

Toronto Seniors Housing Corporation (TSHC) Use of Community Space

Policy Sponsor: Director, Engagement, Partnerships and Communication

Approver: Board of Directors

Initial Approval Date: October 17, 2024

Date of Last Revision, if applicable: [N/A]

Effective Date: January 1, 2025

Policy Statement

Eligible tenants and agencies may use Toronto Seniors Housing Corporation's (TSHC) community spaces for events and programming activities. The objective of this policy is to govern the use of community space by tenants and agencies providing programs and services to tenants. The proper allocation and use of these community spaces help the Toronto Seniors Housing Corporation meet the community's needs.

Policy Objective(s)

The purpose of this policy is to establish clear guidelines, procedures, and standards for anyone wishing to use community space in TSHC-managed buildings.

Scope

This Policy applies to all TSHC tenants, Agencies providing programming, Toronto Seniors Housing employees, and Community space operated by TSHC.

Out of Scope

This Policy does not apply to Agencies leasing space, commercial space, and residential space.

Definitions

Agency: In this Policy, an agency is an incorporated not-for-profit organization, a registered charity with the Canada Revenue Agency, a healthcare service provider as defined by the *Regulated Health Professions Act, 1991, SO 1991, c 18*, a City of Toronto department or subsidiary. In this Policy, in order to be considered an agency at TSHC, they must have an approved Agency-led Community Event, or Recurring Use of Community Space agreement and the appropriate insurance in place.

Casual Use: The availability of a room for drop-in use by tenants during opening hours when the room is not pre-booked for any activity or event.

Commercial Space: Space within a Toronto Seniors Housing Corporation building designated by Toronto Seniors Housing Corporation for commercial, retail or industrial use permits commercial or mercantile activity and can be leased out in exchange for rental revenue. Commercial space is not available for tenants to use under this Policy.

Community Event: A one-time event:

- that is open to all tenants;
- that is free for tenants; and
- where the activities and purpose of the event are to improve the health and well-being of tenants.

Community Space: Shared use of space by tenants, guests, and agencies at various times of the day or week on a recurring basis to provide programs, services, and activities that benefit tenants, such as a community room, library or recreation room. For example, an agency that provides a weekly Exercise and Falls Prevention class on a recurring basis in the recreation room at a building. These spaces are not intended for commercial, retail, or industrial use.

Exclusive Use of Space: An agreement exists with a service provider for use of the space by a sole occupant for a defined time period, when programs, services and activities are provided.

Nominal Fee: This is a small charge for participating in a program or service. This is a recovery cost associated with providing a program or service. In this Policy, only agencies can charge a nominal fee.

Non-Residential Space: Space within a Toronto Seniors Housing Corporation-managed building used for purposes other than providing residential housing. All non-residential space is further designated into one of the following categories:

- community space; or
- commercial space.

One-Time Use of Community Space: Use of the community space by a tenant, tenants, or an agency for a defined, non-recurring time for a:

- private event; or
- community event.

Private Event: A one-time event that is not open to all tenants or the public, such as a birthday party or a wedding. Only tenants can use community space for private events. Agencies are not allowed to book space for private events.

Residential Space: Space that is used for residential housing pursuant to the *Residential Tenancies Act, 2006, SO 2006 c 17* (the “RTA”), as amended from time to time.

Tenant: A person who, pursuant to a residential lease agreement with Toronto Seniors Housing Corporation or a Toronto Seniors Housing Corporation-approved sub-landlord, lives in a Toronto Seniors Housing Corporation-managed building.

Roles and Responsibilities

Community Programs and Partnerships (CPP) Team

- Responsible for reserving space for one-time and recurring events in community spaces. In consultation with Regional Operations, Community Programs and Partnerships, staff are responsible for monitoring activity to ensure compliance with this policy and related procedures.
- Responsible for organizing building meetings to determine tenant priorities for programming at their buildings.

Regional Operations Manager(s)

- Responsible for reviewing and approving Use of Community Space applications.

Tenant Engagement and Services Supervisor (TESS)

- Responsible for assisting staff with submitting the Use of Community Space application and coordinating the space by supporting the process for key access.

