to a child/youth's discomfort
- May appear inappropriate to the organization, the child/youth's family, or the public
- Would cause reasonable observer to have concern as to whether they are appropriate
- Could harm the organization

7. PROFESSIONALISM

Duke of Connaught Facility Entrance

- a. Greet all individuals who ring the doorbell in a welcoming manner
- b. Confirm whether they are here for a program or to visit the office (including deliveries)
- c. Buzz in confirmed Applegrove staff, volunteers and visitors only (staff who are recognized with certainty can be buzzed in without verbal confirmation)
- d. In a friendly manner, inform non-Applegrove visitors that we are unable to let them in for security purposes and let them know to use the main school entrance or call custodial

Office Visitors

- a. Greet all visitors in a welcoming manner
- b. If a visitor is going to a different room provide appropriate direction and support
- c. If a visitor needs to see an employee who is busy, invite them to wait and notify the employee
- d. If you enter the office and do not see staff, announce yourself ("Hi, it's Pat") to let staff in other rooms know you are there - similarly announce when you are leaving the office

- e. If children use the phone to make a short call to a parent, guardian or caregiver during non-school hours (in school hours they should use the school office phone), staff must dial, ask for the adult, give the phone to the child and supervise the call (note: use of the phone is a privilege and depends on their behaviour and on the situation)

Telephone

- a. When answering the phone, identify Applegrove, e.g. "Good morning, Applegrove"
- b. If the call is for another person, transfer the call - if they are on the line, ask the caller if they prefer to hold or leave a message (take full name, affiliation and phone number)
- c. If the caller wants a staff member who is not in, ask whether someone else could help and/or offer to take a message
- d. Do not give out any personal information about staff or volunteers
- e. Provide personal information about participants only to callers who are registered in writing as guardians or emergency contacts for that individual
- f. If the caller wants a volunteer, take a message and ask the appropriate staff (e.g. ED for board members) to phone the individual to let them know
- g. If the call is about an emergency, make every effort to locate the person
- h. If the caller wants information e.g. an address or program details, be as helpful as possible
- i. Generally, use the speaker phone only when 2 or more people onsite need to participate in a conversation, get permission from the caller, and use a private office if possible

Personal Mobile Phones including Texting and Social Media

- a. Non-emergency personal calls, texts and social media use should not interfere with the safe and smooth running of the workplace, particularly reception and program delivery
- b. Generally, work is a priority over personal communication
- c. Generally, while at work do not use earphones to listen to music, podcasts, etc.
- d. Set ringtones to silent unless you need to be available e.g. you may expect an urgent call
- e. Frontline and program staff with scheduled breaks should use this time for personal calls, texts and social media, and should refrain from answering non-emergency personal calls and texts outside of their breaks
- f. Staff without scheduled breaks may get and make some personal calls and texts – these should be no more 5 minutes each and total no more than 15 minutes daily
- g. If you plan to communicate with a supervisor or co-worker by text or social media, ensure that they have your contact information and acknowledge receipt of your messages
- h. In situations when it is necessary or helpful to look up information online while delivering a program, do it quickly and safely, using an Applegrove device if possible
- i. Photos or videos of participants should only be taken with appropriate consent, and on Applegrove devices - do not take photos of participants using a personal device unless special permission has been given by a manager for a particular situation, or for the purpose of dealing with an emergency

Clothing

Staff have a right to express themselves and feel comfortable in what they wear. Staff also have a responsibility to respect the rights of others and to support a positive, safe, respectful and professional environment at Applegrove.

- a. Dress appropriately for your roles and responsibilities e.g. casual, comfortable clothes and sturdy non-slip footwear for working with children, casual business for office and community meetings
- b. Use good judgement with respect to presenting yourself in a professional manner and promoting a positive image for the agency
- c. It is never appropriate to wear clothing that:
 - Promotes offensive, lewd, vulgar, or obscene images or language, including profanity, hate and pornography
 - Symbolizes, suggests, displays or references tobacco, cannabis, alcohol, drugs or paraphernalia, promotes or incites violence, illegal conduct or criminal activities
 - Promotes disrespect for another person or group
 - Interferes with the safe operation of the centre
 - Is dirty or torn

Attendance

- a. Employees are expected to come to work on time and to report to work as scheduled. Repeated lateness and inconsistent attendance will be addressed as performance issues.
- b. Punctuality means arriving early enough that you are ready to start work when your shift begins, and returning from breaks promptly.
- c. If you are unable to come to work or to arrive on time, inform your supervisor as early as possible. This may mean calling the supervisor's mobile or home telephone.

