



**ROUNDTABLE ON ACCESS, EQUITY AND HUMAN RIGHTS
REPORT ON INFORMAL DISCUSSIONS
AGENDA 3**

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

Enquiry: Margaret Lewis
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Because quorum was not reached by 5:15 p.m. the Chair and Members present requested the secretary to take the roll and record the Members present. The group agreed to proceed informally with Agenda Items 5 (Equity Lens), 6 (Mentoring Program), 7 (Community-City Working Group on Stable Core Funding), 9 (Multilingual Services) and 10 (Mandarin Community Development Proposal).

Members

<p>Present: Councillor Joe Mihevc, Councillor Pam McConnell Zanana Akande Peter Broadhurst Austin Reiscen Uzma Shakir Pura Velasco</p>	<p>Absent: Mayor David Miller, Ex-officio Member Councillor Michael Walker Michelle Amerie Jacqueline Brooks Debbie Douglas Josephine Grey Prabha Khosla Gurpreet S. Malhotra Gary Malkowski Marie Moliner Roger Obonsawin Fiona Sampson Tatum Wilson</p>
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The meeting convened at 5:15 p.m. with Councillor Mihevc in the Chair. The Chair requested everyone in attendance to introduce themselves.

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.

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

Draft #3 of the Equity Lens (November 2, 2005) prepared by the Diversity Management and Community Engagement Unit, City Manager’s Office.

Action:

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

Proposal:

The informal group of the Roundtable on Access, Equity and Human Rights endorsed the proposal of the Diversity Management and Community Engagement Unit, City Manager’s Office, that strategies and tools be developed and implemented to integrate the equity analysis in City business and practices by:

- (a) including an “equity impact statement” in reports to Standing Committees and Council;*
- (b) providing resource materials on the equity lens to City employees; and*
- (c) establishing discussion groups and learning circles on the equity lens and related issues for City employees.*

The Chair advised that a further update would be presented at the next meeting.

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.

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.

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.

Action:

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

Proposal:

The informal group of the Roundtable on Access, Equity and Human Rights endorsed the recommendations of the Working Group on Immigration and Refugee Issues.

The Chair advised that a further update would be presented at the next meeting.

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.”

Proposal:

The informal group of the Roundtable on Access, Equity and Human Rights proposed that Chris Brillinger, Director, Community Resources, Social Development and Administration Division be invited to give a presentation on the grants process to the Roundtable on Access, Equity and Human Rights.

9. 2004 Annual Report on Multilingual Services

9(a).

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, and recommending that the report be received for information..

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.

Action:

Patricia MacDonell, Manager, Public Information provided comments on a proposal to develop a work plan to improve and enhance services that would enable non-English speaking residents to access and benefit from basic City Services, including adequate translation and interpretation services, as referred to in Policy and Finance Committee Report 9, Item (c) of Clause 57, adopted by Council on November 30, December 1 and 2, 2004.) She advised that instead of a work plan addressing all City services, it would be more useful for staff from City divisions to determine what messages in what languages and what services and programs need to be communicated to non-English speaking residents.

Proposal:

The informal group of the Roundtable on Access, Equity and Human Rights proposed that the communication (January 10, 2005) from the City Clerk, Administration Committee and the communication (February 21, 2005) from Councillor Olivia Chow be referred to the Council-Staff Working Group involved in the implementation of the 3-1-1 Customer Service Strategy; and that staff be requested to look for a way of promoting the 3-1-1 Customer Service campaign.

10. 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.

Action:

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

Proposal:

The Chair, on behalf of the informal group, advised Mr. Zhong that the Roundtable on Access, Equity and Human Rights is unable to grant any funding for the Mandarin Community development proposal, and suggested that he submit a formal grant application to the Community Service Partnership or the Community Safety Investment Partnership, which would report to the Community Services Committee on the grant applications that are received.

12. Roundtable on Access, Equity and Human Rights – Update

Proposal:

The Chair, Councillor Mihevc, advised that he proposes to forward a communication to the Policy and Finance Committee recommending that:

- (1) the mandate and membership of the Roundtable on Access, Equity and Human Rights be reaffirmed and extended to the end of the current Council term of November 30, 2006; and*

- (2) *that the alternates of organizational representatives to the Roundtable be permitted to participate when regular members are unable to attend meetings.*

The informal group of the Roundtable on Access, Equity and Human Rights concurred with the proposal.

The meeting adjourned at 6:50 p.m.

Chair