



## Program and School Services Committee

### Report No. 01

PSSC:001A

Wednesday, January 13, 2021

6:30 p.m.

Electronic Meeting

Trustee Members Present Trustees Rachel Chernos Lin (Chair), Trixie Doyle, Dan MacLean, Chris Moise, Patrick Nunziata and Chris Tonks

Also Present Trustees Michelle Aarts, Alexander Brown, Shelley Laskin, James Li, Robin Pilkey and Christopher Mammoliti

Regrets were received from Trustee Alexandra Lulka

All trustees participated by electronic means in accordance with [amendments to Section 7 of Ontario Regulations 463/97, Electronic Meetings](#)

### **Part A: Committee Recommendations**

#### **1. Community Use of Schools Community Advisory Committee: Terms of Reference**

The Committee considered a report from the Community Use of Schools Community Advisory Committee (see PSSC:001A, page 15) presenting revised terms of reference (see attached).

**Moved by:** Trustee Doyle

**Seconded by:** Trustee Mammoliti

The Program and School Services Committee **RECOMMENDS that the revised terms of reference for the Community Use of Schools Community Advisory Committee, as presented in the report, be approved.**

**Carried**

## **2. Representative for VOICE for Hearing Impaired Children on the Special Education Advisory Committee**

The Committee considered a report from the Special Education Advisory Committee (see PSSC:001A, page 61) presenting a recommendation for a new representative for VOICE for Hearing Impaired Children.

**Moved by:** Trustee Doyle

**Seconded by:** Trustee MacLean

The Program and School Services Committee **RECOMMENDS:**

**Whereas, there is a vacancy for the representative for VOICE for Deaf and Hard of Hearing Children on the Toronto District School Board Special Education Advisory Committee (SEAC); and**

**Whereas, SEAC has received a nomination from the Executive Director of VOICE for Deaf and Hard of Hearing Children for Shanna Lino to become the Representative; and**

**Whereas, the named applicant meets the Ministry of Education and Board criteria for eligibility;**

**Therefore, be it resolved:**

**That Shanna Lino be appointed to the Special Education Advisory Committee as the representative for VOICE for Hearing Impaired Children for a term ending November 14, 2022.**

**Carried**

## **3. Implementation of the Multi-Year Strategic Plan Action Plans: Equity, Anti-Racism and Anti-Oppression, 2019-2020 Including Centre of Excellence for Black Student Achievement: Update [4010]**

The Committee considered a report from staff (see PSSC:001A, page 65), presenting an update on the implementation of the Multi-Year Strategic Plan action plans regarding equity, anti-racism and anti-oppression for 2019-2020, including the Centre of Excellence for Black Student Achievement.

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Moise

The Program and Schools Services Committee **RECOMMENDS that the report be received.**

**Carried**

**4. Model Schools for Inner Cities: Update 2019-2020 [4009]**

The Committee considered a report from staff (see PSSC:001A, page 79), presenting an update on the Model Schools for InnerCities program for 2019-2020.

**Moved by:** Trustee Doyle

**Seconded by:** Trustee MacLean

The Program and Schools Services Committee **RECOMMENDS that the report be received.**

**Carried**

**5. Solar Sign Options for Schools [4007]**

The Committee considered a report from staff (see PSSC:001A, page 89), presenting display options and estimated costs for communicating the presence of solar arrays at Board facilities, following a recommendation from the Environmental Sustainability Community Advisory Committee regarding the development of signage.

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Mammoliti

The Program and Schools Services Committee **RECOMMENDS:**

- (a) That the report be received;**
- (b) That the Director implement the online and interior actions, as presented in the report, through the Sustainability Departments' budget;**
- (c) That the Environmental Sustainability Community Advisory Committee be invited to work with staff on the wording of the posters.**

**Carried**

Parts (b) and (c) were added on amendment of Trustee Doyle, seconded by Trustee Moise.

**6. Use of Outdoor Spaces for Instructional Time [4008]**

The Committee considered a report from staff (see PSSC:001A, page 93), presenting information on a plan to support the use of outdoor spaces during instructional time.