Responsiveness

- a. Generally, for internal communications with co-workers, employees are expected to:
 - Acknowledge receipt of emails with questions or requests as soon as possible, providing a timeline for response if necessary
 - Respond to telephone calls as soon as possible
 - Respond to texts as soon as possible
- b. Employees working remotely must be accessible by email and telephone and are expected to respond to a co-worker who contacts them within 30 minutes. If they are unable to do so because they are in program, training, a meeting or other work activity, or on a scheduled break, they are expected to respond as soon as they are available.
- c. Generally, for external communications e.g. with participants and partners, employees (or employee teams in the case of shared telephones and email accounts) are expected to:
 - Acknowledge emails within 2 business days
 - Respond to telephone calls within 1 business day
 - Respond to texts within 1 business day
- d. Part time employees whose work schedule does not allow for meeting these targets must activate an out of office message that clearly communicates when they will respond and provides a co-worker's name and contact information as back-up.

- e. If an employee is absent from the workplace due to vacation or leave, they must activate an absence or vacation message to provide a co-worker's name and contact information as back-up for the days/period that they are out of the office.

Related Policies

Applegrove Remote Work Policy

8. COMMUNICATION

Employees are expected to communicate in a respectful, courteous and sensitive manner that supports the development of trust, confidence and the constructive exchange of information.

Written Communication

Written materials including but not limited to flyers, social media posts and reports should:

- Be simple and easy understand, using plain language where appropriate
- Not contain spelling or grammar errors
- Clarify or spell out any acronyms used (e.g. HOBG)
- Avoid slang, offensive language and discriminatory, racist or sexist language

Verbal Communication

General

- a. Evaluate a situation and think before responding
- b. Use attentive listening skills:
 - face the person to whom you are speaking
 - give your full attention and really listen to what is being said
 - allow the person to finish speaking before responding
- c. Use names and non-gender pronouns where possible and appropriate
- d. Body language and non-verbal gestures should align with your words and convey respect
- e. Watch for or ask in a sensitive manner about special needs e.g. vision or hearing difficulties, and accommodate those needs as best possible
- f. Speak in private with any individual about situations that are sensitive in nature

Staff-participant

- a. Learn participant names and greet participants when you see them
- b. Work with participants to ensure open, honest and sincere communication
- c. Understand and support the participant, recognizing differences in communication styles, culture, and responses to stress factors
- d. Speak in a calm, respectful and approachable manner
- e. When appropriate, work with each team member and share information before approaching a parent, caregiver or other participant about a difficult situation
- f. When communicating information about their children to parents or caregivers, state your observations in a tactful and sensitive manner
- g. When approaching a difficult situation:
 - Evaluate the situation and think before responding

- If the discussion starts to get out of control, excuse yourself and seek the assistance of the Program Director (if not available, another team member)
- Respect the participants' rights to privacy and confidentiality
- Agree on a follow-up meeting with the participant and Program Director as required
- Familiarize yourself with and use Applegrove's complaint procedures

When interacting with older adults/seniors:

- a. Be mindful that seniors can be vulnerable in different ways, for example physically, socially and economically
- b. Be sensitive about how you act and communicate with respect and compassion
- c. Speak clearly, reduce background noise, and allow extra conversation time if needed
- d. Be patient - allow for moments of silence and time for them to gather their thoughts

Staff-Child

- a. Evaluate a situation before responding
- b. Use attentive listening skills and get down to the child's eye level
- c. Respect the child's right to communicate ideas and feelings
- d. Use words that are appropriate for the child's developmental level
- e. Speak calmly and respectfully, paying attention to the effect of raised voice tones
- f. Be aware of what you say and how you are saying it - you are the adult and the role model
- g. Avoid power struggles by giving the child space to calm down, letting them know that the discussion will continue when they are calm, and withdrawing from the situation if needed
- h. Decide on appropriate follow-up action as required
- i. Use supportive and positive guidance techniques (see program behaviour guidelines)

