

APPLEGROVE COMMUNITY COMPLEX

60 Woodfield Road, Toronto, Ontario M4L 2W6

Tel: 416-461-8143 www.applegrovecc.ca

“TOGETHER, BUILDING OUR COMMUNITY”

Board of Directors Meeting

June 27, 2022

AGENDA

7:00

1. Call to Order/Adoption of Agenda
2. Traditional Land Acknowledgement and TRC Call to Action
3. Welcome and Introductions
4. Declaration of Conflicts of Interest
5. Minutes of June 13 Board of Directors Meeting (*attached*): to be accepted

7:10

6. Finance
 - 6.1. Audited Financial Statements (*sent separately*): for information

7:15

7. Standing Committees
 - 7.1. Strategy & Finance Committee Report (*June 15 notes attached*)
 - i) Risk Register
 - 7.2. Membership, Nominations & Outreach Committee Report (*June 15 notes attached*)

7:40

8. Diversity, Equity & Inclusion Audit (*sent separately*)

8:10

9. Program Update (*attached*)
10. Neighbourhood Food Hub Update (*attached*)

8:20

11. Directors' Concerns

8:25

12. Adjournment

CALL TO ACTION #21 - Health

Truth and Reconciliation Commission (TRC)

We call upon the federal government to provide sustainable funding for existing and new Aboriginal healing centres to address the physical, mental, emotional, and spiritual harms caused by residential schools, and to ensure that the funding of healing centres in Nunavut and the Northwest Territories is a priority.

What's happened?

The 2019 federal budget committed to support the construction and ongoing operation of a mental health and substance abuse treatment facility in Nunavut, together with contributions from the Government of Nunavut and Inuit partners.

Currently, there are no such facilities in Nunavut and most seeking treatment need to travel to the Mamisarvik Healing Centre in Ottawa, the closest Inuit-specific treatment centre.

In 2019, the new Nunavut Recovery Centre's executive director estimated it would open in Iqaluit in about five years.

In March 2016, the federal government committed \$1.3 million to the Mamisarvik Healing Centre, at the time one of just two Inuit-specific healing centres in the country (and which previously relied on per diem funding from the Nunavut government for every client it sent there).

An on-the-land Indigenous healing camp opened in Yellowknife in May 2018. However, it operates independently of government-funded health care, funded largely through a \$1 million award from the Arctic Inspiration Prize.

In October 2017, the federal government launched the national toll-free First Nations and Inuit Hope for Wellness help line. Counselling is available in English and French and by request in Cree, Ojibway and Inuktitut.

The hotline was launched seven months after the remote Ontario Cree community of Attawapiskat declared a state of emergency, after being overwhelmed with suicides and suicide attempts. At the time, Health Canada responded to the crisis by approving the funding to house two permanent mental health workers but the positions were not filled due to a shortage of adequate housing.

In the 2017 federal budget, the government committed \$202.4 million to increase support for mental health services for First Nations and Inuit populations. The funding, for the first time, was to “make available the services of traditional healers to address mental health needs” to First Nations and Inuit communities, according to Budget 2017.

Source: CBC Beyond 95 <https://newsinteractives.cbc.ca/longform-single/beyond-94?&cta=1>



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting

June 13, 2022 (via ZOOM)

*A neighbourhood partnership fostering community
through social and informative programs for individuals and families.*

Present: Shirin Karim, Vai Teng Law, Sue Munn, Andre Riolo, Jim Valentine (Chair), Moneca Yardley
Regrets: Michelle Aarts, Hamdi Abdo, Councillor Paula Fletcher, Simone Hodgson, Eadit Rokach
Staff: Susanne Burkhardt, May Seto (recorder), Monica Vela
Guest: Samantha Slater (Auditor)

1. Call to Order/Adoption of Agenda/Introductions

Jim called the meeting to order. Quorum of 5 Directors was achieved. The agenda was adopted as circulated.

2. Indigenous Land Acknowledgement

3. Welcome and Introductions

Susanne introduced Sam to members of the board.

4. Declaration of Conflicts of Interest

None were declared.

5. Minutes of May 31 Board of Directors Meeting

MOTION (Law/Munn)

To accept the minutes of May 31, 2022 Board Meeting.

Carried

Recorded Vote:

Shirin Karim – yes

Jim Valentine – yes

Vai Teng Law – yes

Moneca Yardley – yes

Sue Munn – yes

Andre Riolo - yes

6. Finance

2021 Draft Audited Financial Statements

Sam introduced herself and shared that while the audit took longer than usual it was a pleasure to work with Susanne and Monica, and expressed appreciation for their patience and time.

Sam presented and highlighted key areas of the Report to the Board and shared that some improvements are listed, with nothing of great concern. She highlighted the following:

- Applegrove is in a good position
- Cut off issues - relating to monthly bank transactions
- Unadjusted errors – errors in this year’s testing
- Rent free period in 2020 - should have streamlined cost over the period and would have a liability for the following year
- Moneris fees – transaction fees related to the next period
- Recording Canada Helps transactions gross vs. net – should record gross amount and the fee separately, currently Applegrove is understating the revenue and expense.

Sam presented the Audited Financial Statements and highlighted the following:

- Financial statement position - tangible capital assets
- Under net assets - \$145,000 should be drawn from program funds and was posted in error to internally restricted program funds
- Statement of Operations – flagged amount \$4,808, which is recoverable
- Statement of Cashflow – 2021 marks the start of amortization of capital assets
- Also mentioned were the following notes
 - Note 3
 - Note 6 – must amortize capitalize if you have more than \$500 000 in revenue; leasehold improvements amortized over 5 years
 - Note 8 - mirror tangible capital assets on the liability side
 - Note 9 – post employment benefits payable, based on actuarial evaluations for benefit liabilities, which are long-term receivable offset by City of Toronto
 - Note 10 – reconciliation note, recoverable fees are primarily increased audit fees
 - Note 13 COVID consequences disclosure

MOTION (Yardley/Karim)

To approve the December 31, 2021 draft financial statements as presented pending the change of \$145,000 interfund transfer to be applied to internally restricted program funds instead of unrestricted funds.

Carried

Board of Directors Minutes

June 13, 2022

3

Recorded Vote:

Shirin Karim – yes

Jim Valentine – yes

Vai Teng Law – yes

Moneca Yardley – yes

Sue Munn – yes

Andre Riolo - yes

7. Adjournment

The meeting was adjourned on a motion by Moneca Yardley, seconded by Vai Teng Law.

Chair

Secretary

APPLEGROVE COMMUNITY COMPLEX

Strategy & Finance Committee - NOTES

June 15, 2022 at 5:30 p.m.