**Moved by:** Trustee Doyle

**Seconded by:** Trustee Moise

The Program and Schools Services Committee **RECOMMENDS that the report be received.**

**Carried**

**Part B: Information Only****7. Call to Order and Acknowledgement of Traditional Lands**

A meeting of the Program and School Services Committee was convened on Wednesday, January 13, 2021 from 6:30 to 9:44 p.m., by electronic means, with Rachel Chernos Lin, presiding.

**8. Approval of the Agenda**

On motion of Trustee MacLean, seconded by Trustee Doyle, the agenda was approved.

**9. Declarations of Possible Conflict**

No matters to report

**10. Delegations****re Item 8, Solar Sign Options for Schools**

1. Priyan de Silva, Environmental Sustainability Community Advisory Committee Member, LC2

**11. Alternative Schools Community Advisory Committee Report, December 14, 2020**

The Committee considered a report from the Alternative Schools Community Advisory Committee dated December 14, 2020 (see PSSC:001A, page 1). The report was presented by co-chair Angela Matich.

**Moved by:** Trustee Doyle

**Seconded by:** Trustee MacLean

**That the report be received.**

**Carried**

**12. Black Student Achievement Community Advisory Committee Reports, November 2 and December 7, 2020**

The Committee considered reports from the Black Student Achievement Community Advisory Committee dated November 2 and December 7, 2020 (see PSSC:001A, page 5). The reports were presented by co-chair Alexis Dawson.

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Moise

**That the report be received.**

**Carried**

**13. Community Use of Schools Community Advisory Committee Reports, October 13 and November 10, 2020**

The Committee considered reports from the Community Use of Schools Community Advisory Committee dated October 13 and November 10, 2020 (see PSSC:001A, page 9). The reports were presented by co-chair Judy Gargaro.

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Doyle

**That the report be received.**

**Carried**

**14. Community Use of Schools Community Advisory Committee Report,  
December 8, 2020**

The Committee considered a report from the Community Use of Schools Community Advisory Committee dated December 8, 2020 (see PSSC:001A, page 15). The report was presented by co-chair Judy Gargaro.

**Moved by:** Trustee Nunziata

**Seconded by:** Trustee MacLean

**That the report be received.**

**Carried**

**15. Early Years Community Advisory Committee Report, November 13, 2020**

The Committee considered a report from the Early Years Community Advisory Committee dated November 13, 2020 (see PSSC:001A, page 33).

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Moise

**That the report be received.**

**Carried**

**16. Environmental Sustainability Community Advisory Committee Report,  
November 3, 2020**

The Committee considered a report from the Environmental Sustainability Community Advisory Committee dated November 3, 2020 (see PSSC:001A, page 35).

**Moved by:** Trustee MacLean

**Seconded by:** Trustee Mammoliti

**That the report be received.**

**Carried**

**17. Environmental Sustainability Community Advisory Committee: 2019-2020 Annual Report**

The Committee considered an annual report from the Environmental Sustainability Community Advisory Committee for 2019-2020 (see PSSC:001A, page 37).

**Moved by:** Trustee Doyle

**Seconded by:** Trustee MacLean

**That the report be received.**

**Carried**

**18. Equity Policy Community Advisory Committee Reports, October 26 and November 23, 2020**

The Committee considered reports from the Equity Policy Community Advisory Committee dated October 26 and November 23, 2020 (see PSSC:001A, page 43).

**Moved by:** Trustee Moise

**Seconded by:** Trustee MacLean

**That the report be received.**

**Carried**

**19. French-as-a-Second-Language Community Advisory Committee Report, November 10, 2020**

The Committee considered a report from the French-as-a-Second-Language Community Advisory Committee dated November 10, 2020 (see PSSC:001A, page 47).

**Moved by:** Trustee Moise

**Seconded by:** Trustee Nunziata

**That the report be received.**

**Carried**

**20. Inner City Community Advisory Committee Reports, November 12 and December 10, 2020**

The Committee considered reports from the Inner City Community Advisory Committee dated November 12 and December 10, 2020 (see PSSC:001A, page 51). The reports were presented by co-chair Trustee Michelle Aarts.

**Moved by:** Trustee Mammoliti

**Seconded by:** Trustee Moise

**That the report be received.**

**Carried**

**21. Parent Involvement Advisory Committee Reports, October 20 and November 17, 2020**

The Committee considered reports from the Parent Involvement Advisory Committee dated October 20 and November 17, 2020 (see PSSC:001A, page 55). The reports, including a letter to the Director of Education with recommendations on virtual school engagement (see attached), were presented by co-chairs D. Williams and Felicia Seto-Lau.