Staff-staff

- a. Work co-operatively and share information to encourage a team approach
- b. Be open and honest about concerns and try to highlight some positive aspects during constructive feedback
- c. Gossip with the intention to demean or discredit an employee, their family or friends is very destructive to the working environment and will not be tolerated
- d. When resolving difficulties:
 - Evaluate the situation and plan your approach before speaking to the other person
 - Decide whether to involve a mediator; use the Program Director as a resource
 - Speak in private with the person, and include a co-worker if appropriate
 - Deal with the current specific problem
 - Speak in a calm, respectful and approachable manner
 - If the discussion starts to get out of control, consider options such as deferring the discussion to another time or having another employee address the immediate situation
 - Agree on a follow-up meeting if necessary
 - As appropriate, consult the union steward and use the grievance procedure in the collective agreement

Dealing with Difficult Situations

- a. Discuss the current specific problem in private with the person(s) involved
- b. If unresolved, the staff/participant/child who is having the difficulty should meet with the Program Director to further discuss the problem
- c. If the problem is still unresolved, the Executive Director will be asked to be involved in the mediation process
- d. When working offsite from the main Applegrove location, engage co-workers for support as required, and report the situation to your supervisor as soon as possible

Related Policies

Applegrove Behaviour Guidance Policy

Applegrove Complaint Procedure

Applegrove Conflict Resolution Policy

Applegrove Human Rights Anti-Harassment Anti-Discrimination Policy

Applegrove Personnel Policy

City of Toronto-CUPE Local 2998 Collective Agreement

9. SOCIAL MEDIA

This section summarizes information in Applegrove's principles for social media use. Staff are expected to read and keep up-to-date with Applegrove Social Media Procedures.

Use of Applegrove Social Media

- a. When using social media for business purposes, employees should conduct themselves as they would in any other work situation and protect the image and reputation of Applegrove and the City.
- b. Only staff who have been authorized to do so can set up or post on Applegrove social media. Unless they have been authorized to do so, staff cannot post City and Applegrove owned identifiers including logos, photographs, graphics or other media without Applegrove permission or City authorization, as per the City's Corporate Identity Program.

While conducting Applegrove business, use only social media accounts set up specifically for work purposes. Do not use personal accounts for work purposes.

Personal Use of Social Media

- a. Applegrove takes no position on an individual's personal use of social media such as blogs, Twitter, Facebook, LinkedIn, etc. on their own time except to the extent, if any, that the use involves Applegrove in some way.
- b. When you use social media for personal purposes, some policies apply to your off-duty conduct, for example the privacy policy and tobacco policy.
- c. Employees using personal social media must consider that they could be identified as City or Applegrove staff e.g. by posting their name, job title, workplace, or uniform.
- d. As an identifiable Applegrove employee your use of social media may affect the reputation or other interests of the City or Applegrove. You should be careful to represent appropriate values, comply with applicable policies, avoid the appearance of

officially representing Applegrove or the City online or when discussing Applegrove or City-related matters. You may not post material owned by the Applegrove or the City, including logos, photos, graphics or other media without appropriate authorization.

- e. Clear and appropriate boundaries between Applegrove employees and participants are essential to workplace integrity, objectivity and responsibility. Social media can blur professional and personal boundaries. The responsibility of maintaining professional boundaries lies with employees.
- f. Employees are prohibited from engaging in personal social media contact with child/youth participants. Employees should carefully consider personal social media contact with adult participants, and exercise discretion if doing so in order to reduce risks to privacy, confidentiality and professionalism associated with unclear boundaries.

10. CONTACT WITH THE MEDIA

Unless authorized to speak to the media, staff should refer all media inquiries to the Applegrove Executive Director or City Strategic or Divisional communications staff.

11. PERSONAL USE OF OFFICE MACHINES

Telephones (in office and mobile)

- a. All staff will get and make some personal calls. As a guideline, personal calls should be no more than 5 minutes each, and total no more than 15 minutes daily. Applegrove phones may be used if not needed by other staff, volunteers or program participants.
- b. Personal calls should not interfere with the smooth running of the workplace except in emergencies.
- c. In general, work is a priority over personal communication.
- d. Staff should not make personal long distance calls using Applegrove phones except in urgent situations or emergencies.
- e. Check in with a manager or Bookkeeper before making long distance business calls.