Present: Simone Hodgson, Moneca Yardley

Regrets: Eadit Rokach

Staff: Jakub Bros, Susanne Burkhardt, May Seto (recorder)

1. Welcome
2. May 18 Meeting Notes - No changes to the minutes
3. Partnerships and Grants

- a. Grants

Susanne reviewed the grant chart with committee members and highlighted the new grants which include the following:

- \$3000 for Club Sandwich – supplies, honorarium, gas cards for volunteers
- \$20,000 value in pro bono legal support – from Maytree Foundation to work with Macmillan to get legal help with Food Hub partnership and possibly with transition to the new Ontario Corporation Act; we are waiting to hear from Macmillan on next steps
- \$4000 – Toronto Star Fresh Air Fund for summer camp

Susanne also shared a document to track our online donations and highlighted patterns from previous years and on a month to month basis:

- 2020 - big jump due to the pandemic
- 2021 - pandemic donations
- 2022 - decreased donations.

These figures show us what's possible, what the trends are, and helps us to start to better understand this piece of what we do.

- b. Neighbourhood Food Hub (NFH)

Susanne shared that one (of two) Directors at Greenbelt Market is leaving due the health challenges. The lead is now Daniel Taylor who will be assembling a new team. This is a time of heightened risk and we need to keep a close eye on the NFH. Susanne is meeting with Daniel regularly, emphasizing Applegrove's needs, and team meetings will take place weekly instead of every 2 weeks throughout the transition time. They are also working on communicating this change out to various stakeholders. Susanne feels that with the appropriate team in place the Food Hub will maintain its stability and continue to succeed.

c. Don Summerville

Susanne shared that there is a Tenant Advisory Group meeting tomorrow to discuss hosting a summer event for the tenants.

Through the Neighbourhood Group (TNG), Applegrove will be getting a youth placement from Don Summerville to provide work experience. The interview is on Friday.

There will be a community liaison committee around the construction for communication, updates or concerns. It is not expected that Applegrove will be on this committee, as it is focused on construction issues and not tenant engagement.

4. Risk Register

Susanne provided some background information for new committee members – the risk register describes Applegrove's risks and their likelihood and looks at mitigation strategies.

Susanne provided an overview of the risk register, in order of priority:

- a. Facility relocation - Mitigation strategies include doing research and having a solid plan; being careful about sharing information before a communication strategy is in place. Susanne now has regular update meetings with SDFA. We need to be prepared for Susanne's and board time that may be needed to meet deadlines.
- b. NFH – Bumped up because of the leadership change. Mitigation strategies include a strong transition plan and future staffing model, and ongoing communication with the Board and stakeholders.
- c. DEI audit and follow up - Currently is happening and impact is high.
- d. Staffing model, capacity and morale - Mitigation strategies include changes in our staffing model (this has started) and starting to orient more staff to take on office and other program functions.
- e. Glen Rhodes – Responsibilities include day to day operations, ensuring insurance coverage by all users, facility governance committee, policies and procedures.
- f. Outdated IT systems – We now have Jake on board to help us with this. We need robust cybersecurity policies and processes. The AOCCS have started discussions with the City's Corporate Information Security Office (CISO) to determine what kind of support is available, as we lack resources (human and financial) for this. City requirements are not yet clear as the scope to date is aimed at larger corporations.
- g. Loss of key staff or senior leadership - Workload is high and need succession plan for key staff - this is being discussed at the Personnel & Policy Committee. Need to document staffing priorities for the future. Will evaluate the pilot Manager of Office, Business and Information Systems position.
- h. COVID – Need to be prepared in the event of another outbreak or staff illness.
- i. Business model resilience – We are very reliant on a few key sources of funding (e.g. afterschool - once we loss that revenue we quickly ran a deficit) and have a single funder model for some programs. In future and once our CRM systems is in place, we should move doing more fundraising.
- j. Reduced earned revenues due to COVID – In the event of more closures.
- k. Gaps in policy and programming – This is an ongoing risk.

5. Organizational Planning

Strategic Planning

Due to the DEI report and the need to work through that, we will work on Strategic Planning in the Fall. Susanne contacted the consultant and she is willing to help in fall if available. If she is not available we will issue an RFP for a new one.

6. Annual Committee Work Plan

Everything is the same except strategic planning moved to later in the year.

7. Other Business

Susanne shared that we are waiting to see if Parks, Recreation and Forestry (PFR) puts forward their CRM vendor to Council for approval. If PFR doesn't present at the next council meeting, Applegrove will move forward with Amilia.

Next Meetings:

September 21

October 19

November 16

APPLEGROVE COMMUNITY COMPLEX

Membership, Outreach & Inclusion Committee - Notes

June 15 2022 at 7:00 p.m.

Present: Hamdi Abdo, Shirin Karim, Pierre Bois, Vai Teng Law (Chair)
Staff: Susanne Burkhardt, Josh Grainger, May Seto (Recorder)
Absent: Andre Riolo

1. Welcome

2. May Meeting Notes – no changes needed

3. Activities & Events

a. PastaFest

Susanne shared that we have a tentative hold for November 19 at the Legion. Susanne and Louise will try to get the agreement signed. It was suggested to consider the T'was the month before theme. There is still time to plan and discuss.

b. Board/staff event

Staff have indicated that they are more interested in a social event. Bowling is good and axe throwing was suggested however it may require that people are age 18. Committee members suggested the LOB which serves alcohol, so there may be an age restriction as well. Staff will research and price all options. Committee members agreed that early to mid September makes sense for timing of the event.

4. Updates

Susanne provided the following updates:

- There will be anti-oppression training opportunities through all the AOCCs. On June 23 Waterfront is hosting online Truth and Reconciliation: Indigenous Awareness Training and Applegrove has 4 spots. Two staff are able to go, leaving two spots for board members. Applegrove may host a FoodShare-facilitated session in the fall.
- At a recent meeting with our CSP funding officer it was noted that grant recipients will have to report on social identity data in future. CSP shared that "See Yourself, Be Yourself" is a pilot project about this. Applegrove will be joining this pilot project.