**Moved by:** Trustee Doyle

**Seconded by:** Trustee MacLean

**That the report be received.**

**Carried**

**22. Special Education Advisory Committee Report, November 2, 2020**

The Committee considered a report from the Special Education Advisory Committee dated November 2, 2020 (see PSSC:001A, page 61).

**Moved by:** Trustee Doyle

**Seconded by:** Trustee Moise

**That the report be received.**

**Carried**



**23. Adjournment**

On motion of Trustee Doyle, seconded by Trustee Moise, the meeting adjourned at 9:44 p.m.

**Part C: Ongoing Matters**

No matters to report.

Submitted by: Rachel Chernos Lin, Chair of Committee

<b>Community Use of Schools Community Advisory Committee (CUSCAC) Terms of Reference</b>	
<b>Senior Resource Person(s)</b>	Maia Puccetti - <a href="mailto:maia.puccetti@tdsb.on.ca">maia.puccetti@tdsb.on.ca</a>
<b>Admin Support</b>	Tina Androutsos – <a href="mailto:tina.androutsos@tdsb.on.ca">tina.androutsos@tdsb.on.ca</a>
<b>Trustees</b>	Dan MacLean - <a href="mailto:Dan.MacLean@tdsb.on.ca">Dan.MacLean@tdsb.on.ca</a> Michelle Aarts - <a href="mailto:Michelle.Aarts@tdsb.on.ca">Michelle.Aarts@tdsb.on.ca</a>
<b>Chairs/Co-Chairs</b>	Community Co-Chair – Judy Gargaro - <a href="mailto:jgagaro@quickmail.com">jgagaro@quickmail.com</a> ; Trustee Co-Chair – Michelle Aarts - <a href="mailto:Michelle.Aarts@tdsb.on.ca">Michelle.Aarts@tdsb.on.ca</a>
<b>Mandate of the CAC</b>	<p>a) to facilitate ongoing feedback from community organizations on both the continued implementation of policy P011 (Community Use of Board Facilities) and P023 (Parent and Community Involvement);</p> <p>b) to suggest improvements to the policies stated above; to assess the impact of Community Use of Schools (CUS) funding from the Ministry of Education on use of space and to make recommendations regarding that funding;</p> <p>c) to make recommendations to the TDSB in order to:</p> <ol style="list-style-type: none"> <li>i. increase the accessibility and use of school facilities by community groups;</li> <li>ii. increase the concurrent use of school facilities by multiple community groups;</li> <li>iii. increase revenues from the Province of Ontario to support CUS;</li> <li>iv. improve and streamline the permit application process and reduce barriers to access;</li> <li>v. ensure access and equity considerations regarding CUS;</li> </ol> <p>d) to collaborate with other initiatives within TDSB as they impact CUS: e.g. Model schools, Focus on Youth program, service integration, Continuing Education, access to pools, Toronto Lands Corporation regarding community use, Full day kindergarten, Priority School Initiative, Facilities Partnership Agreements, etc (not a comprehensive list). This may also involve the TDSB speaking to the City of Toronto and Province of Ontario for areas under their jurisdiction.</p>
<b>Membership &amp; Committee Structure</b>	<p>a) Minimum of 2 Trustees on the Committee; The Board determines the number of Trustees and the Trustee Co-Chair. The Trustee Co-chair holds one vote and if unable to attend the meeting, may assign that vote to the other Trustee on the Committee as a designate. Other Trustees who are not members of the CUSCAC have a right to attend and participate in meetings, but do not have voting privileges.</p> <p>b) Fourteen (14) community representatives with 14 votes bringing perspectives from diverse groups both from specific geographic areas of Toronto and City-wide, including groups that permit space and those that do not. These groups could include but are not limited to:</p> <ul style="list-style-type: none"> <li>• sports and recreation</li> <li>• arts and hobbies</li> <li>• youth</li> <li>• programs for children and families</li> <li>• seniors</li> </ul>

