



THE TORONTO AND REGION CONSERVATION AUTHORITY
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Ron Moeser
Chair

Brian Denney
Chief Administrative Officer

NOTICE OF MEETING

BUSINESS EXCELLENCE ADVISORY BOARD # 7/03

The next Business Excellence Advisory Board Meeting of The Toronto and Region Conservation Authority will be held on Friday, November 14, 2003 in the South Theatre, Black Creek Pioneer Village, at 9:00 a.m.

Enclosed please find the Agenda, Minutes of the various Boards and Committees, copies of communications, etc., that will be considered at the meeting.

Authority Members, concerned citizens, and all others receiving a copy of the Agenda and accompanying material are requested to bring them to the meeting, as additional copies will not be available.

If you are missing any attachments or copies or if you require further information regarding this Agenda, please contact Kathy Stranks, at 416-661-6600 ext. 5264 or e-mail at kstranks@trca.on.ca. Please also confirm attendance at the meeting.

NOTE LOCATION CHANGE:

MEETING WILL BE HELD IN THE SOUTH THEATRE, BLACK CREEK PIONEER VILLAGE



THE TORONTO AND REGION CONSERVATION AUTHORITY

Business Excellence Advisory Board Meeting #7/03

Chair:	Ron Moeser
Vice Chair:	David Barrow
Members:	Bas Balkissoon
	Rob Ford
	Bill O'Donnell
	Maja Prentice
	Dick O'Brien - Chair, Authority

November 14, 2003

9:00 A.M.

SOUTH THEATRE, BLACK CREEK PIONEER VILLAGE

AGENDA

- 1. MINUTES OF MEETING #6/03**
(enclosed herewith on Yellow)
- 2. BUSINESS ARISING FROM THE MINUTES**
- 3. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**
- 4. DELEGATIONS**
- 5. PRESENTATIONS**
 - 5.1** A presentation by Paul Speck, Vice President, Aon Reed Steinhouse in regards to Toronto and Region Conservation Authority's Risk Management Policy.
 - 5.2** A presentation by Marty Brent, Manager, Black Creek Pioneer Village in regards to Black Creek Pioneer Village Capital Infrastructure Projects.
- 6. CORRESPONDENCE**
- 7. SECTION I - ITEMS FOR AUTHORITY ACTION**
 - 7.1 FUTURE RESERVES POLICY**
Report to Follow

- 8. SECTION IV - ITEMS FOR THE INFORMATION OF ANOTHER BOARD**
 - 8.1 ELIMINATING BARRIERS TO EMPLOYMENT FOR NEW CANADIANS** 3-4
 - 8.2 ACCOUNTS RECEIVABLE STATUS REPORT**
November 2, 2003 5-7

- 9. NEW BUSINESS**

NEXT MEETING OF THE BUSINESS EXCELLENCE ADVISORY BOARD
#8/03 TO BE HELD ON JANUARY 16, 2004,
IN THE HUMBER ROOM, HEAD OFFICE

Brian Denney
Chief Administrative Officer

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TO: Chair and Members of the Business Excellence Advisory Board
Meeting #7/03, November 14, 2003

FROM: Catherine MacEwen, Manager, Human Resources and Safety

RE: ELIMINATING BARRIERS TO EMPLOYMENT FOR NEW CANADIANS

KEY ISSUE

Underemployment of new Canadians in the Toronto area.

RECOMMENDATION

THE BOARD RECOMMENDS TO THE AUTHORITY THAT the staff report on Toronto and Region Conservation Authority (TRCA) initiatives for the inclusion of new Canadians and others in employment, outreach and volunteer opportunities be received.

BACKGROUND

The Toronto Alliance formed out of recommendations of the Toronto City Summit and is made up of key community stakeholders. It was recommended in the Toronto Alliance report, *Enough Talk*, that there is a critical issue of unemployment or underemployment of new Canadians that needs to be addressed to create the multicultural, inclusive society which is the foundation of any healthy, economically vibrant and environmentally responsible city region.

The City of Toronto also conducted a study on discrimination and racism in employment and recommended that significant initiatives to eliminate discrimination in employment be implemented in full by 2008.

TRCA embraces this call to action and staff have been working on developing ways to participate. The following programs/initiatives are currently being implemented at TRCA:

The Volunteer Network

A partnership has been developed between the Ontario Council of Agencies Serving Immigrants (OCASI) and TRCA to further develop our volunteer network. This program will assist new Canadians in gaining much needed Canadian work experience through placement in volunteer positions with TRCA. Currently we have 75 volunteers working at TRCA through this program, and the supply of volunteers is currently exceeding the demand. To address this, TRCA's Volunteer Coordinator is exploring opportunities to link volunteers with other environmental organizations, thereby expanding the impact of the overall program.

Career Bridge

Career Bridge is a Toronto Alliance pilot program designed to allow new Canadians to work in an internship position at TRCA and other organizations to gain the needed Canadian work experience. This is achieved through a website which matches new Canadians and employers for placement in the internship program. TRCA is one of 14 host organizations in the public and private sector, and we expect to hire two, 4-month positions by December 2003. The cost of participation in the program is \$20,000 which will be paid as salary to the interns.