5. Diversity, Equity and Inclusion

Vai asked members to share what they took from the report. Members shared the following:

- Some comments were surprising but other comments were not
- Will take a lot of time to work through this and the recommendations
- Involve the staff on how to move forward; level of trust and communication is not there; this needs to improve so we can move forward
- Recommendation of additional training for management

- Being on the front lines, not shocked on staff results that came out of the report; it can be hard to get staff motivated to become involved; this could reflect different things including the lack of engagement flagged in the report; afterschool staff have a lot to say; given a safe space they would contribute to the discussion
- Work needs to be done at every level for Applegrove to move forward; don't know how to tackle the report but hope not to rush the process; the way that we have the conversations will matter; need to think through it more strategically
- For new board members findings are hard to interpret; don't know Applegrove well
- Recommendations from the consultants were laid out well but will take a lot of time; it is important for Applegrove to work at our own pace; don't want to rush through and check off our list; should prioritize the recommendations and lay out our own timelines
- Ralph Thornton shared their report and it was very similar to ours; when they shared it with staff they removed the individual comments because it is a small organization and people might be identified

The Committee discussed how best to move forward. The consultants recommend a Town Hall, and it was agreed this should be in person, not virtual. It's important to take the time and think it through, and that it not be performative as this is cited as an issue in the report. One suggestion was to be pragmatic, prioritize issues and create an action plan.

The Committee discussed how to both discuss the findings (large amount of information) with staff and board as well as engage them in more forward-focused action planning. Creating a safe space is essential. Its important to let staff know that this is a chance for open communication and mutual learning.

The Committee determined that the process will include:

- 1) Sharing the DEI report (with comments) and plan with all staff
- 2) Hosting a series of online sessions for staff and board members to review the report findings, broken out into sections to make it more manageable (over the summer)
- 3) Hosting an in-person town hall event, possibly facilitated by Lunaria (September)

Susanne, Shirin and Vai will look at the sections and propose a structure and timeline. They will share this proposal with the Committee, and aim to have a proposal to share with the board. It may be necessary for the Committee to meet again in order to finalize plans.

Other questions that came up during the discussion are how we handle making decisions and whether the City can provide support or resources?

6. Other Business - None

Next meetings:

September 21

October 19

November 16

PROGRAM UPDATE

June 27, 2022

EarlyON

- Staff have been continuing to offer digital drop-in, Instagram live, and recordings, but most participants are interested in in-person services
- Once summer begins, our obligation will be 20 hours of program time as Louise's program does not run in the summer
- Due to Louise's circumstances and the need for time off, we have asked the funder (Toronto Children's Services) if we could drop our scheduled virtual services two weeks earlier than scheduled. Our consultant was fine with that decision.
- Louise has packed up most of her supplies and equipment at the satellite EarlyON site and will put together a relocation plan to prepare for our move to the Food Hub in the summer.
- One of our Early Childhood Studies placement students from UTM withdrew from the program and the other finished her placement at the end of May.

Seniors

- The Seniors Program is mostly in-person with the exception of Seniors Spanish.
- The Food Champions Project has started and we are looking forward to seeing groups of youth and seniors working together making and distributing food to help with food security. The Leadership Group will also be helping out when they are in session as well and benefit from becoming certified as a Food Handler.
- The Adult and Seniors Coordinator will be away on vacation for most of July but we have relief staff and Catherine, our George Brown placement student to run activities while she is away.
- We will be offering pickle ball during the month of July and August for the first time and hope we can attract some younger older adults to the program.
- Trips are also back on the schedule and hope to have one in August when Nanor is back.

Afterschool

- Nothing new to report other than we are still filling spaces off the waitlist for September.
- Many of the afterschool staff have moved over to their summer camp positions which has put a bit of stress on the staff team.

Summer Camp

- There are still spaces available in all weeks but many of the weeks are close to being full and we are still getting inquiries and registrations.
- Staff training began on June 20 for staff who will be in training for 2 weeks. In training, they receive training on behaviour management, conflict resolution, child abuse, first aid/CPR, program planning, intentional programming, etc...

- It also gives the staff team to bond with some fun activities as well as a cooking challenge, a yoga session.
- We have 4 returning Senior Counsellors staff but all of our Junior staff are new which is exciting for new energy and ideas.
- The Leadership Camp staff are both current staff and we are almost full for the two sessions offered. The staff are also part of the two-week training and on the weeks they do not have session, they will be helping out with the summer camp.

Prenatal (Helping our Babies Grow)

- Nothing new to report. Attendance is a bit lower than usual with graduated participants and a bit of online fatigue. Louise will do some outreach to recruit more participants.

Youth Program

- We will be starting up again in the fall. The funds from TUHF will also support our youth drop-in program during the school year.

The Neighbourhood Food Hub

Applegrove Board Update, June 22

Leadership

- Greenbelt Markets Co-Director Madeline Chambers is leaving the organization due to health issues. This is a great loss as she has been with the initiative since the start and brought many competencies to the team.
- Her departure leaves a gap that needs to be filled. While unexpected, this change provides an opportunity to carefully consider the Greenbelt Markets staff model in relation to the NFH. The co-director shared leadership model for Greenbelt Markets for example, presented some benefits but also some challenges.
- Daniel Taylor remains with Greenbelt Markets and will continue to provide leadership to the Neighbourhood Food Hub. Greenbelt Markets is working closely with Susanne to develop a transition plan, and to assemble a team that will support continued stability and success for the Neighbourhood Food Hub.
- A transition planning document and Greenbelt Markets organizational chart will be provided to the board when it is completed.

Grants & Fundraising

- Grant application to the Metcalf Foundation developed and written by Greenbelt Markets, submitted on their behalf by Applegrove, to launch an incubation program was successful for \$50,000 over 12 months
- Grant application to the Trillium Foundation by Greenbelt Markets for \$72,500 was successful to build a Virtual Learning Studio and online teaching library.
- \$49,500 Canada Summer Jobs grant was successful by Greenbelt Markets to hire staff to support operations at the Neighbourhood Food Hub and the Leslieville Market.
- Grant through Healthy Communities Canada for \$49,500 to host a Night Market Fundraiser is being implemented. The fundraiser is being hosted at Greenwood Park on July 9, 2022.

Facility

- The facility is up to 85% in use by regular space-users and over 100% in terms of overall time-of-use compared to regular opening hours. This is due to the NFH being active on evenings and weekends with Talk is Free's production of Sweeney Todd, an interactive play utilizing the spaces of the NFH.
- Signage is ready to be fixed on the exterior of the facility.
- The NFH participated in Open Doors Toronto to great success.
- The Applegrove EarlyON program will be moving into a space onsite in September.

Partners

- Partnerships are focusing on primary regular space users operating at the NFH including
 - Club Sandwich
 - Community Connects
 - Newcomer Kitchen

- Do Good Donuts
 - Little Tree Wellness
- The NFH Partners Table is being re-engaged through a story collection and feedback outreach process conducted by Greenbelt Market staff.

Programs

- The LaunchPAD Program funded by the Metcalf Foundation is beginning August 1, 2022 to May 1, 2023
- The Virtual Learning Studio has been built in the Commercial Kitchen. Content generation begins July 1.

