

Housing as a Human Right

A training program for City of Toronto staff

About the Canadian Centre for Housing Rights (CCHR)

CCHR is Canada's leading non-profit organization working to advance the right to housing.
We do this through:



SERVICES

Empowering renters to claim their rights and stay housed.



EDUCATION

Sharing knowledge and tools that transform lives.



POLICY ADVOCACY

Engaging with communities and proposing realistic solutions.



RESEARCH

Creating knowledge and informing evidence-based solutions.



LAW REFORM

Advancing housing rights legal frameworks.

Partnership with Aboriginal Legal Services



ABORIGINAL
LEGAL
SERVICES

Gaa kina gwil waabamaa debwewin
All those who seek the truth

Overview

Overview

- Training Approach and Development
- Work plan
- Key points
- Questions

Training Approach & Development

Purpose

- Support the City in its efforts and commitments to:
 - Enhance its capacity to apply a human rights-based approach to housing policy and service delivery, and
 - Support the objectives of the City's Toronto Housing Charter.
- Establish a baseline understanding of housing as a human right across City divisions involved in housing, recognizing that different staff and divisions are coming from different levels of understanding.

Approach

- Work with Aboriginal Legal Services throughout all four phases of the project
- Apply adult-education principles
- Engage in meaningful stakeholder engagement, including R2HTO, CCHR Community of Practice, ALS partners
- Prioritize long-term sustainability and capacity-building around housing as a human right

Deliverables

Online Module(s): Housing as a Human Right

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

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.

Work Plan

Phase 1: Project Start

- Kick off meeting (complete)
- Finalize workplan and consultation plan

Phase 1 in progress

Phase 2: Consultations

- Conduct engagement sessions with housing-related divisions, agencies and corporations within City of Toronto
- Conduct engagement sessions with community advisory groups, including lived experts
- Gather lessons from existing housing as a human right trainings
- Adopt consultation findings into draft training program

Phase 2 to be completed by February 2026

Phase 3: Training Design and Delivery

- Develop online module and instructor-led training materials, ensuring AODA/accessibility compliance
- Finalize training implementation plan
- Develop evaluation plan and metrics
- Deliver online and in-person training sessions

Phase 3 to be completed by September 2026

Phase 4: Evaluation and Final Report

- Analyse feedback and assess lessons learned from pilot sessions and evaluation post-session feedback
- Finalize training program materials
- Draft and submission of Final Report that includes recommendations for sustaining and updating training.

Phase 4 to be completed by October 2026

Key Points

Key Points

- Purpose:
 - Support City efforts and commitments around housing as a human right
- Approach:
 - Prioritize collaboration with ALS, City staff, community advisor groups
- Work plan:
 - Consultation Plan; Training Design and Delivery; Evaluation Plan; Final Report and Recommendations
- Deliverables:
 - Self-directed introductory-level learning for staff
 - Instructor-led training for senior leadership and relevant staff

Questions for HRAC

Questions for the HRAC

- How would you like to be engaged throughout the development and roll-out of the training?
- As we undertake the development of this Training Program, are there critical elements/topics that should be included?
- How can we ensure the training will meet the needs of people who use/need the City's housing programs?
- Following the roll-out of this initial training, how can the City support ongoing capacity-building across its staff on housing as a human right?

Thank you

Keep in touch



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