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	<ul style="list-style-type: none"> <li>• persons with disabilities</li> <li>• parent groups</li> <li>• community advocacy groups</li> <li>• faith-based</li> <li>• aboriginal</li> <li>• for-profit groups</li> </ul> <p>c) Annually, the committee should review its composition and recruit community representatives to maintain diversity. This review should include identification of potential groups, geographic areas and permit use of TDSB space.</p> <p>d) The maximum number of members eligible to vote is 15, present and in person: 14 community representatives and 1 Trustee.</p> <p>e) Representatives of other key organizations are encouraged to attend and participate in meetings, but do not have voting privileges.</p> <ul style="list-style-type: none"> <li>• City of Toronto, i.e. Councillor, Senior City Staff (Social Development and Forestry, Parks and Recreation), Toronto Community Housing;</li> <li>• Toronto Lands Corporation;</li> <li>• TDSB Parent and Community Involvement Committee representation;</li> <li>• Funders: i.e., United Way, Laidlaw</li> <li>• Representative from the Government/Staff of the Province of Ontario</li> </ul> <p>f) The following TDSB staff will act as resources to the committee and should attend and participate in the meetings as appropriate, but are not voting members.</p> <ul style="list-style-type: none"> <li>• Staff Liaison Lead- Executive Officer Facilities and Planning</li> <li>• Committee Assistant</li> <li>• Senior Manager – Plant Operations and Community Use of Schools</li> <li>• Permit Coordinator</li> <li>• Plant Operations and Community Use of Schools staff as required</li> <li>• Program Manager – Continuing Education</li> <li>• Toronto School Administrators Association representative (TSSA)</li> <li>• Other departments/staff as required</li> </ul> <p><b>Committee Structure</b></p> <p>a) Co-Chairs:</p> <ul style="list-style-type: none"> <li>• Board of Trustees appoints one Trustee as Co-Chair and the committee selects one Co-Chair from the community member representatives (annually unless otherwise decided by the CUSCAC).</li> <li>• The Trustee Co-Chair and Community Co-Chair have equal status with regard to agenda setting, meeting management, and role as</li> </ul>
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	<p>the CUSCAC spokesperson. The Co-Chairs will mutually agree upon specific division of responsibilities.</p> <p>b) Alternates:</p> <ul style="list-style-type: none"> <li>● Alternates are considered replacements for voting members; therefore, alternates share the same roles and responsibilities as voting members when the voting member is not present.</li> <li>● Alternates must be proposed to and accepted by the voting members</li> <li>● Alternates can attend meetings as observers when the voting member is present.</li> <li>● Alternates can be declared candidates in the election of voting members.</li> </ul> <p>c) Attendance</p> <ul style="list-style-type: none"> <li>● Members and Alternates who miss 3 meetings in a row or more than half the meetings in a calendar year will be deemed to have resigned.</li> <li>● The Committee Assistant will track attendance and issue warnings as needed.</li> <li>● The Committee Assistant will issue a notice of resignation when needed.</li> </ul> <p>d) Observers</p> <ul style="list-style-type: none"> <li>● Observers who are interested in joining the committee can attend meetings and speak (at the Co-Chairs' discretion) but not vote.</li> <li>● Observers who have regularly attended meetings can be considered for Alternate and/or Member status when there is a vacancy within the category they represent.</li> </ul>
<p><b>Terms of Membership</b></p>	<p>Community representatives will serve for a renewable term of 2 years. Should community representatives be unable to fulfil their terms, CUSCAC can appoint a new community representative for the remainder of their 2-year term.</p> <p><b>Elections of members</b></p> <p>a) Fourteen community members will be elected for two-year terms. Terms will run from January to the December one-year later (i.e., January 2015 to December 2016).</p> <p>b) Elections will occur in November at the Annual General Meeting of CUSCAC.</p> <p>c) To ensure that there is a staggered turnover of members and maintenance of diversity, seven (7) community positions will come up for election in Year A and seven (7) will come up for election in Year B.</p> <p style="padding-left: 40px;">i. Categories in Year A (those years ending in an even number) will be Children, Community Advocacy, For-Profit, Parent groups, Persons with disabilities, Seniors, plus one (1) additional member to total 7.</p>