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“TOGETHER, BUILDING OUR COMMUNITY”

Board of Management Meeting

June 27, 2022

AGENDA

8:25

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of June 13 Board of Management Meeting (*attached*): to be accepted

8:30

- D. Board Learning Snapshot (*attached*)

8:40

- E. Personnel & Policy Committee (*June 20 notes attached*)
 - E.1. City of Toronto Disconnect from Work Policy (*attached*)
 - E.2. Neighbourhood Food Hub Space Use Policy (*attached*)

8:55

- F. Executive Director's Report
- F. Correspondence and Information Received (*attached*)

9:00

- G. Adjournment

Next Meetings and Events

September 26	Board Meeting 7 p.m.
October 24	Board Meeting 7 p.m.
November 28	Board Meeting 7 p.m.



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*A neighbourhood partnership fostering community through
social and informative programs for individuals and families.*

Present: Shirin Karim, Vai Teng Law, Sue Munn, Andre Riolo, Jim Valentine (Chair), Moneca Yardley
Regrets: Michelle Aarts, Hamdi Abdo, Councillor Paula Fletcher, Simone Hodgson, Eadit Rokach
Staff: Susanne Burkhardt, May Seto (recorder)

A. Call to Order/Adoption of Agenda

Jim called the meeting to order. Quorum of 5 members was achieved. By consensus, the agenda was adopted as circulated.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the May 31 Board of Management Meeting

MOTION (Karim/Law)

To accept the minutes of May 31 Board of Management Meeting.

Carried

Recorded Vote:

Shirin Karim – yes

Jim Valentine – yes

Vai Teng Law – yes

Moneca Yardley – yes

Sue Munn – yes

Andre Riolo - yes

D. Adjournment

The meeting was adjourned on a motion by Susan Munn, seconded by Vai Teng Law.

Chair

Secretary

Annual Admin Budget

Submission

- AG submits Core Admin Budget request in Sept. via City's online system
- Includes projections by line item and Admin staff complement
- Direction is generally provided by City (e.g. no increase, cut by 10%)
- Request must be approved by Board
- Request is reviewed by City Financial Planning
- Financial Planning creates "[Budget Notes](#)" document to summarize AOCC request

Approval Process

- AOCC requests become part of SDFAs submission and go through the City's budget process (Nov – Feb)
 - Budget Committee
 - Executive Committee
 - Council
 - City budget is approved by Council in February
- (AG gets monthly payments based on previous year's budget until budget is approved, then updated monthly amounts based on approved budget)

Annual Admin Budget

Reporting

- AG submits to Financial Planning:
 - quarterly variance reports
 - other reports as requested (e.g. monthly COVID Impact reports)
 - final audited financial statements
- Admin budget surpluses must be returned to City; deficits are covered by City (via surpluses from other AOCCS) – this is done through a settlement process

Notes

- Generally AOCC budgets see little change year to year, except legislated increases (e.g. wages, benefits) or other economic factors to account for inflation (limited)
- It is possible to request “new and enhanced” funding with a business case, however few are approved
- Where unexpected eligible expenses (e.g. extra audit fee) arise during the year, there is a process to request a budget adjustment
- Key City contact on budget issues is a Budget Analyst who works with all AOCCs



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“TOGETHER, BUILDING OUR COMMUNITY”

Personnel and Policy Committee

Meeting Notes

June 20, 2022 - 5:00 pm

Present: Jim Valentine (Chair), Susan Munn, Michelle Aarts

Staff: Susanne (recorder)

1. Notes from May 16 Meeting

The committee reviewed the notes. No changes are needed.

2. Staffing

a. Hiring Report - Child and Youth Coordinator, Adult and Seniors Coordinator

- Susanne presented an overview. The Seniors Worker has filled the Adult & Seniors Coordinator position, effectively transitioning to a more senior position in the agency. It was noted that the Child & Youth Coordinator position was filled by an internal candidate, leading to a vacancy in the EarlyON program. Hiring for that position is currently underway with an application deadline of June 24.

b. Staffing Update

Susanne reported that an office team member had a health event, will work reduced hours in coming weeks and that additional accommodation needs could arise. She is working with a City Disability Management Consultant for a well-planned accommodation process. With little staff availability due to camp there are few backfill options. Susanne and May are working to build staff capacity to support the office.

c. Succession Planning

This should be considered part of upcoming planning activities, including Diversity, Equity and Inclusion and Strategic Planning. As board succession planning is embedded in existing processes the focus will be on staff. Key items to consider including which positions to cover, planned vs. emergency departures, what role non-management staff can play, professional development to spread capacities out more across the organization. Susanne will create a framework that the committee can work with and a realistic timeline will be determined to complete the plan.

d. Pilot Position – Manager of Office, Business & Information Systems

Susanne reported that she will do a probationary review meeting with Jake as a first step, and will determine an evaluation process for the position. She will also explore inclusion of a new management position (vs the unionized Bookkeeper position) as part of the staff complement in the Admin budget, with a request for increased funds if possible. This would free up CSP funding currently used to supplement the pilot position to support other admin tasks e.g. a payroll service to make finance functions more manageable.

2. Management Overtime & Workload

Susanne reported that workload remains high but that staff are not accruing additional significant hours of lieu time. She is concerned about the level of lieu time built up by the Finance Manager (long audit was a key factor), whose work load remains high. She continues to work with Monica on opportunities to use up the time but it is a real challenge. The committee noted that it really should be a full-time position. The committee discussed that facility relocation needs to include adequate staffing.

3. Performance Evaluation

Susanne reported that the City had launched the first step of its new performance management program. It is based on 4-5 objectives with regular feedback/coaching sessions. She has not had a chance to review the information and will circulate it to the committee once she has done so. The new program uses an online system and it is not yet clear how this will work for the AOCCs, who have flagged the issue for City HR staff.

4. Board

a. Orientation Update

Susanne reported that almost all planned orientation activities are complete. She will check in with new members to confirm if they reviewed the OCASI materials. The City orientation session for Boards of Management will be in September. Susanne will share the invitation with all board members when she receives it.

b. Board Exit Interviews

The committee reviewed these and made the following suggestions based on the feedback received:

- More clarity is needed on the financial transaction approval process. Susanne will work with Monica to improve messaging and to see if Alterna has an app that can be used for approvals.
- Committee reports should focus on 2-3 key points vs an overview of the full meeting, as it is assumed that board members will have read the package. Susanne will draft a brief Committee Chair orientation document.
- The board should discuss its plan for in-person vs remote meetings. A hybrid meeting option should be for accommodation or occasional purposes only due to logistical challenges.
- Need to look at how to encourage more people to share their thoughts. One suggestion is to ask some specific questions about some agenda items. People should be encouraged to share thoughts even if not 'fully formed'.
- In order to ensure that the agenda stays on time, have the timekeeper and Chair signal when time is almost up.

