



June 3, 2009

Rosemary Mackenzie
Audit Committee Administrator
Toronto City Hall
100 Queen Street West
City Hall, 12th Floor, West Tower
Toronto, ON M5H 2N2

Re: Audit Committee (June 22, 2009) - Human Rights Policy and Related Complaints Procedure

Dear Ms. Mackenzie,

I am writing in response to a request from the City Manager regarding the "Achievement of Access, Equity and Human Rights Goals". Specifically, Council requested confirmation from agencies, boards, commissions and corporations to confirm whether a human rights policy and related complaint procedures are in place and whether they comply with the City's policy and procedures.

On behalf of Toronto Community Housing, I am confirming that we have in place a *Human Rights, Harassment and Fair Access Policy* in addition to a *Complaints Resolution Process*. Toronto Community Housing developed and implemented the Policy in October 2003. The Policy is reviewed on a regular basis to ensure that it continues to adhere to all amendments that are made to the Ontario Human Rights Code.

Supporting its policy, Toronto Community Housing also developed and implemented both a *Staff Complaint Procedure* as well as a *Complaint Procedure for Tenants and Applicants*.

Toronto Community Housing has a Human Rights and Equity Unit which provides oversight to the Policy and ensures a transparent process when complaints are filed. Quarterly reports are submitted to Toronto Community Housing's Audit Committee of the Board, on all human rights complaints detailing the numbers and types of human rights complaints received as well as resolutions.

In addition, the organization has a work plan that currently includes the following initiatives:

- Capacity building with communities and within the organization
- Investigator Training for Managers
- Staff Human Rights Advisors Training
- Tenant Human Rights Ambassador Training
- Responding Protocol to Incidents of Hate

The policies, practices and procedures and its implementations are in keeping with the provisions of the City of Toronto and the Ontario Human Rights Code.

I trust that this confirmation complies with the City Council request.

Sincerely,

A handwritten signature in black ink, appearing to be 'Keiko Nakamura', written in a cursive style.

Keiko Nakamura
A/Chief Executive Officer

cc: Elora Nichols, Board Secretary
Harold Ball, Vice President of Human Resources