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	<p>ii. Categories in Year B (those years ending in an odd number) will be Aboriginal, Arts and Hobbies, Faith-based, Sports and Recreation, Youth plus two (2) additional members to total 7</p> <p>d) A general invitation will be posted on the TDSB website inviting members of the community to the Annual General Meeting. Current permit holders will be emailed a notice of the meeting by the Permit Department, where possible.</p> <p>e) Candidates will be identified by the category(ies) of permit holder (see Item "c" above) they represent and will be allowed to issue a short statement to indicate why they wish to be a voting member.</p> <p>f) Candidates must declare their candidacy in advance of the Annual General Meeting and must have attended in person a minimum of 1 entire meeting during the past year.</p> <p>g) One (1) election ballot will be issued to each active permit holder (regardless of how many permits they hold). Only permit holders with valid ballots will be allowed to vote during the election.</p> <p>h) Votes will be registered by secret ballot. All permit holders are eligible to vote for a representative from every membership category.</p> <p>i) The candidate placing second may be designated that category's Alternate; failing a second place candidate, CUSCAC voting members may appoint an Alternate.</p>
<p><b>Description of Quorum</b></p>	<p>The quorum of CUSCAC is half the total of members plus one rounded down. As the maximum number of eligible members is 15 members, quorum would be 8 members.</p> <p>a) Trustees – when there are 2 or more Trustee members of the committee, they will count as one member for quorum and for votes.</p>
<p><b>Meetings</b></p>	<p>a) Meetings will be held monthly (approximately 10 per year). Occasional meetings may be by conference call or virtually, if necessary.</p> <p>b) Sub-committees/Working groups to be established as required, with Terms of Reference or scope of work established by the CUSCAC. Workgroups, if required, may meet more frequently.</p> <p>c) Minutes of meetings and background information should be circulated by the Committee Assistant one week prior to the next meeting.</p> <p>d) Meeting schedules to be organized at times convenient to the majority of members of the CUSCAC.</p> <p>e) A schedule of CUSCAC meetings will be established at the beginning of each school year, published on the TDSB website and available via e-mail from the Co-Chairs or Committee Assistant.</p> <p>f) The Annual General Meeting will be held in November of each year. It will include a report of the activities conducted during the previous year.</p> <p>g) Notice of the Annual General Meeting will be issued one (1) month in advance, published on the TDSB website and available via e-mail from the Co-Chairs or Committee Assistant.</p> <p><b>Agendas and Minutes:</b></p>

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	<ul style="list-style-type: none"> <li>a) Minutes will be recorded by the Committee Assistant, but in the absence of the Committee Assistant, may be recorded by any member appointed by the Committee.</li> <li>b) Minutes must contain same essential information as Committee Reports (e.g., date, time, place of meeting, attendance/regrets, Chair of meeting, process for motions/decisions).</li> <li>c) Minutes of the CUSCAC will be formally recorded and made available. (see the Community Advisory Committee Handbook for the format of minutes).</li> <li>d) Agendas and notice of meetings and minutes to be circulated by the Committee Assistant no later than one week in advance.</li> <li>e) Members must submit any documents to be printed or shared electronically, 48 hours prior to the meeting.</li> <li>f) A designated staff member will act as the Committee Assistant and assist Co-chairs with agenda development, minutes, coordination of meetings and committee lists, outreach, information gathering.</li> </ul> <p><b>Decision making</b></p> <ul style="list-style-type: none"> <li>a) Where possible, decisions should be made by consensus.</li> <li>b) When votes are necessary, a simple majority will be sufficient.</li> </ul>
<p><b>Communicating Advice to the Board</b></p>	<p>Advice may take the form of formal recommendations approved by a decision of the committee and presented in a committee report, or feedback as expressed in a separate Committee document or recorded in the minutes of meetings.</p> <ul style="list-style-type: none"> <li>a) There are two ways to present advice to the Board of Trustees: a request may be made for a delegation at the Program and School Services Committee (PSSC) or a committee report may be presented to PSSC.</li> <li>b) A Community Advisory Committee may direct advice to senior staff, either on request or independently, where such matter is appropriate for staff attention.</li> <li>c) All Reports go first to Board Services for routing to the next PSSC meeting.</li> <li>d) The Staff Resource Person assigned to the CUSCAC is responsible for assisting the committee in its work and providing guidance and advice on issues related to the mandate of the committee.</li> <li>e) TDSB staff will share reports or recommendations with the Community Advisory Committee, prior to submitting the report to the appropriate Board Committee.</li> </ul>
<p><b>Requests for Information</b></p>	<p>CUSCAC may request information directly from staff. The staff liaison will determine which requests for information may be accommodated and the timelines for doing so, and which requests require the approval by the Board of Trustees or Director of Education.</p>
<p><b>Budget</b></p>	<p>Set resources (reviewed annually) are available to support meeting expenses.</p>