5. Policy

a. City of Toronto Disconnect from Work Policy

This policy will come to the board, which will be asked to acknowledge it and its implementation at Applegrove. Susanne feels that generally Applegrove is doing OK in this regard and will check in with staff on what steps can be taken to improve.

b. NFH Space Use Policy

This policy was already approved by the committee but some minor changes were made based on feedback from East End United Regional Ministry. It was recommended that the language be adjusted around the links provided in the policy to state that they are current links (in case they change in future).

6. Other Business

Susanne informed the committee that one of the Co-Directors of Greenbelt Markets is leaving due to health issues. She noted that the model of having two directors was also challenging. It was identified that this presents a significant risk to Applegrove for the Food Hub. Susanne is working closely with the Daniel Taylor, who will remain with the Food Hub, during this transition time. He will provide an organizational chart and a transition plan.

Next Meeting – September 19



Disconnecting from Work

Policy Statement

The City of Toronto is committed to promoting, establishing and supporting practices that allow employees to disconnect from work.

To fulfill this commitment, the City will:

- recognize that each workplace party has a role and responsibility in supporting practices that allow disconnecting from work
- ensure that a copy of the Policy is provided to existing employees within 30 days of the Policy being approved and to new employees within 30 days of their start date.

Definition

Disconnect From Work means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

Application

This Policy applies to all City of Toronto employees, which includes Accountability Officers and Council Members' staff. The Policy does not apply to Council Members.

Principles

The following principles will guide the divisions, management and employees in establishing and supporting practices that allow disconnecting from work:

- communicate, promote and support practices for managing work-related communications
- support and encourage employees to disconnect from work outside of their regular working hours; this includes disconnecting from work communication methods, e.g. email, mobile phones and pagers
- customize work-related communication to the operational needs of the division
- manage and set expectations for work communications, e.g. response times, time of day communications
- be mindful of sending work communications after hours and/or on weekends
- be respectful of others' disconnecting from work

Delivery of Essential/Critical Public Services

Due to operational needs, emergency responses and/or varying work schedules, it may not be feasible for employees to disconnect from work at certain times

This includes but is not limited to the following circumstances:

- Critical staffing shortages due to illness
- Emerging operational needs
- Response to emergencies and/or on going emergency response services
- Those employees working for Toronto Fire Services and Toronto Paramedic Services who are required to be accessible during off hours for emergency reasons.
- Business and operational needs requiring contact outside of normal working hours including specific and time limited events or needs and those who are on-call.

Approved by

Chris Murray, City Manager

Date Approved

June 2, 2022

Effective Date

June 2, 2022

Related Documents

Employment Standards Act, 2000 [🔗](https://www.ontario.ca/laws/statute/00e41) (https://www.ontario.ca/laws/statute/00e41)

Related Information

Employment Standards Act, 2000 [🔗](https://www.ontario.ca/laws/statute/00e41) (https://www.ontario.ca/laws/statute/00e41)

Applegrove Community Complex Neighbourhood Food Hub Space Use Policy and Procedures

Version: 01

Date Drafted: October 20, 2021 Revised: April 5, 2022 to incorporate GR Governance
Committee feedback, June 23, 2022 to incorporate AG Personnel & Policy Committee
feedback

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Throughout this document:

“NFH” refers to The Neighbourhood Food Hub located at 1470 Gerrard Street East, which operates as an autonomous program of Applegrove Community Complex (Applegrove) and is delivered through Greenbelt Markets, a community partner.

“NFH staff” refers to employees of Applegrove and Greenbelt Markets who work directly with the Neighbourhood Food Hub.”

“The Board” refers to the board of Applegrove Community Complex (Applegrove). Applegrove is an agency of the City of Toronto and a registered charity.

“Users” refers to the organization or individual using the space.

“EEU” refers to East End United Regional Ministry. EEU owns and maintains the Glen Rhodes Campus.

PART 1 - POLICY

1. POLICY STATEMENT

The Neighbourhood Food Hub (NFH) is committed to fostering and celebrating community and to facilitating and supporting activities that improve local food security, enhance community well-being, and promote sustainable local food systems. To that end NFH and its partners provide programming and function as a community resource, working with and supporting local groups, organizations and food champions. In doing so, NFH is committed to providing a safe and welcoming gathering space where all people feel safe and are treated with dignity and respect. This is a shared commitment with End United Regional Ministry (EEU) which owns and maintains the Glen Rhodes Campus, where the NFH is located.

2. PURPOSE

All persons are welcome and encouraged to make use of NFH facilities and services subject to applicable legislation, NFH Space Use Policy, relevant Applegrove and City of Toronto policies and administrative guidance. This policy is intended to provide an equitable, consistent, and transparent framework for making space available at the NFH. It describes policies and priorities for allocation of space at the NFH among different user groups, and outlines expectations and processes for space booking and use. This document references key Applegrove and City of Toronto policies that apply to space use at the NFH.

Expectations

NFH is committed to creating and fostering a safe and welcoming space for all. Behaviours that create an unsafe and/or unwelcoming environment are not tolerated or condoned, including but not limited to:

- harassment, discrimination, verbal or physical abuse
- violent, aggressive, threatening and/or intimidating behaviours
- illegal activity including the illicit use of alcohol and restricted substances
- hate activity

All people who work at, attend or visit NFH must meet these expectations and support the creation of a safe welcoming space for all. Where appropriate, NFH will restrict access and take appropriate remedial, disciplinary and/or legal action according to the circumstances related to violations of these policies.

3. APPLICATION

The NFH is located at Glen Rhodes Campus. It shares the use of this facility with EEU and both parties have designated times of use. This policy applies to the use of space at Glen Rhodes Campus that is booked through the NFH. It does not apply to the use of space that has been booked through EEU. For information on space booking contact EEU directly.

4. GENERAL POLICIES

Anti-Discrimination

NFH adheres to the City of Toronto Association of Community Centres Human Rights and Anti-Harassment and Discrimination Policy which prohibits discrimination and harassment and protects the right to be free of hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offenses,

sex, sexual orientation or any other personal characteristics by or within the organization. Visitors to and users of the NFH and individuals conducting business with, for or with support from the NFH, are expected to adhere to this policy.

The NFH will not enter into a space use agreement with any individual or group that promotes views and ideas which are likely to promote discrimination, contempt or hatred for any person or group on the basis of the grounds listed above.

All NFH Space Users will be required to sign the City of Toronto Declaration of Compliance with Anti-Harassment/Discrimination Legislation and City Policy.

Privacy

Personal information is collected in accordance with the Applegrove Privacy Policy.

Personal information is collected only to assist the NFH to plan and deliver the best possible programs and services, to meet its obligations as an employer, to communicate with members, participants, partners or donors, and to comply with lawful requests.

