

October 13, 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 and 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 the North York Performing Arts Centre Corporation ("NYPACC") at the Toronto Centre for the Arts, I am confirming that we have in place the following policies:

- 4.0 Employment Equity*
- 4.1 Hate Activity*
- 4.2 Human Rights and Harrassment*
- 8.0 Accomodation of Persons with Disabilities*
- 8.6 Workplace Violence*

These policies were developed and implemented in 2004 with the help of a senior human resources professional, who ensured that they adhered to the City's policies and the Ontario Human Rights Code. Within the policies are contained the procedures to follow. In addition, staff are reminded through the JHSC and staff meetings, who they should contact should they experience such negative behaviours. The Centre is currently reviewing these policies to ensure they are updated and reflect the City's amendments in 2008.

The Centre receives numerous compliments per week on the service we provide to elderly patrons and patrons with special needs. We also pride ourselves in the fact that our workforce reflects the City in that it is diverse in culture, age and ability.

Sincerely,

A handwritten signature in black ink, appearing to read 'Janette McDonald', with a long, sweeping horizontal line extending to the right.

Janette McDonald, CHRP
Manager, Human Resources

cc. Pim Schotanus, General Manager