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<p><b>Networking</b></p>	<p>The CUSCAC is free to establish its own communication network among itself and to participate in joint or collective activities relevant to its role.</p>
<p><b>Code of Conduct</b></p>	<p>All Community Advisory Committees must abide by the principles set out on the <a href="#">Board Code of Conduct</a> established by the TDSB (Operational Procedure PR585). Key Principles as they relate to CUSCAC members are listed below:</p> <ul style="list-style-type: none"> <li>a) Members of CUSCAC will serve and be seen to serve community permit holders and community members, including school communities, in a constructive, respectful, conscientious and diligent manner;</li> <li>b) Members of CUSCAC should be committed to performing their functions with integrity and to avoiding the improper use of the influence of their position, and conflicts of interest, both apparent and real;</li> <li>c) The Integrity Commissioner should be consulted for advice by members of CUSCAC if the application of any section of this Code of Conduct is unclear.</li> </ul> <p>Conduct At Committee Meetings:                  Members of CUSCAC act in the service of the community. They are expected to respect the procedural rulings of the Co-Chairs. The Committee will follow the procedural rules of the TDSB Bylaws when conducting its meetings and follow the guidelines of the <a href="#">Community Advisory Committee Handbook</a>.</p> <p>Conduct Respecting Staff Members:</p> <ul style="list-style-type: none"> <li>a) No member of CUSCAC will maliciously or falsely injure the professional or ethical reputation, or the prospects or practice of staff members of the Board, and all members of CUSCAC will show respect for the professional capacities of staff members.</li> <li>b) No members of CUSCAC will compel staff members to engage in partisan political activities or be subjected to threats or discrimination for refusing to engage in such activities. No member of CUSCAC will use, or attempt to use, their authority or influence for the purpose of intimidating, threatening, coercing, commanding, or influencing any staff member with the intent of interfering with that person's duties, including the duty to disclose improper activity.</li> </ul>



November 17, 2020

Trustees and Director of Education  
 Toronto District School Board  
 5050 Yonge Street  
 Toronto, ON M2N 5N8

**RE: PIAC Recommendations on Virtual School Engagement**

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**AUTHORITY**

The Parent Involvement Advisory Committee (PIAC) of the Toronto District School Board (TDSB) makes the following recommendations to the Board and the Director of Education, pursuant to the authority of the *Education Act, Ontario Regulation 612/00 School Councils and Parent Involvement Committees, last amendment: O. Reg. 330/10.*

The purpose of PIAC as a parent involvement committee is to support, encourage and enhance parent engagement at the board level in order to improve student achievement and well-being.

PIAC shall achieve its purpose by,

- (a) providing information and advice on parent engagement to the board;
- (b) communicating with and supporting school councils of schools of the board; and
- (c) undertaking activities to help parents of pupils of the board support their children’s learning at home and at school.

**RECOMMENDATIONS**

**IT IS RECOMMENDED that:**

1. TDSB supports parent/guardian and caregiver engagement in the Elementary Virtual School and Secondary Virtual School.
  - 1.1. Communication**
    - 1.1.1. Enable communication between classroom parents by facilitating and supporting tools and processes including but not limited to class lists or directories, so that parents/guardians can opt-in to communicate with each other.
    - 1.1.2. Enable regular communication to parents/guardians from Virtual School administration including but not limited to e-newsletters and video messages.
    - 1.1.3. Facilitate and support teachers to regularly (e.g. weekly or bi-weekly) communicate with classroom parents/guardians.
    - 1.1.4. Facilitate and support teachers to hold class “meet-and-greet” sessions which include participation by parents/guardians at least once each term to communicate classroom expectations and information to parents/guardians as a classroom community.
    - 1.1.5. Create and communicate a “parent concern protocol” with a reasonable standard of response time to parent/guardian communications,

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PIAC | 5050 Yonge Street, Toronto, Ontario, M2N 5N8 | info@torontopiac.com | www.torontopiac.com



including phone calls and emails to teachers, administrative staff, principals, vice-principals, superintendents and trustees.