Personal information is always considered confidential and will only be shared with relevant NFH staff members, other than where required by law. NFH will ensure that all personal information is properly collected, stored, used, disclosed if needed, and destroyed as appropriate.

Safety and Security

NFH is responsible for the management, safety, and security of NFH premises. At no time should any space user group undertake security measures or assume security responsibilities on behalf of NFH, without the express written consent of NFH staff.

NFH upholds the City of Toronto policy statement on workplace violence and will not tolerate any acts of violence. All reasonable and practical measures to prevent violence and protect employees from acts of violence will be taken. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

NFH does not permit police agencies to manage the safety, security or access to its premises without express written consent from the NFH. NFH expects that members of the police service who undertake their duties as officers of the law will report and identify their presence in the building to staff whenever possible. NFH recognizes that police reserve the right to act according to legislative and regulatory law.

Complaints

NFH is committed to making decisions regarding space allocation and use according to this Space Use Policy and other related policies. At all times NFH reserves the right to determine who has access to the building and facilities.

NFH expects people to utilize the Applegrove Complaints Procedure to identify and resolve general complaints, including those related to space use. Complaints pertaining to harassment and discrimination will be managed in accordance with the Association of Community Centre (Applegrove) Human Rights and Anti-Harassment/Discrimination Complaints Procedure.

Both Complaints Procedures are available at www.applegrovecc.ca.

Hours of Operation

Any booking that takes place outside of current operating hours and on statutory holidays is subject to Out of Hours fees. NFH reserves the right to change its hours of operation. Visit www.neighbourhoodfoodhub.com to confirm current NFH hours of operation.

5. RESPONSIBILITIES***Neighbourhood Food Hub Responsibilities***

1. Provide no or low-cost space to programs for booked activities to groups and individuals which serve its priority communities to the best of its ability, given competing demands and limited capacity.
2. Provide a *Space Use Agreement* that sets out terms and conditions for each booking.
3. Make space available at the time booked and ready for use.
4. Ensure that at least one employee of the NFH and/or East End United Regional Ministry (EEU) is available onsite throughout each booking.
5. Provide, promote and implement facility safety procedures, including for fire safety.
6. Provide, promote and implement policies to ensure that all users may enjoy a safe space.
7. Resolve disputes between groups regarding space where possible, when conflicts arise.
8. Facilitate communication and cooperative working relationships with and among user groups.
9. Promote programs that take place at NFH through its website, social media and other means.

Space User Responsibilities

1. Abide by the law, and by NFH policies, procedures and administrative guidelines, including the terms and conditions of their *Space Use Agreement*.
2. Ensure that one of the individuals named as either the key contact person or additional designated contact is present throughout the booking.
3. Provide NFH staff with a copy of their general liability insurance certificate, as well as applicable licenses, food handler certificate and other documents identified as necessary.
4. Inform duty staff upon arrival and departure, and provide staff with the number of attendees at the booking.
5. Cooperate with and respect the right of NFH and EEU staff to enter booked space.
6. Respect other users of the building and the neighbourhood (e.g. consider noise, walkways, etc).
7. Become familiar with safety issues, such as fire exit, lock down, and evacuation, and communicate regularly with their members about safety.
8. Cooperate with NFH and EEU staff in keeping the building clean and safe.
9. Communicate with staff if waste receptacles are not sufficient, to avoid excess solid waste fees.
10. For repeat bookings, notify NFH of group leadership changes and provide updated contact information as necessary.

6. PRIORITIES AND DEFINITIONS***Space Use Priorities***

In each of the User Categories defined below, groups serving the local community and groups whose aim is increasing food security are given precedence.

The following types of groups and activities are given priority for Space Use, in this order, at the NFH:

- a) NFH Programs and Operations
- b) NFH Partnership Programs
- c) Community Programs
- d) Individual and Commercial Use

Once space is booked it will not be cancelled to accommodate a group from a higher priority category unless for exceptional circumstances, for example a public health concern or community safety issue. NFH reserves the right to move scheduled programs off site or cancel programs if deemed necessary.

Priority Use Definitions

a) NFH Programs and Events

- ✓ Delivered by NFH and/or by members of its Partners Table
- ✓ Address local food security, community well-being, sustainable local food systems or other NFH priorities
- ✓ Serve the local community
- ✓ Funded through NFH and/or NFH Partner Table agencies

b) Partnership Programs and Events

- ✓ Delivered by one or more groups/organizations with demonstrated and relevant expertise and experience, and in partnership with NFH
- ✓ Address local food security, community well-being, sustainable local food systems or other NFH priorities
- ✓ Serve the local community
- ✓ Funded through the partner(s) and/or NFH

c) Community Programs and Events

- ✓ Proposed to the NFH by organizations or individuals
- ✓ Align with local food security, community well-being, sustainable local food systems or other NFH priorities
- ✓ Serve the local community
- ✓ Volunteer-based and organized on a non-profit basis, with any fees charged to be approved by NFH and used for program expenses only - financial records are to be shared with NFH if requested
- ✓ Have an inclusive decision-making process, with participants involved as organizers and coordinators
- ✓ Hourly fees will be charged according to the Community Use fee schedule.

d) Individual and Commercial Use

- ✓ Organizations and individuals not included in the categories above may rent space at NFH, subject to availability and NFH policies in the following circumstances;
 - The activity is taking place outside of regular hours
 - An organization will charge admission or sell tickets
 - An organization will fundraise during the booking
 - An organization or individual has a Special Occasion Permit from the Alcohol and Gaming Commission of Ontario

- An organization is holding a conference where a fee will apply to participants or the conference is otherwise funded to include a budget for room fees
 - An organization or individual is holding a special event, such as a party or wedding
 - The space is to be used by a commercial enterprise
- ✓ Hourly fees will be charged according to the Individual and Commercial Use fee schedule.

Rates for Individuals are set higher than Community Group rates but at prices comparable to other community halls. Individuals holding a special event should fall within the following guidelines:

- Priority is given to residents of the NFH catchment area, users, and to members of NFH.
- The event is a one-time special event such as a wedding, cultural event, or birthday.
- To prepare staff the individual will give a description of any ceremonies at time of booking.
- Individuals may not book on a recurring basis.
- Individuals may not conduct personal fundraising and/or business activities in NFH.

7. RESTRICTIONS

Restrictions are in place for both free and fee-based Space Use.

Religious interests

NFH is located in a church building but is a secular organization. All organizations and groups who book NFH space may engage in religious activities only on an occasional and peripheral basis. Groups using space at NFH may not be involved in recruiting new members for any religion, faith, belief system or spiritual organization. If a religious ceremony takes place in conjunction with a special event, the religious activities, banners, etc. will be confined to the room(s) that are booked.

