

Carlene Jackson, Associate Director

Business Operations and Service Excellence

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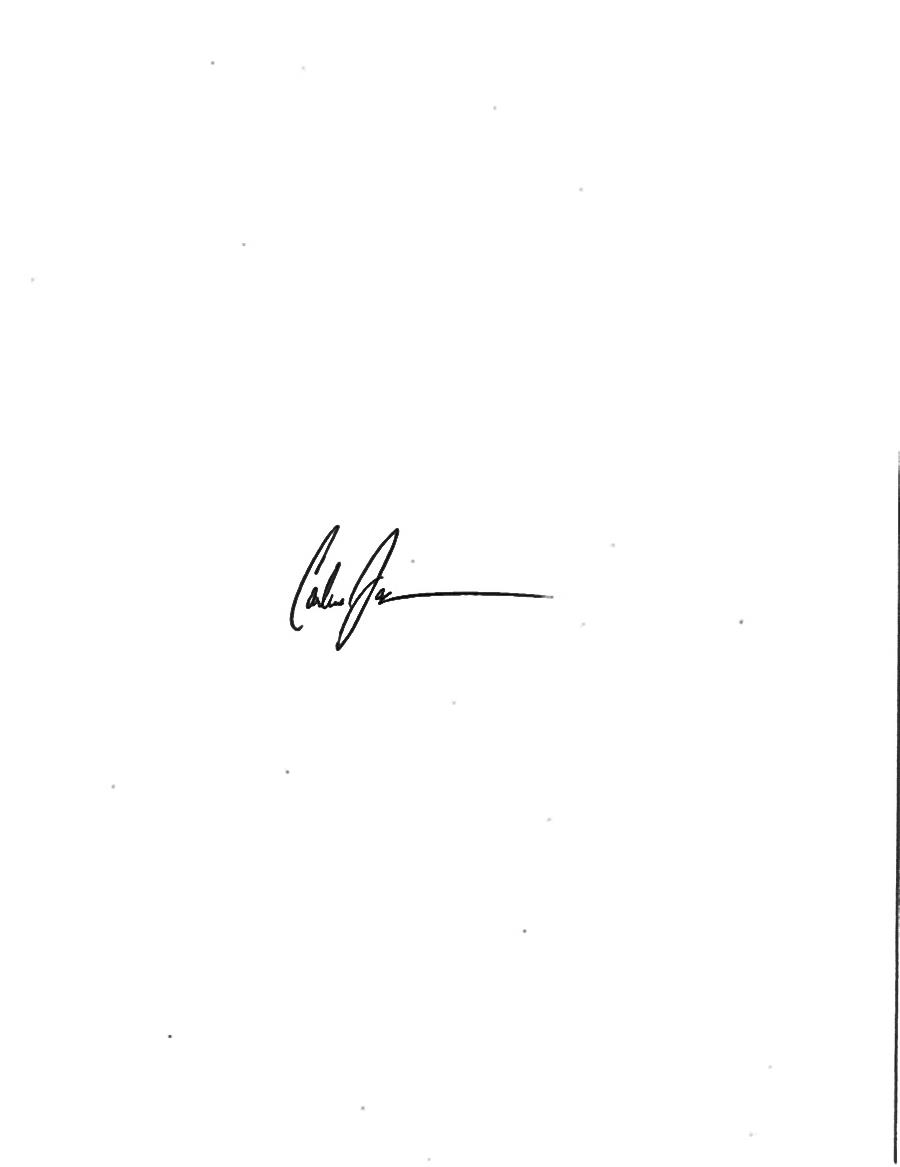
December 2, 2019

Leola Pon  
Executive Officer

Legal Services  
  
Dear Leola,  
  
During the 2019-2020 school year, I would ask you to focus on the following key areas while fulfilling all of the duties of your position:

* Develop and manage improvements for the provision of strategic internal and external legal services based on principles of service excellence, modernization, cost efficiency, and effectiveness;
* Develop and implement strategies and resources to support the professional learning and strategic legal needs of Senior Team;
* Provide opportunities for the Legal Services team to learn, experience and implement measures to support Toronto District School Board’s Multi-Year Strategic Plan;
* Support the work of the Governance and Policy Committee and the Board and Governance Services Department;
* Provide strategic leadership in the following key projects:
  + Investigations Review;
  + Toronto Lands Corporation;
  + Student Nutrition Program; and
  + Unreasonable complaint protocol.

Please develop an action plan with deliverables, measurements and budget and the date when various aspects of the plan will be completed.  
  
Thank you for your Executive leadership in TDSB.  
  
Sincerely,



Carlene Jackson

Associate Director

Business Operations and Service Excellence