Senior Services Coordinator (SSC)

- Responsible for assisting tenants in applying for the Use of Community Space and coordinating the space by allowing key access. The SSC can also print flyers for any community events.
- Responsible for collecting fees from tenants hosting a private event and sending them to their Programs and Partnerships Clerk for processing.

Policy Content

Equity Impact Statement

Toronto Seniors Housing Corporation is committed to providing an inclusive living environment free of discrimination and harassment consistent with the principles outlined in the Ontario Human Rights Code (“Code”), and the Accessibility for Ontarians with Disabilities Act (“AODA”).

The use of community space must not conflict with Toronto Seniors Housing Corporation’s policies, including but not limited to Toronto Seniors Housing Corporation’s Human Rights, Harassment and Fair Access Policy or applicable legislation, including but not limited to the Code and AODA.

Guiding Principles

Having a set of guiding principles is crucial for making well-informed decisions. These principles act as a compass, helping us navigate complex situations and ensuring our decisions are fair and just.

- **Limited Time:** Private bookings and community events should not exceed five (5) hours. All other agency and tenant-led programming should not exceed three (3) hours per program. Additional hours require approval from the Regional Operations Manager. Attendees must exit at least 15 minutes earlier than their allocated time to allow for the next event set-up.
- **Notify All:** Signage in buildings is essential to convey what is happening and who is welcome (casual use, community event, community program, or private event).
- **Event Clean-up:** Those hosting and/or participating in activities are responsible for cleaning the room promptly after use and leaving it in a condition suitable for the next group by following the community room and kitchen guidelines.
- **Triaging requests:** Tenant-led and recurring activities should be prioritized over others. Larger inclusive events have priority over private events.
- **First-come, first-booked:** Those who book first should be favoured (though there may be instances when conversations about rescheduling are necessary).
- **Watching the numbers:** Clear capacity limits for each room should be established and communicated during planning.
- **Link to Tenant Priorities:** The activity or program should be tied to an identified need or interest expressed by the tenant community in a building. This does not apply to private events.
- **Addressing Access:** If tenants have ongoing difficulty accessing a program or activity in their building, the situation should be reviewed, and solutions should be explored with the hosts.

Criteria for Use of Community Space

Toronto Seniors Housing Corporation oversees allocation and decision-making for community space. Regional Operations, in partnership with the Community Programs and Partnerships team, assesses and approves Use of Community Space agreements. To remain compliant with applicable laws, TSHC has the sole discretion to restrict agencies in any particular residential complex and/or restrict services agencies are allowed to provide.

Tenants and agencies must satisfy all eligibility criteria to be considered for use of community space.

1. One-time Community Events led by Tenants and Agencies

To be eligible for community events and non-exclusive use of community space, tenants and agencies must:

- primarily serve and benefit tenants by meeting a community need or priority
- have a mandate and conduct activities that do not conflict with TSHC's Policies, or applicable legislation, including but not limited to the Code, AODA, and the RTA
 - tenants wanting to hold a community event must complete a Tenant-led Recurring Programming or Community Booking Form

- agencies wanting to hold a community event must complete an Agency-led Community Event form

2. One-time Private Events for Tenants

To be eligible for private events, tenants must:

- conduct activities that do not conflict with TSHC's Policies, or applicable legislation, including but not limited to the Code, AODA, and the RTA
- complete a One-Time Use of Community Space Application Form and Insurance form and submit it to TSHC's Community Programs and Partnerships team at least thirty (30) days before a private event or as otherwise advised by TSHC
- leave the room in the same condition it was given. If tenants fail to leave the room in the same condition it was given, they will lose the privilege of applying to use the space for up to two (2) years from the event in question
- follow the Guiding Principles listed in this policy and the Community Kitchen guidelines (guests attending an event must also follow these guidelines)

3. Agency-led Recurring Programming (Non-Exclusive Use of Community Space)

To be eligible for recurring programming, agencies must:

- primarily serve and benefit tenants by meeting a community need or priority
- submit a completed Recurring Use of Community space Agreement to useofspace@torontoseniorshousing.ca at least thirty (30) days before the first date of a recurring event, or as otherwise stated by TSHC
- have at least seventy-five percent (75%) of program attendees be TSHC tenants
- ensure that all program marketing materials, such as posters in buildings, are available in the top three (3) languages spoken by the building's tenants
- ensure that any supplies or items brought to the building are returned with them at the end of the program

