

# Fatima House Community Liaison Committee Terms of Reference

December 7, 2020

## Purpose

The purpose of the Fatima House Community Liaison Committee (CLC) is to support the positive integration of Fatima House in the community; to create positive relationships; and to work towards resolving common challenges as they arise.

## 1. Fatima House

Fatima House, located at 1059 College Street, is a shelter for women experiencing homelessness. This shelter program, run by Fred Victor, is moving from its current location at 86 Lombard Street to 1059 College Street. The new location will open in December 2020 and will offer housing and support services in an accessible, pet-friendly facility to 20 to 25 women. When the building is fully occupied the shelter could accommodate up to 52 beds. Fred Victor, is a charitable organization with the mission to improve the health, income and housing stability of people experiencing poverty and homelessness.

## 2. CLC Mandate

The mandate of the CLC is to provide a forum for advice to Fred Victor and, when relevant, to City of Toronto's Shelter, Support & Housing Administration (SSHA) on how to support the transition of Fatima House residents into the community. The CLC also provides an opportunity for community and business groups to learn about homelessness and about how they can contribute to the success of Fatima House as a valuable community asset.

The CLC is not a decision-making body; it is an advisory group. The CLC will work together to provide guidance and advice to Fred Victor.

The purpose of the CLC is to:

- Provide a sense of the broader community's concerns in relation to the new shelter and explore how they can be addressed;
- Share and discuss ideas regarding community safety, potential community benefits, volunteer opportunities, and opportunities for CLC members to lead community-oriented initiatives;
- Represent and communicate the perspectives of the broader community, local organizations and constituencies at CLC meetings;
- Relay CLC meeting discussions and outcomes back to the members' respective organizations and constituencies;
- Help promote and disseminate information about shelter events, activities, and programs to members of their organizations and the broader community; and
- Provide feedback on any other relevant matters that Fred Victor, SSHA staff or partner agencies refer to the CLC for comment.

### 3. CLC Work Plan

CLC meetings will take place monthly, generally on the second Tuesday of the month. Fred Victor will monitor the progress of the CLC and may adjust the frequency of the meetings, if needed, in consultation with committee members and SSHA staff..

Meetings will be no more than two hours in length, typically from 6:30 pm to 8:30 pm. Meetings will be held online to help prevent the spread of COVID-19. Fred Victor and SSHA staff will closely monitor the situation with COVID-19 to determine if and when meetings can be held in person.

If a member of the CLC needs to withdraw due to illness or unexpected events, their position may be filled at the discretion of Fred Victor and SSHA staff by another person representing the same organization or community sector.

### 4. CLC Membership

The CLC is a non-political advisory committee composed of representatives from local organizations from the community. Membership is typically under 20 people. CLC members are expected to be community-minded and to represent the interests of their respective organizations or community sector. The CLC is not intended to be a forum for addressing individual issues or concerns.

The CLC will be comprised of representatives from the following sectors:

- Local resident organizations – who have a place of permanent residence in close proximity to the shelter or having deep-rooted history in the community involvement (e.g. resident associations, condo boards)
- Business and economics – who have an economic or business interest in the success of the local community (e.g. business, commercial or industrial associations such as Business Improvement Areas)
- Community serving organizations – who have involvement in local public interest community associations and/or being a local community service provider (e.g. representatives of schools, local police division, non-profits, churches, and social and health agencies)
- Other impacted stakeholder organizations – organizations that advocate on behalf of other interests relevant to the integration of Fatima House.
- Local elected officials will be invited to CLC meetings in an ex-officio role to listen to CLC discussions, provide relevant information, and share advice.
- Members at Large: up to three members may be Members at Large. They are members of the broader community who are not affiliated with an existing or established community group and who express an interest in joining the CLC. People who wish to join as Members at Large will be asked to determine which community sector or group they will speak for and report back to. Approval for membership rests with Fred Victor in consultation with SSHA and the facilitation team. Expressions of interest for being a Member at Large can be sent to [clc.1059college@gmail.com](mailto:clc.1059college@gmail.com).

By pre-arrangement, CLC members may bring guests to present on specific issues. Attendance at meetings will be for members only and members will have the responsibility to share information back to their organization and to bring forward the ideas and issues of their broader community group or sector for discussion.

Community Liaison Committees help strengthen community engagement processes by bringing perspectives that reflect the local context, interests, and diversity of the communities they serve and represent. In addition to seeking local representation and a diversity of interests, organizations have been encouraged to nominate candidates from the following equity seeking groups: women, young adults 18 to 30 years old, Indigenous People, persons from visible minority groups, people who identify as LGBTQ2S+, and people with disabilities. Should CLC members represent individuals that require materials in languages other than English, they can request that the City of Toronto and the shelter operator provide public-facing materials from CLC meetings in other languages.