Photocopier and Printing

- a. Staff may use the photocopier for occasional and limited personal copying and printing at times when it is not in use for agency business. Check in with a manager before doing so. The staff code should be used so that the agency can monitor usage levels.

Use of Information Technology (IT) Equipment

- a. Generally, staff should not use Applegrove IT equipment such as computers, tablets and projectors, outside of their work hours for personal activities.
- b. If an employee requires the use of Applegrove equipment for personal activities, they must request permission from their supervisor, and:
 - use discretion when on the Internet e.g. sites promoting illegal activities, hate, pornography, hacking, etc. are not appropriate
 - refrain from downloading any files, apps or other types of content/materials
 - minimize the volume unless they are in private
 - not interfere with employee use of IT equipment for work purposes

- c. Employees may sign out portable IT equipment e.g. laptops, tablets, projectors) out of the office for work-related purposes.
- d. When signing out equipment:
 - Your manager must be informed
 - You are responsible for confirming that it has all associated components e.g. charger, mouse, case, etc. and informing your manager if it is missing components
 - You are responsible for the safety and security of the device and the data on it
 - You must sign in the device when bringing it back, and confirm that all components are being returned with it

Related Policies

Applegrove Information Technology policies (in development)

12. CYBERSECURITY AND DATA SECURITY

Applegrove collects, processes and stores data on and across its computers and other devices. Unauthorized access to or exposure of personal and sensitive information and damage caused by cyberattacks such as ransomware or phishing, could have negative consequences for Applegrove employees, volunteers, participants, partners and for the agency itself.

Cybersecurity refers to the technologies, processes, and practices in place to protect networks, devices, programs and data from attack, damage, or unauthorized access. Applegrove works to maintain strong information technology and security by protecting the Applegrove network, keeping software and devices free of threats, and protecting the integrity and privacy of data.

Cybersecurity issues and measures are constantly evolving. Applegrove will keep employees informed about current requirements. Employees are also expected to check in with their supervisor or a manager on a regular basis and as needed, to ensure that they have access to Applegrove's most up to date information on this topic.

As a minimum, employees are required to take the security measures listed below.

- a. Use Applegrove equipment and systems as much as possible for work and to store data:
 - Inform your manager if personal devices must be used
 - Do not store work data on non-Applegrove computers, laptops, or systems
 - Store personal and sensitive information on Applegrove shared drives, using password-protected files where necessary to limit access to essential staff only
 - Do not save confidential information on portable devices – if it is necessary, use password protection and transfer files to the shared drive as soon as possible
 - Provide your manager with passwords for any protected devices and files
 - Minimize the use of USB drives, flash drives, etc. as these can transfer viruses and other threats – if it is necessary, use encrypted drives provided by Applegrove only
 - If you use a drive on Applegrove an computer or other equipment, you are responsible for ensuring that it does not introduce viruses or malware

- b. Practice additional measures, including:
- Use strong passwords with a combination of letters, numbers and symbols
 - Never click on suspicious links or attachments from unknown sources, in unexpected emails, and those flagged as untrustworthy by your antivirus program
 - Inform your manager if you receive an email from a co-worker that looks suspicious e.g. asks you to make an unplanned purchase
 - Avoid public and unsecure Wi-Fi - if necessary use personal hotspots
 - Generally, do not send documents with confidential data via email
 - Use all available security features of videoconferencing systems such as Zoom
 - Report cybersecurity threats or incidents to a manager as soon as possible

Related Policies

Applegrove Information Technology policies (in development)

13. SCENTED PRODUCTS

Some people experience discomfort or adverse health effects when exposed to scented products.

- a. Choose scent-free products for use at Applegrove where possible e.g. dish detergents, cleaning products, etc.
- b. Do your best to avoid using scented products e.g. deodorant, fabric softener, etc. before coming to work. If you do use scented products, use them sparingly.
- c. If it is necessary to address the use of scented products by a regular volunteer or participant, speak to them privately and in a kind and professional manner to explain the issue and ask for their cooperation on future visits.

