

**ROUNDTABLE ON ACCESS, EQUITY AND HUMAN RIGHTS  
AGENDA  
MEETING 3**

**Date of Meeting:** Monday, December 12, 2005  
**Time:** 5:00 p.m. to 7:00 p.m.  
**Location:** Committee Room 4  
City Hall  
100 Queen Street West  
Toronto, Ontario

**Enquiry:** Margaret Lewis  
Committee Secretary  
416-395-7354  
[mlewis@toronto.ca](mailto:mlewis@toronto.ca)

Frank Baldassini  
Committee Secretary  
416-395-7352  
[fbalda@toronto.ca](mailto:fbalda@toronto.ca)

**Attendant Care Services can be made available with some advance notice.**

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**Members**

Mayor David Miller, ex-officio member	Austin Reiscen
Councillor Joe Mihevc (Chair)	Fiona Sampson
Councillor Pam McConnell	Uzma Shakir
Councillor Michael Walker	Pura Velasco
Zanana Akande	Gary Malkowski
Jaqueline Brooks	Peter Broadhurst
Debbie Douglas	Gurpreet S. Malhotra
Josephine Grey	Michelle Amerie
Marie Moliner	Prabha Khosla
Roger Obonsawin	TatumWilson,

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**Under the *Municipal Act 2001*, the Roundtable on Access, Equity and Human Rights must adopt a motion to meet In-camera (privately) and the reason must be given.**

**Declarations of Interest under the *Municipal Conflict of Interest Act***

**Confirmation of Minutes – February 28, 2005**

**Report on Informal Discussions – November 2, 2005**  
**Speakers/Presentations:**

Speakers - Items 5 (b), 6(c), 9(a) and 9(b)

Presentation - Item 10

**Communications/Reports**

**1. Disability Issues Committee Representatives**

Communication (April 22, 2005) from the City Clerk advising that the Disability Issues Committee, on April 5, 2005 selected Michelle Amerie and Gary Malkowski to attend the meetings of the Roundtable on Access, Equity and Human Rights.

**2. Working Group on the Status of Women and Gender Equity Representatives**

Communication (April 25, 2005) from Diversity Management and Community Engagement, advising that the Working Group on the Status of Women and Gender Equity, on April 15, 2005 selected Prabha Khosla and Josephine Grey to attend the meetings of the Roundtable on Access, Equity and Human Rights.

**3. Change in Board of Trade Representative**

E-mail (May 11, 2005) from Mr. Peter Broadhurst advising that he will be replacing Norm Tulsiani as the Board of Trade representative.

**4. Human Rights 2003 and 2004 Annual Report**

Communication (June 29, 2004) from the City Clerk forwarding Policy and Finance Committee Report 5, Clause 19 titled "Human Rights 2003 Annual Report" containing the report (April 27, 2004) from the Chief Administrative Officer presenting an overview of the Human Rights Office activities and initiatives for the year 2003, which was referred to the Roundtable on Access, Equity and Human Rights by City Council on June 22, 23 and 24, 2004.

- 4(a).** Communication (April 20, 2005) from the City Clerk forwarding Policy and Finance Committee Report 4, Clause 16 titled "Human Rights 2004 Annual Report" containing the report (February 25, 2005) from the Chief Administrative Officer presenting an overview of the Human Rights Office activities and initiatives for the year 2004, which

was referred to the Roundtable on Access, Equity and Human Rights by City Council on April 12, 13 and 14, 2005.

**5. Working Group on the “Equity Lens”**

Communication (October 30, 2005) from the Chair, Roundtable on Access, Equity and Human Rights providing an update on the action taken by the Working Group on the Equity Lens at its meeting held on October 14, 2005.

**5(a). Equity Lens – Draft # 2**

Draft # 2 of the Equity Lens (October 24, 2005) prepared by the Diversity Management and Community Engagement Unit, City Manager’s Office.