4. Tenant-led Recurring Programming

To be eligible for recurring programming, tenants must:

- primarily serve and benefit tenants by meeting a community need or priority
 - complete a Tenant-Led Recurring Programming or Community Event Booking Form and email it to useofspace@torontoseniorshousing.ca to book community space for recurring programming
- not charge a fee to attendees for any tenant-led recurring programming
- be inclusive to all tenants in the building

Bookings will be on a first-come-first-served basis. All bookings must align with the building's tenant priorities. TSHC has the right to stop any programming that does not adhere to its guidelines and policies.

Bookings can last up to one year. At the end of their term, tenants must renew their bookings with a new booking form. Tenants are not required to obtain separate insurance for low-risk tenant-led recurring programming such as hiring an entertainer to perform, dancing, crafting, and playing indoor games.

Tenants are responsible for running programming independently or with other tenants.

Although the room is reserved for recurring programming led by tenants, other tenants can still access the space and not participate in the program. For example, if a tenant would like to host a game night every Thursday, other tenants can still access the Community Space and read their books. Tenants are required to be respectful and considerate of the booking.

5. Casual Use

- All building tenants can use community spaces for casual use when no events or programs are scheduled. Tenants cannot exclude other tenants from using this space.
- If tenants would like exclusive use of community space for themselves and their guests, please refer to this Policy's One-Time Private Use for Tenants section.
- If tenants fail to comply with the points above, they may be prohibited from using community spaces for a maximum of two (2) years.

Fees, Deposit and Insurance, and Additional Requirements

The following outlines fees and costs for the use of community space:

1. One-time Community Events led by Tenants and Agencies

Tenants or agencies holding a community event will not be subject to a deposit to occupy the agreed-upon community space for the community event.

- TSHC's liability insurance covers community events held by tenants, which may eliminate the requirement for tenants to purchase separate insurance (unless otherwise stated by TSHC). However, tenants may purchase their own insurance to protect their own interests.
- Tenants and agencies must include Toronto Seniors Housing and Toronto Community Housing as additional named insured on the general liability Policy for liability arising from the insured's operations.
- Tenants and agencies must provide TSHC with a Certificate of Insurance at least fourteen (14) days before their event.
- Tenants and agencies must maintain the insurance coverage for the entire duration of their event.

2. One-time Community Events led by Tenants and Agencies

All tenants using community space must obtain valid and appropriate insurance as required by Toronto Seniors Housing and provide proof of coverage for the

duration of the event, as listed in the One-Time Use of Community Space application form. Tenants are required to have insurance coverage before submitting their application.

All tenants submitting a One-Time Use of Community Space application form must:

- obtain \$5,000,000 general liability insurance coverage for the event
- include Toronto Seniors Housing and Toronto Community Housing as additional insured on the general liability Policy for liability arising from the insured's operations
- provide Toronto Seniors Housing with a Certificate of Insurance at least fourteen (14) days before the event
- maintain the insurance coverage for the entire duration of the event

Tenants must pay a \$75 non-refundable fee to book a private event. Tenants can coordinate payments with their local Senior Services Coordinator (SSC).

Related Legislation, Regulations, and TSHC Policies:

- *Accessibility for Ontarians with Disabilities Act, 2005, SO 2005 c11*
- *Human Rights Code, RSO 1990, c H19*
- *Residential Tenancies Act, 2006, SO 2006, c 17*
- TSHC Community Activities Fund Policy
- TSHC Visitor and Guest Policy
- TSHC Non-Residential Use of Space for Agencies Policy
- TSHC Translation and Interpretation Policy (under review)

Amendments (Revision History):

The initial policy was approved by the Board of Directors on October 17, 2024, effective January 1, 2025.

This Policy replaces the former Non-Residential Use of Space for Tenants Policy and Non-Residential Use of Space for Agencies Policy, retired on January 1, 2025.

Next Scheduled Review Date: 2028

This policy will be reviewed once every three years.

Policy Contact

Manager, Community Programs and Partnerships

Appendices

- Procedure – One-time or Recurring Use of Community Space for Tenants
- Procedure – Recurring Use of Community Space for Agencies