Related Policies

City of Toronto Scented Products Guidelines

14. TOBACCO, VAPING AND SMOKING

- a. Applegrove recognizes that role modeling can impact on young people. Therefore, the following individuals and groups are to refrain from using tobacco or vaping products while they are acting in an official capacity or while wearing Applegrove clothing:
 - staff (when on work time, representing agency or wearing Applegrove clothing)
 - volunteers (when working with/representing the agency, wearing Applegrove clothing)
 - program participants (while wearing Applegrove clothing)
- b. Staff are responsible for explaining the policy to volunteers and participants when necessary, and for asking them not to use tobacco or vaping products or to remove Applegrove clothing while using tobacco or vaping products.
- c. All Applegrove locations are designated tobacco-free.
- d. Applegrove off-site trips and events should be tobacco-free.

Related Policies

Applegrove Tobacco Policy

15. SUBSTANCE USE

- a. Employees are expected to arrive at work unimpaired.
- b. Recreational use of impairment inducing substances (alcohol, cannabis etc.) during work hours will not be tolerated.
- c. Employees are required to report their use of prescription or over-the counter medication that may affect their ability to safely perform the duties of their job to the supervisor, before starting their shift.

Related Policies

City of Toronto Substance Abuse Policy 2018

16. POLITICAL ACTIVITY

This section summarizes information in the Toronto Public Bylaw political activity provisions. Staff are expected to read and keep up to date with the political activity provisions.

All City and Agency employees are entitled to vote and attend all-candidate meetings and engage in political activity subject to the political activity provisions.

- a. Political activity includes:
 - supporting or opposing a political party and/or candidate before or during an election
 - seeking nomination or being a candidate in an election
 - seeking appointment to a municipal council or school board, or
 - canvassing or campaigning on a Toronto municipal referendum question
- b. Political activity is applicable to municipal, school board, provincial and federal elections and Toronto municipal referendum questions.
- c. As employees of the City of Toronto and Applegrove, staff will not:
 - use City or Agency resources while engaging in political activity
 - engage in political activity during working hours
 - engage in political activity while wearing an Agency uniform
 - wear clothing or buttons that advertise any candidate, political party or referendum issue while at work or while wearing a City or Agency uniform
 - use their title or position to suggest that the City or Agency is endorsing a candidate, political party or a particular response to a referendum question
- d. If staff are uncertain whether intended activities may be inappropriate, they must seek guidance from their manager or the Ethics Executive (Executive Director).
- e. The Political Activity provisions place additional restrictions on the Executive Director.

Related Policies

Toronto Public Service Bylaw - political activity provisions

17. DISCLOSURE OF WRONGDOING AND REPRISAL PROTECTION

This section summarizes information in the Disclosure of Wrongdoing and Reprisal Protection Policy. Staff are expected to read and keep up to date with the policy.

- a. Staff are encouraged to report wrongdoing and are protected from punishment for doing so.
- b. Wrongdoing refers to serious actions that are contrary to the public interest including but not limited to
 - Fraud
 - Theft of City or Applegrove assets
 - Waste
 - Violations of the Conflict of Interest provisions
 - Breach of public trust.
- c. Employees who report wrong doing in good faith will be protected from reprisal.

Disclosure

All employees who are aware that wrong doing has occurred will immediately notify their manager, the Executive Director (Agency Head) or the Board. Allegations received by Managers other than the Executive Director must be immediately reported to the Executive Director.

Where it is alleged that the Executive Director has committed wrongdoing or committed a reprisal, the Board Chair will be notified of the allegation. The Board Chair will notify and consult with the City Manager's Office for advice on how to manage the investigation.

Employees may anonymously report suspected wrong doing via an unsigned letter, an anonymous e-mail to the Executive Director or to the confidential Board e-mail.

Investigation

All disclosures of alleged wrong doing will be investigated in a timely manner. Investigations will be led by the Executive Director depending on the nature and scope of the wrong doing. In the event that the allegation concerns the Executive Director, the Board Chair will consult with the City Manager's Office for advice on how to manage the investigation.

Employees are expected to fully co-operate with the investigation and with law enforcement agencies during the course of an investigation. If employees are contacted by the media about an investigation, they will not comment and will refer the media to the Executive Director.