**5(b). Equity Lens Update – Draft # 3**

**(Speaker)**

Draft # 3 of the Equity Lens prepared by the Diversity Management and Community Engagement Unit, City Manager’s Office, will be presented by Rose Lee, Diversity Management Coordinator, Diversity Management and Community Engagement Unit, City Manager’s Office.

**6. Working Group on the “Mentoring Program”**

Communication (October 30, 2005) from the Chair, Roundtable on Access, Equity and Human Rights providing an update on the action taken by the Working Group on Mentoring and Internship at its meeting held on October 14, 2005.

**6(a).** Report (undated) titled “Starting and Implementing a Mentoring Immigrants Program” from Jo-Anne Barnard, Senior Employment Equity Consultant, Human Resources Division, and Rose Lee, Diversity Management Coordinator, Diversity Management and Community Engagement Unit, City Manager’s Office.

**6(b).** Communication (October 18, 2005) from Councillor Janet Davis, Chair, Working Group on Immigration and Refugee Issues, advising that on September 21, 2005, the Working Group on Immigration and Refugee Issues recommended to the Roundtable on Access, Equity and Human Rights that:

- (1) the City of Toronto develop strategies with goals and timetables to increase significantly the number of mentoring opportunities to internationally trained persons;
- (2) the City of Toronto lobby:

- (a) the Federal and Provincial governments to:
  - (i) create a coordinated body, like the International Qualifications Assessment Service in Alberta, to provide information and streamline the accreditation process for internationally trained persons;
  - (ii) increase resources to provide information and encourage internationally trained persons to pursue accreditation prior to arrival in Canada;
  - (iii) set up an accreditation subsidy fund and provide financial support to immigrants when they retrain or study for accreditation.
- (b) the Minister for Training, Colleges and Universities to reduce the waiting time for immigrants to be eligible to apply for OSAP;
- (c) the Provincial Minister responsible for professional regulatory bodies to regulate the fees for accreditation, examination and other requirements to make accreditation affordable;
- (d) Professional regulatory bodies to streamline the notarization of documents and reduce waiting time for internationally trained persons to be accredited.

**6(c). Mentoring and Internship Program Updates**

**(Speaker)**

Updates on the Mentoring and Internship Program will be presented by Jo-Anne Barnard, Senior Employment Equity Consultant, Human Resources Division.

**7. “Stability and Equity”: Community-City Working Group on Stable Core Funding**

Communication (December 6, 2004) from the City Clerk forwarding Policy and Finance Committee Report 9, Clause 19 titled “Stability and Equity: Community-City Working Group on Stable Core Funding – Final Report” which was referred to the Roundtable on Access, Equity and Human Rights by City Council on November 30, December 1 and 2 2004 along with the following Recommendation (4) for consideration and direction:

- “(4) that the City mandate and fund a separate Community-City Working Group on Ethno-racial Community Access to City Resources beginning in January 2005.”

## **8. Low Income Women of Colour**

Communication (December 6, 2004) from the City Clerk forwarding Policy and Finance Committee Report 9, Clause 55 titled “If Low-Income Women of Colour Counted in Toronto” which was referred to the Roundtable on Access, Equity and Human Rights by City Council on November 30, December 1 and 2, 2004, along with the following Recommendation (11) respecting Initiative 6 – “Multi-lingual Information on Women’s Rights and Services”:

“(11) that the recommendation for a City-wide multi-lingual information campaign aimed at women whose first language is not English be referred to the Mayor’s Roundtable on Access and Equity for further consideration and implementation;”

## **9. 2004 Annual Report on Multilingual Services**

Communication (January 10, 2005) from the City Clerk forwarding for information, a report (December 13, 2004) from the Commissioner of Corporate Services presenting an overview of translation and interpretation activities undertaken in 2004 by the various City departments in order to meet the language needs of City of Toronto residents.