## 5. CLC Term of Membership

- Members commit to being an active CLC member for one year.
- Should Fred Victor, in consultation with CLC members and SSHA, see the need to continue the CLC process past the initial term, the committee's timeline may be extended and the Terms of Reference renewed
- CLC members may be asked to participate in an evaluation of the CLC engagement process.
- Members are expected to attend every meeting, or provide reasons as to why they cannot attend; failure to attend for more than three meetings may result in the revocation of membership upon consensus from the CLC.
- Members who repeatedly contravene these Terms of Reference may be asked to reconsider their membership.

## 6. Roles and Responsibilities

The CLC reports its advice and recommendations to Fred Victor and, if necessary, to SSHA staff and relevant City of Toronto agencies. To begin with, the Committee will be facilitated by an independent facilitator. The administration and facilitation of the committee will be passed over to Fred Victor once the shelter is open and operational.

Everyone involved in the CLC members will:

- Review and agree to these Terms of Reference;
- Assist in the development of meeting agendas;
- Attend CLC meetings and participate in constructive and positive discussion;
- Treat each other with respect and take an active role in the work of the CLC; and
- Work to understand and represent the varied perspectives of participants.

Community CLC members will:

- Share information, as well as provide advice and constructive feedback related to potential and identified community benefits, volunteer opportunities, community based events, and any community concerns;
- Offer suggestions and alternatives to issues, concerns and problems;
- Attempt to anticipate potential problems and offer options for resolving them;
- Communicate CLC discussions back to their respective members' organizations and the broader constituencies they represent;
- Attend the CLC meetings whenever possible or send a delegate;
- Review the outcomes of CLC discussions to ensure the meetings are accurately recorded in the meeting summaries, or in additional reports that members may determine are needed; and
- Maintain confidentiality of privileged documents or information that is provided through CLC meetings.

Fred Victor and SSHA staff will:

- Identify and explain from the onset and during the CLC process what is open for the CLC influence and what is not (and why);
- Strive to provide accurate, easy-to-understand information to CLC members, such that they can provide well-informed advice and recommendations;
- Help the CLC function effectively by addressing issues and providing suggestions and alternative solutions to identified concerns and issues;
- Ensure that appropriate representatives (or other resources) are present at discussions to address specific issues or components of the process;
- Listen carefully to the advice and perspectives of members and, where feasible, incorporate advice; and where not feasible, provide a clear explanation of how the feedback was considered; and
- Provide materials for review in advance of CLC meetings, where possible and/or necessary.

The independent facilitation team (at first) and Fred Victor (once it takes over) will:

- Chair and provide facilitation and administrative services for CLC meetings;
- Develop meeting agendas in consultation with Fred Victor, SSHA and CLC members;
- Keep a record of CLC discussions and feedback;
- Draft and share meeting summaries of each CLC meeting; and
- Assist in resolution of any CLC-related issues, as required.

## 7. CLC Meeting Management, Agendas and Reporting

Meetings will be chaired by the independent facilitator at first and then by Fred Victor staff once administration of the CLC process is transferred to them. The Chair may convene additional meetings or postpone scheduled meetings as needed, in consultation with all members, upon approval from the City.

The facilitator will organize CLC meetings, distribute meeting notices and materials, develop the meeting agendas and manage the CLC membership list.

The facilitator will prepare draft and final summary reports from CLC meetings. Once finalized, the summary reports will be shared with the CLC membership to disseminate to their respective groups.

## 8. Resources

Fred Victor and the City will provide the resources needed to support operation of the CLC including facilitation and administrative support, meeting materials, and supplies.

## 9. Reporting Relationship

The CLC is acting in an advisory capacity to Fred Victor and SSHA staff and is not responsible for the decisions made by the City of Toronto or elected officials. By participating as members of the CLC, members are not expected to waive their rights to participate in the democratic process and may continue to participate through other channels.

## 10. Media Contact

Individual CLC members' opinions are not necessarily representative of the views of the entire CLC. In the event that CLC members receive media enquiries about Fatima House, its process, and feedback shared in CLC meetings, all inquiries should be referred to [communications@fredvictor.org](mailto:communications@fredvictor.org) and [media@toronto.ca](mailto:media@toronto.ca). CLC members may only speak to the media about their individual or organizational perspectives about this process.

## 11. Freedom of Information and Protection of Privacy

Please note that all information will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. With the exception of personal information, all information provided through the CLC process will form part of the public record including the names of CLC members and organizations they represent.