Investigating Reprisal

Any employee who believes that they are the subject of a reprisal following a disclosure of wrong doing or who is aware of reprisal against another employee, shall notify the Executive Director immediately. If the reprisal involves the Executive Director, the employee shall notify the City Manager and Board Chair. The Executive Director or City Manager, as applicable, will undertake to ensure that the employee is protected from any further reprisal. Investigations of allegations of reprisal will be led by the Executive Director or Integrity Commissioner as applicable.

If the investigation substantiates the allegations of reprisals, the employee(s) involved will be subject to disciplinary action up to and including dismissal.

Reporting

The Executive Director will track and report annually to Applegrove Board of Management on the disclosure, investigations and resolution of allegations of wrong doing.

Related Policies

Applegrove Disclosure of Wrongdoing and Reprisal Protection Policy

Toronto Public Service Bylaw (particularly Conflict of Interest and Political Activity provisions)

18. APPLGROVE COMPLAINTS PROCESS SUMMARY

This section summarizes information in the Applegrove Complaints Procedure. Staff are expected to read and keep up to date with the procedure.

- a. Applegrove is a neighbourhood partnership fostering community through social and informative programs for individuals and families. Applegrove is committed to providing the highest quality of programs and services.
- b. Sometimes mistakes happen. Applegrove believes that acknowledging and correcting mistakes shows strength rather than weakness. Correcting mistakes provides opportunities to identify improvements in services and systems.
- c. A complaint might be:
 - failure to do something
 - failure to follow policy or procedures
 - error
 - unfair or discourteous treatment
- d. A complaint is different from an inquiry, feedback, compliment or a suggestion.
- e. A complaint may be received verbally (in person or by telephone) or in writing.
- f. When staff members receive a verbal complaint, they should:
 - notify their supervisor or a manager as soon as possible
 - immediately refer a complaint to a manager if it is serious, if they cannot resolve the issue, or if requested to do so by the complainant
 - document the complaint and any steps they take in relation to the complaint
 - review the Applegrove Complaints Procedure
 - try to resolve the issue, as possible, within the centre's policies and procedures.
- g. When a staff member receives a written complaint, they should:
 - Notify a manager as soon as possible, who will provide further direction
- h. All staff should explain the complaints process, help resolve conflict, include participants in developing solutions, and provide referrals if necessary.
- i. When necessary, the Executive Director or Board will investigate or do a formal review.
- j. Applegrove tracks and reports on complaints to identify issues, trends, areas of concern and opportunities for improvement. When staff resolve a complaint, they will also log the issue and advise the Program Director or Executive Director.

Related Policies

Applegrove Complaints Procedure

Applegrove Conflict Resolution Policy

Grievance Procedure under the Collective Agreement.
Human Rights and Anti-Harassment Complaint Procedure
City of Toronto Integrity Commissioner (for complaints about the Board of Management)
City of Toronto Ombuds Office (when other processes have not resolved the issue)

Applegrove Community Complex
Correspondence / Information Received
April 22, 2021

From (Date Received)	Regarding	Action(s)
City Clerk (Feb 15)	Notice of applications under the Planning Act to amend the zoning bylaw to permit a residential apartment building at the Southeast corner of Broadview Avenue and Gowan Avenue.	R&F
City Clerk (Feb 22)	Notice of applications under the Planning Act to amend the zoning bylaw to permit a mid-rise mixed use development at 380 Donlands Avenue.	R&F
City Manager (Mar 8)	Council's decision on Executive Committee Item 21.2: 2021 Capital and Operating Budgets showing approval of Applegrove's 2021 Admin Budget request as submitted	Implementation and reporting on approved 2021 Admin Budget as required
City clerk (Mar 31)	Notice of Application under the Planning Act for a 3 storey addition on top of and 4 storey addition behind 741 Broadview Ave.	R&F
April 19 (receipt delayed due to school closure)	Public Consultation on Woodfield Road – Monarch Park Ave. Quiet Streets Program Next Steps. April 15 virtual public meeting and online feedback information.	For board information
Alysha Brown – former Applegrove Board member (April 20)	For Applegrove's information - community petition re installation of a contra-flow bike lane on Woodfield Rd. Petition link: http://chnq.it/wyrHcfGJF6 City of Toronto survey/feedback form: https://s.cotsurvey.chkmkt.com/?e=226513&h=08B849F19F50B97&l=en	For board information

*R&F = Receive and File