Political activity

In accordance with the Toronto Municipal Code, Chapter 693, the NFH may not be used for election-related purposes by a candidate, registered third party advertiser or political party. Election-related educational events may be held as long as no particular candidate, registered third party advertiser or political party is promoted, supported or opposed at the event. All-candidate meetings may be held provided that all candidates for an office are invited to attend.

Commercial interests

NFH is a community resource and commercial space use is restricted to allow for community use first.

In exceptional circumstances and for the purpose of fundraising for activities and operations, NFH may move scheduled groups off site or cancel meetings in order to use the building for commercial activity.

The sale of goods or services at the NFH is permissible only when it advances achievement of the NFH mandate or is directly associated with cultural, educational or other activities that are relevant to the NFH. Book launches and art exhibits, for example, may take place as long as the event has a component relevant to NFH priority communities. Staff approval of sale of goods or services must be obtained in advance.

Self-help and peer support groups

Peer support groups may not hire a professional facilitator. Self help groups with a professional facilitator must show NFH staff that arrangements for appropriate supervision are in place.

Courses

Courses must meet a need in the community and may not serve a commercial interest. Instructor credentials and course curricula may be examined by NFH staff to ensure the quality and relevance of a proposed course in relation to NFH goals.

8. REVIEW AND APPEAL

NFH is not responsible for the content of community programs, organizational meetings, or booked events taking place on the premises. Complaints about content or other space use issues can be brought forward to any staff person or submitted through the Applegrove complaints procedure.

Review

Programs are subject to periodic review regarding compliance with this and other Applegrove and City of Toronto policies.

The following are examples of serious concerns: undue noise, causing disturbances within the NFH, engaging in commercial activities, allowing hate language to go unchallenged in meetings, or giving false information on the space use application form.

For serious and unresolvable breaches of policy, a program, organization, group or individual may have their privileges at NFH terminated with one week's written notice.

Appeal

Individuals or groups who have an issue with the administration of this policy should discuss possible resolution of the issue with NFH staff. Individuals or groups may appeal a staff decision to the Applegrove Board through its Personnel and Policy Committee.

Matters eligible for appeal include:

- Denial of a new program or meeting space request
- Termination of a group's meeting privileges at NFH
- Conflict over participant fee levels

Appeals must be made in writing, and be submitted within 30 days of the incident in question. Appeals will be considered at the next meeting of the Board's Personnel and Policy Committee.

Related Policies

- Applegrove Privacy Policy
- Applegrove Complaints Procedure
- Association of Community Centres (Applegrove) Human Rights and Anti-Harassment/Discrimination Policy
- Association of Community Centres (Applegrove) Human Rights and Anti-Harassment/Discrimination Complaints Procedure
- City of Toronto Municipal Alcohol Policy
- City of Toronto Hate Activity Policy
- City of Toronto Workplace Violence Policy
- Use of City Resources during an Election Period Policy

PART 2 - PROCEDURES

9. PROCESS

NFH space is available for Single or Repeat Bookings.

- Space Users may book single use or repeat bookings up to six (6) months in advance
- NFH will generally issue a *Space Use Agreement for Repeat Bookings* for a maximum of six (6) months. NFH reserves the right to limit any *Space Use Agreement for repeat bookings* to periods of less than twelve (12) months in total.
- If NFH cancels a space booking and cannot reschedule, all fees paid will be refunded.
- Space is available on a first come first served basis to all User Categories, with priority generally given in order listed under *Space Use Priorities*.

Prospective Space Users must submit a *Space Use Application* to the NFH. NFH reserves the right to make space allocation decisions that support its mandate and financial stability.

All approved Space Users (except NFH staff) are required to sign a *Space Use Agreement*:

- The *Space Use Agreement* will include specific times needed to set up and dismantle each occasion (booking period).
- The person who signs the *Space Use Agreement* will be responsible for making sure the Agreement, policy and procedures are followed by all organizers and participants. If the applicant is an organization, the person who signs the Agreement must have the authority to sign agreements on behalf of the organization.
- No *Space Use Agreement* will be signed by the NFH until all required fees are paid and necessary documents are provided, including but not limited to proof of general liability insurance including bodily injury, personal injury and property damage, with a limit of not less than Five Million Dollars (\$5,000,000.00) per occurrence.
- Bookings will be confirmed in the calendar when all required fees are paid and the *Space Use Agreement* is signed by the NFH and the key contact named on the *Space Use Agreement*.

10. GUIDELINES

Where Alcohol is Served

Space Users wishing to serve alcohol must obtain approval from the Applegrove Executive Director. This application should be submitted at least thirty (30) days before the proposed booking.

Space Users must abide by the *City of Toronto Municipal Alcohol Policy* before and during the booking. This includes, but is not limited to:

- Obtaining the insurance required
- Ensuring anyone who serves alcohol at the booking is Smart Serve certified.
- Monitoring the booking to ensure participant safety.
- At least two (2) business days before the booking, Space Users must provide a copy of:
 - Special Occasion Permit (SOP) issued by the Alcohol and Gaming Commission of Ontario
 - The insurance certificate covering the booking, and
 - Smart Serve training certification for anyone who will serve alcohol.

- Space Users may not bring any alcohol into the space until these documents are received. If staff do not receive all these documents by the required date, alcohol may not be served at the booking.
- Businesses possessing a catering license equivalent to a Special Occasion Permit for the purpose of serving alcohol on NFH premises must provide documentation of this license to the NFH at least two (2) business days prior to the booking.

When Using the Kitchen

- Anyone under the age of 14 must be accompanied by an adult 18 years of age or older, to enter and use the kitchen, and under direct supervision when using any of its contents.
- Space Users are required to wash and return to their proper place all utensils, equipment and supplies. Failure to do so will result in a cleaning fee.
- Any Space User using the Kitchen to sell prepared food must present a City of Toronto Business License and valid Food Handler Certificate(s), which will be copied and kept on file by the NFH. Copies of both must be posted in the kitchen for the duration of the booking.
- Food handler certification is required for a minimum of one (1) supervisor who will be on site for the full duration of the booking.

11. SPACE USE FEES

Booking fees, based on the NFH fee schedule, are charged to groups defined above in Section 3, as being engaged in space use activities. Space Use is made available in part to raise funds for NFH programs.

Setting Space Use Rates

NFH reserves the right to change booking fees at any time based on market rates, provided that space has not already been booked for a previously agreed upon rate. Rates and deposits will be reviewed by the NFH annually.