### **9(a). Assessment of Multilingual Services**

#### **(Speaker)**

Patricia MacDonell, Manager, Public Information, will provide comments on Multilingual Services provided by the City of Toronto.

Communication (undated) from Councillor Chow forwarding a report (February 21, 2005) titled “Assessment of Multilingual Services Provided by the City of Toronto”, assessing the quality of the City’s language line services and presenting the following recommendations to improve and enhance the services:

- (1) It is recommended that translation services must be incorporated in the implementation of Toronto’s 3-1-1 customer service program. The City would bear little cost, if any, since translation services are currently made available through Access Toronto and a number of City Departments.
- (2) It is recommended that there should be an indication that translation services are available. For example, greetings given in the most widely spoken languages in Toronto would signal to 3-1-1 callers that translation services are provided. This should be done even if no menu choices are provided and the call is immediately forwarded to an operator.

- (3) It is recommended that 3-1-1 staff, City Departments, and ABCs should be made aware of the availability of translation services, in addition to training on handling non-English callers. This would not incur any extra costs to the City since it would be incorporated within the training program of 3-1-1 staff.
- (4) It is recommended that upon transferring calls from the 3-1-1 line to other departments, the translation service should also be transferred. This could potentially cost the City money, especially if the respective Department does not provide translation services. The cost of translation service is \$2.30 per minute. Hence, the only added cost would be the transfer time, which often takes no longer than a minute or two.
- (5) It is recommended that during the time of transfer to translation services music should be played in the background to indicate that the call is being transferred.
- (6) It is recommended that since the City is to create one-stop access for all on-line services on the Web through the “3-1-1” service portal, key translated documents should be made available through this website. Incorporation of translated documents will not incur the City any extra costs. The actual translation of key documents will come at some cost, but will be limited.
- (7) It is recommended that the City should provide a brochure on the procedures of calling the 3-1-1 number for non-English speakers. This brochure should include a step-by-step explanation. It should then be posted on the 3-1-1 website. The cost will be limited and included with the translation of other documents.

## **9(b). Translation and Interpretation Services**

### **(Speaker)**

Patricia MacDonell, Manager, Public Information will provide comments on a proposal to develop a workplan to the Mayor and Members of Council that would enable non-English speaking residents to access and benefit from basic City Services, including adequate translation and interpretation services. (See Policy and Finance Committee Report 9, Item (c) of Clause 57, adopted by Council on November 30, December 1 and 2, 2004.)

## **10. Mandarin Community Development Proposal**

### **(Presentation)**

Mr. Simon Zhong, Executive Director, Toronto Community and Culture Centre to give a presentation on the Mandarin Community Development Proposal.

Communication (March 17, 2005) from the Economic Development and Parks Committee advising that on March 10, 2005 the Economic Development and Parks

Committee considered a presentation from Simon Zhong, Executive Director, Toronto Community and Culture Centre, requesting the assistance of the Economic Development and Parks Committee to provide suitable space for recreational usage and 4 – 5 full-time positions to support the development of Mainland Chinese Community in co-operation with the City, as outlined in the proposal (undated) submitted by Mr. Zhong.

**11. Accessible Taxicabs within the City of Toronto**

Communication (November 1, 2005) from the City Clerk forwarding Planning and Transportation Committee Report 9, Clause 4 titled “Accessible Taxicabs within the City of Toronto” which was forwarded to the Roundtable on Access, Equity and Human Rights by City Council on October 26, 27, 28 and 31, 2005, for information.

**12. Next Steps**

**13. Dates of Future Meetings**

The next meeting of the Roundtable on Access, Equity and Human Rights will be held on Wednesday, April 5, 2005 from 5:00 p.m. – 7:00 p.m. in Committee Room 1 at Toronto City Hall.

A subsequent meeting of the Roundtable on Access, Equity and Human Rights will be held on Tuesday, June 13, 2005 from 5:00 p.m. – 7:00 p.m. in Committee Room 2 at Toronto City Hall.

**Adjournment**

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