



Report to City Council CC30.2:

Reviewing City of Toronto Policies Governing the Use of Libraries
and City Facilities by Individuals and Groups
Promoting Intolerance or Discrimination

June 22, 2021

A decorative graphic on the left side of the slide. It features a large central hexagon with a blue-to-teal gradient. Surrounding it are several smaller hexagons and icons: a lightbulb, a thumbs-up, a network of nodes, a smartphone, a magnifying glass, a gear, and a speech bubble.

Agenda

1. Division Introductions
2. Review of Member Motion 11.14
3. Overview of community consultations process and key findings
4. Recommendations to Council
5. Committee QAs, discussion and feedback

Members Motion 11.14

Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination

1. Consult LGBTQ2S+ stakeholders and **review the City's policies governing the use of community spaces in City facilities** to ensure that the policies uphold the City of Toronto's Commitment to the Vision Statement on Access, Equity and Diversity and proactively ensuring that groups contravening the City's Human Rights and Anti-Harassment/Discrimination Policy are identified sooner and that permits are denied or revoked, where appropriate..

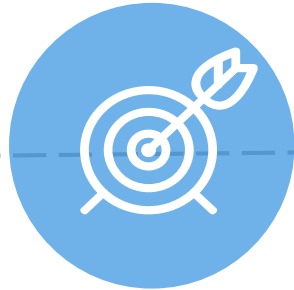
2. Consult with the Toronto Public Library Board on whether the Library's policies governing the use of community spaces in Toronto Public Library align with the City of Toronto's commitment to the Vision Statement on Access, Equity and Diversity and its Human Rights and Anti-Harassment/Discrimination Policy.

3. City Council reaffirm its commitment to the City's Human Rights and Anti-Harassment/Discrimination Policy and the protection of its residents from discrimination, harassment and intolerance, including transphobia and transphobic activity.

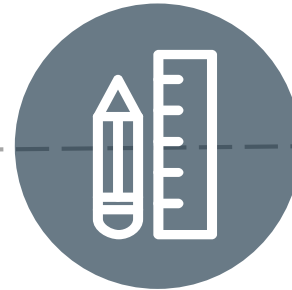
Process Overview



**Community
consultations**



Divisional
Review



Report to
Council



Closing the loop
with community

Overview of Community Consultations



1

Pre-consultation

Designing an approach to
community engagement



2

Small Group Consultations

Collecting detailed feedback and
identifying key themes



3

Online Survey

Validating themes and soliciting
broad community sentiment

Key Findings



1. Trust

- Lack of consistent acknowledgement
- Lack of/need for ongoing communication and dialogue
- Consultation fatigue
- Lack of City support for LGBTQ2S+ concerns
- Need for the City to speak up/take a stand to support the rights of the marginalized

2. Voice/Silencing

- Lack of consistent/ongoing dialogue and awareness with LGBTQ2S+ communities
- Not feeling heard
- Clarity between free speech vs. hate speech

3. Safety

- City facilities not welcoming to LGBTQ2S+ community members
- Failure to promote LGBTQ2S+ inclusion
- City spaces are seen as cis-centred and not trans-inclusive environments (e.g. gender-neutral change rooms and washrooms, misgendering)
- Experience of Harassment and discrimination by City staff and patrons
- Lack of acknowledgment/response to harassment and discrimination by staff
- Lack of City LGBTQ2S+ representation/ Intersectionality of employees
- Lack of awareness about booking process combined with lack of trust

Key Findings: Community Recommendations



Recommendation 1: Improve City Policies applicable to space/facility usage in the creation of greater LGBTQ2S+ inclusion.

Recommendation 2: A review of City facilities booking process to ensure increased LGBTQ2S+ inclusion.

Recommendation 3 : Regular training for City staff and decision-makers who are involved in facilities bookings to increase awareness and capacity.

Recommendation 4: The City to consistently and clearly speak up on behalf of marginalized communities - both LGBTQ2S+ and those that are marginalized within these communities.

Recommendation 5: City initiates and hosts regular and ongoing dialogue and relationship building initiatives between the City and the LGBTQ2S+ communities in a variety of ways (events, discussions, campaigns).

Recommendation 6: Greater representation (and visibility) of LGBTQ2S+ and Black, Indigenous, People of Colour (BIPOC) individuals on City staff and in decision-making positions

Recommendation 7: Develop clear rules that govern the use of booked City spaces

Recommendation 8: Provide a clear definition of free speech and hate speech toward Queer and Trans lives as well as Indigenous lives, Black lives and lives of People of Colour.

Process Overview



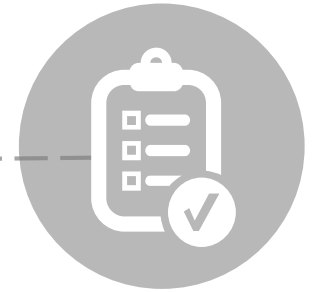
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Proposed Recommendations 1 of 2



1. City Council direct the General Manager Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, to **review facility booking policies, procedures, guidelines, terms/conditions and complaints processes to ensure compliance with the City's standardized approach** set out below in the Section of this report titled "Supporting Policy, Application and Process Alignment across Divisions" that is aligned with the City of Toronto's Vision Statement on Access, Equity, and Inclusion, the Corporate Facilities Display and Fundraising Policy, as well as Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies.
2. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, in consultation with the City Solicitor, to **track and monitor divisional complaints and resulting enforcement actions as well as instances of alleged hate activity or discrimination that result in permits being denied or revoked.**

Proposed Recommendations 2 of 3



3. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions to **develop processes to strengthen the administration and application of room/facilities booking policies and procedures to ensure adherences to City of Toronto Human Rights Policies and Procedures**; such procedures should include staff training and increased communications and awareness, to the public, of existing policies.
4. City Council direct the Executive Director, Corporate Real Estate Management to work with respective City divisions to **review City owned properties with an equity lens with the aim of promoting LGBTQ2S+ inclusion.**

Proposed Recommendations 3 of 3



5. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions , to **consult with the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S+) Advisory Committee as necessary, through the implementation process and to report their progress** on implementing Recommendations 1 to 4 above to the Advisory Committee by the fourth quarter of 2021.
6. City Council request all City Agencies and Corporations that oversee the use of spaces or facilities that are made available to the public to **align their facility booking policies, procedures, guidelines, terms/conditions and complaints processes** with the City's Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies Reviewing Use of City Facilities by Individuals and Groups Promoting Intolerance or Discrimination Page 3 of 8 ("Human Rights Policies") and other relevant corporate policies of the City and of their Board, as appropriate