Categories for space use fees

1. NFH Programs
 - No fee.
2. Partnership Programs
 - New partnerships and fees are negotiated by NFH staff in consultation with Applegrove Executive Director and a designated NFH staff will be assigned to each program.
 - Booking fees, where applicable, will be negotiated based on what the partnership contributes to the NFH and community, partner resources and policies, and NFH requirements - fees will be set to recover costs and support NFH financial stability.
 - Booking fees will be charged for fundraising events, LLBO permitted events, conferences, parties, and for space booked outside of regular hours.
3. Community Programs
 - See *Community Space Use Agreement Fee Schedule*
 - May receive support from NFH staff, contingent on needs and resources.
 - Must make \$25 deposit to reserve the space, which is applied to the booking fees.
 - May involve volunteer facilitators/instructors who may receive honoraria from fees.
 - Any deposit paid to reserve space is a down payment on the fees and is applied to the fees paid for a booking

4. Individual and Commercial Use

- See *Individual/Commercial Space Use Agreement Fee Schedule*.
- Minimum commercial rates are set, but commercial enterprises may be assessed for higher fees depending on activities planned, and anticipated disruption to the building
- NFH will not hold or guarantee availability of space without receipt of a deposit or full payment of fees
- Any booking proposed within five (5) business days following receipt of the completed Application for Space Use by the NFH must be paid in full to reserve space, and is not eligible for a deposit
- For bookings proposed more than 5 business days in advance, a 50% deposit of the full fee payable at the time the space is booked may be paid to reserve a space
- Any deposit paid to reserve space is a down payment on the fees and is applied to the fees paid for a booking
- Space Users wishing to cancel their *Space Use Agreement* must submit notification of cancellation in writing at least seven (7) calendar days in advance of the booking date - this applies to single events and any booking made as part of a repeat booking
- If written notice is provided at least seven (7) calendar days before the scheduled booking date, all fees paid minus 10% administrative fee will be returned
- If notice of cancellation is not provided at least seven (7) calendar days in advance, NFH will retain all booking fees - this applies to single events and to any booking made as part of a repeat booking

12. PROGRAM AND COURSE FEES

- All Space Users providing activities or courses at NFH may charge participation fees to cover program expenses, for example, for materials, refreshments and facilitator honoraria.
- Organizers must adhere to the NFH philosophy that no one be turned away due to lack of finances.
- Programs must have a method, approved by NFH, for accepting participants who are unable to pay set fees. Fees will be reasonable for non-profit organizations and are subject to review by NFH.
- Groups who refuse to admit people who cannot afford the fees or set fees that are at a commercial rather than non-profit level may have their privileges at NFH terminated.

13. OTHER FEES

Solid Waste Fee

- To encourage environmental stewardship, NFH charges a Solid Waste Fee to groups that produce an excessive amount of waste, regardless of Space Use fee category.
- NFH will provide an appropriate amount of waste receptacles. If users do not feel it is adequate for their use, they are encouraged to communicate with staff prior to space use to identify options.
- All waste is to be sorted into appropriate receptacles in accordance with City of Toronto's solid waste guidelines, which are clearly posted throughout the building.
- After booking clean-up any non-compostable or non-recyclable waste left beyond what fits in provided receptacles will be considered excess garbage and will be charged a per bag fee.
- There is no fee for extra bags of recyclables or organic waste. Bags of recyclable waste or organic waste that are contaminated (e.g., garbage mixed with organics, organics mixed with recyclables, etc.) will be treated as garbage and charged accordingly.
- Space Users who generate excess waste are required to pay the solid waste fee for each additional bag on the next business day.

Equipment

Space users may book and use available NFH equipment at additional cost. Equipment fees must be paid for at the time the space is booked.

Unscheduled Use

NFH reserves the right to charge for any Space Use that has not been booked, including but not limited to:

- Room occupancy begins prior to the booked start time
- Room occupancy extends past the booked completion time
- Occupying a room without a confirmed booking

Cleaning Fee

Basic room maintenance is included at no additional charge to Space Users.

Space Users who leave space in a disorderly state (e.g. garbage outside of receptacles, abandoned decorations tape or posters, dishes, flatware, or cooking implements not cleaned or put away, kitchen surfaces not cleaned), will be charged an additional cleaning fee.

Loss, Theft, or Damage

- Space Users will be held responsible for any damage to NFH spaces and/or loss, theft, or damage to NFH equipment.
- Space Users will be held responsible for false fire alarm pull and resulting costs.
- The charge for damage to NFH spaces, including, but not limited to, walls, windows, and doors, will be based on the cost of materials and the wages of staff performing the repair, or the cost of a qualified contractor, if necessary.
- The charge for loss, theft, or damage of NFH materials or equipment will be based on full replacement cost of identical or comparable items.
- Space Users will not be permitted to book future space until NFH has received full payment for any loss, theft, or damage.

Staff Charges

When the building is open beyond the regular hours of operations, additional staffing will be required. Staff charges are included with booking fees for space.

**Applegrove Community Complex
Correspondence / Information Received
June 2022**

From (Date Received)	Regarding	Action(s)
City Clerk (June 2, 2022)	Notice of public meeting by Toronto and East York Community Council re. request to amend Zoning Bylaw Application for 380 Donlands Ave. June 29, 1:30 pm Council Chamber, City Hall and by Video Conference.	R&F
City Clerk (June 2, 2022)	Notice of Public meeting by Toronto and East York Community Council re. City-initiated process to amend Zoning Bylaw for 29, 35, 41 and 75 Basin Street. June 29, 1:30 pm Council Chamber, City Hall and by Video Conference.	R&F
City (June 3, 2022)	Broadview Ave. Extension Environmental Assessment Study. Learn more at www.toronto.ca/BroadviewExtension	R&F
City Clerk (June 8, 2022)	Notice of public meeting by the Toronto and East York Community Council. Request to Amend the Official Plan and Zoning By-law for 838, 840, 842, and 844 Broadview Avenue. June 30, 10 am Council Chamber, City Hall and by Video Conference.	R&F
Ontario Land Tribunal (June 13, 2022)	Proceeding commenced under the Planning Act re. Proposed Official Plan Amendment No. 536. Case Management Conference to be conducted by video conference 10am on July 21 at http://meet.goto.com/344779885	R&F
Ontario Land Tribunal (June 15, 2022)	Proceeding commenced under the Planning Act to correct the Parking Zone Overlay Map. Case Management Conference to be conducted by video conference 10am on July 28 at http://meet.goto.com/344779885	R&F
City Clerk (June 6, 2022)	Notice of public meeting by Toronto and East York Community Council re. City-initiated Process to amend zoning by-law re. 29, 35, 41 and 75 Basin Street. June 29, 2022, 10am Council Chamber, City Hall and by Video Conference.	R&F

*R&F = Receive and File