- 1.1.6. Facilitate interactive meetings such as ward forums or town halls which can be organized geographically, by grade, by division, etc.
- 1.1.7. Create and maintain a TDSB webpage for posting frequently asked questions (FAQ) and also questions and answers (Q&A) relating to the Virtual Schools.
- 1.1.8. Improve the TDSB website to make it more user friendly to parents/guardians and caregivers.
- 1.1.9. Provide a “311” type phone service with clearly communicated and posted hours of operation to assist parents/guardians and caregivers in navigating the services, programs and information at TDSB with translation available in identified languages.

**1.2. Responsiveness**

- 1.2.1. Dedicated phone numbers for all administration and administrative staff in all Virtual Schools.
- 1.2.2. Business hours (and extended hours) for the Virtual School (phones answered live).
- 1.2.3. Maximum response time for voicemails left (both in general and for response from (Vice) Principals).
- 1.2.4. Maximum response time for emails sent (both in general and for response from principals and vice-principals).
- 1.2.5. Maximum times to schedule meetings with school administration.
- 1.2.6. Clarity around firm timelines and deadlines for Special Needs accommodations (IEP, ICRP, other).
- 1.2.7. 311 type service to help navigating the system (multilingual).
- 1.2.8. If staffing remains an issue increase administration and administrative staffing to at minimum home (brick and mortar) school levels.

**1.3. Virtual School Survey**

- 1.3.1. Collaborate with PIAC to survey virtual school parents/guardians (with identified translations).

**1.4. Accountability**

- 1.4.1. Facilitate consultation with prior notice in reasonable timeframes on all major policy and operational changes, including but not limited to French language instruction hours and classroom changes.
- 1.4.2. Provide clarification to parents/guardians of the Parent Concern Protocol in the Virtual School.
- 1.4.3. Provide clarification to parents/guardians of curriculum expectations, including but not limited to the required resources to support their child’s learning (e.g. devices, printing, art supplies, etc.)
- 1.4.4. Provide clarification to parents/guardians of curriculum expectations regarding subject areas (e.g. health and physical education, music, etc.).
- 1.4.5. Provide clarification to parents/guardians around timelines and deadlines for Special Needs accommodations (e.g. IEP, ICRP, etc.).
- 1.4.6. Provide clarification to parents/guardians of curriculum expectations with regard to the School Improvement Plan (SIP).

1.4.7. Provide clarification regarding the funding available to support parent engagement in Virtual Schools

**RATIONALE**

The COVID-19 Pandemic has presented unprecedented challenges.

At its meeting on October 20, 2020, PIAC struck an ad hoc PIAC Virtual Engagement Working Group which has received feedback and input from Virtual School stakeholders including parents /guardians and caregivers, community support workers, and school administrators.

TDSB has made a commitment in its Multi-Year Strategic Plan to create equitable learning environments where students get what they need to excel and thrive. The TDSB Virtual Schools are experiencing equity gaps and it is the responsibility of the Board to ensure that Virtual Schools also receive equitable access and opportunity for the active participation of parents, to improve pupil achievement and to enhance the accountability of the education system to parents.

**In its Multi-Year Strategic Plan, TDSB has made commitments to:**

“Build Strong Relationships and Partnerships within School Communities to Support Student Learning and Well-Being

- We will strengthen relationships among our students, staff, families and communities to create a culture that supports all students and leads to improved learning and well-being.
- We will involve parents/guardians in the school improvement process to ensure their voices and perspectives inform our work.
- We will continue to build both formal and informal community partnerships to support the needs of all students and families.
- We will continue to create an environment of shared leadership where everyone’s expertise and experience is invited and every voice has influence.

**Community Engagement**

The engagement of a parent or caregiver in their school community has lasting benefits for student achievement and well-being. The Board will be working to improve this engagement by reviewing related policies, supporting school councils, and building strategic partnerships with community groups.”

Sincerely,

D. Williams (Co- Chair, TDSB PIAC)

Wilmar Kortleever (PIAC Ward 11 Rep and Co-Lead, PIAC Virtual Engagement Working Group)

Kaydeen Bankasingh (PIAC Ward 8 Rep and Co-Lead, PIAC Virtual Engagement Working Group)