

Developing a Housing Rights Training Program

Meredith Kratzmann, Senior Strategic Policy Consultant, Housing Secretariat

Emiko Ono, Manager, Program Policy, Housing Secretariat

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Background

- The City committed to advancing the progressive realization of the right to adequate housing through adoption of the HousingTO 2020-2030 Action Plan and the Toronto Housing Charter – Opportunity for All
- The City undertook a third-party review to establish the role or function of a Housing Commissioner, to advance and monitor the City's progress towards the right to adequate housing.
- Through the review, City Council adopted a suite of recommendations to support its commitments ([EX34.7](#)), which led to the appointment of a Deputy Ombudsman, Housing, and the establishment of the Housing Rights Advisory Committee (HRAC).
- The report also included the direction from Council to the Housing Secretariat to procure and implement a program of human rights training on housing for senior leaders and policy staff in housing-related City divisions, agencies and corporations
- An RFP was released in April of this year, and a qualified proponent with expertise in developing and delivering training related to housing as a human right has been selected and will be announced soon.

Overarching Goals

- Engage leaders across the organization to build understanding of human rights-based approaches and the right to adequate housing.
- Build knowledge of the City's commitment to advance the right to housing within its jurisdiction, and implications for its programs and roles of City staff in policy development and service delivery.
- Enhance the capacity of City leadership and staff in housing-related Divisions to apply a human rights-based approach to their work.



Training Program Development

In developing the program, the consultant will be required to:

- Engage with Senior Leadership to ensure the training aligns with training objectives of different divisions involved and the various roles in developing and delivering housing policy and services.
- Ensure the training:
 - Builds on any existing learnings and evaluative findings from other human-rights based trainings conducted across the City;
 - Reflects the needs and experiences of rights holders in greatest housing need, including Indigenous, Black and other equity-deserving communities, including those with living/lived experience of housing precarity or homelessness;
 - Is aligned with international standards and the City's housing and human rights policy framework, including the Toronto Housing Charter
- Engage with HRAC to gather input and feedback on the training program



Training Program Overview

The Training Program will be comprised of:

1. **Online Module(s):** Housing as a Human Right

- Self-directed learning for all staff from relevant City Divisions, Agencies, and Corporations to be integrated onto the City's online learning system (ELI).

2. **Instructor-Led Training Sessions:** Housing as a Human Right

- In-person and/or Virtual Instructor-Led Training (VILT) offered to senior leadership and relevant staff from City Divisions, Agencies, and Corporations, with an anticipated attendance of up to 200 staff

A final report by the Consultants will provide an evaluation of the training program and recommendations for the ongoing delivery and refinement of the training program to support the objective of enhancing capacity to integrate and implement a rights-based approach to housing policy and service development.



Broad Training Roll-out

City Divisions

- City Manager's Office
- Offices of Deputy City Managers and Chief Financial Officer and Treasurer
- City Planning
- Corporate Real Estate Management
- Development Review
- Environment & Energy
- Housing Secretariat
- Housing Development Office
- Municipal Licensing & Standards
- People & Equity
- Seniors Services & Long-term Care
- Social Development
- Toronto Shelter & Support Services
- Toronto Building
- Toronto Employment & Social Services
- Toronto Public Health

City Agencies & Corporations

- CreateTO
- Toronto Community Housing Corporation
- Toronto Seniors Housing Corporation



Thank you