Newcomer Opportunities for Work Experience (NOW)

The NOW program was developed by the Toronto District School Board to allow new Canadians to gain experience in a work placement in their field of expertise. We currently have one employee for 2-months under this program. The salary for this position is covered by NOW at no cost to TRCA.

World Education Services (WES)

WES is an organization providing services to Citizenship and Immigration to evaluate new Canadians' educational accreditation. TRCA has partnered with WES to evaluate the environmental educational accreditation. No financial implications to TRCA.

TRCA is going to conduct an audit of TRCA's readiness to support new Canadian employees, including a review of our hiring policies and procedures and providing diversity training to staff.

As part of our overall Outreach program, we are going to provide mentorship to new Canadians.

DETAILS OF WORK TO BE DONE

Staff are investigating the following programs with the intention of implementing them at TRCA in 2004:

- Diversity training for all staff.
- Community Action Sites in areas with large immigrant populations.
- Multilingual staff speaker series for communities interested in environmental issues in their language of choice.
- Incorporate inclusivity as part of our guiding principles for the 2004 Business Planning Process.
- Job postings, events and volunteer opportunities through multicultural media in the GTA.

FINANCIAL DETAILS

\$20,000 payment for participation in the Career Bridge program has been made and allocated to account #018-01. Any additional costs resulting from new initiatives will be reviewed by staff and will be allocated to the Human Resources budget.

Report prepared by: Catherine MacEwen, extension 5219

For Information contact: Catherine MacEwen, extension 5219

Date: November 03, 2003

TO: Chair and Members of the Business Excellence Advisory Board
Meeting #7/03, November 14, 2003

FROM: James W. Dillane, Director, Finance and Business Development

RE: ACCOUNTS RECEIVABLE STATUS REPORT
November 2, 2003

KEY ISSUE

Staff report on accounts receivable.

RECOMMENDATION

IT IS RECOMMENDED THAT the report on accounts receivable of the Toronto and Region Conservation Authority (TRCA), as of November 2, 2003, be received.

ANALYSIS

The schedule below summarizes the status of receivables, including aging and classification. The schedule excludes \$5,348.00 in accumulated interest arrears on invoices outstanding for more than 30 days.

ACCOUNTS RECEIVABLE AGING, BY CATEGORY
(Excluding Municipal Levy and MNR Grant - As at November 2, 2003)

	CURRENT	31 TO 60 DAYS	61 TO 90 DAYS	90 PLUS DAYS	TOTAL	%
SCHOOLS AND SCHOOL BOARDS	122,584	10,982	15,474	273	149,413	15.7%
GOVERNMENT	301,156	233,004	22,686	67,630	624,476	65.6%
CORPORATE, INDIVIDUAL AND COMMUNITY GROUPS	78,794	54,798	11,327	33,291	178,210	18.7%
TOTAL	502,534	298,784	49,487	101,194	951,999	100.0%
% OF TOTAL	52.8%	31.4%	5.2%	10.6%	100.0%	

Items in excess of \$1,000.00 included in the 90-plus-days column, are listed on the following page. Except for the amount of \$4,621.56 due from Robertson Gaze Associates, these amounts are deemed collectible.

Receivable balances, as reported on each of the previous reports to the Board, after 1999, are presented below:

DATE	Total \$	90-Plus \$
November 2, 2003	951,999	101,194
August 24, 2003	768,825	125,803
May 25, 2003	445,116	168,327
March 2, 2003	709,807	141,313
October 20, 2002	774,831	46,237
August 25, 2002	326,529	109,560
May 26, 2002	658,514	201,158
January 31, 2002	585,736	64,259
December 30, 2001	1,078,071	38,666
October 23, 2001	350,385	106,343
August 27/01	371,985	17,153
May 25/01	1,132,443	44,810
March 26/01	621,560	167,094
December 30/00	1,014,021	67,981
September 06/00	596,536	47,728
March 19/00	869,266	100,758
February 15/00	1,007,850	42,952

The list below itemizes accounts greater than \$1,000 included in the 90 day plus category.

CLIENT NAME	AMOUNT \$	ARREARS INTEREST \$	AGE (DAYS)	NOTES
Choirs Ontario	19,534.00	1,198.69	128	Amount owed re: summer music camps at Albion Hills and Lake St. George Field Centres. Group is waiting for provincial funding before they can pay TRCA. This is an annual ritual with this company, but have always paid in the end.
City of Brampton	4,429.80	202.34	98	For summer music camps at Albion Hills Field Centre. Payment is being processed.
JKD Family	3,120.60	191.49	131	Family function at Claremont Field Centre. Payment is expected.
Robertson Gaze Associates	4,621.56	283.59	142	For planting materials. Company has advised that it is insolvent and cannot make any payments.
CPI Plastics	1,467.00	67.02	98	Company picnic at Heart Lake Conservation Area. Payment is expected.
TOTALS	33,172.96	1,943.13		

Report prepared by: Rocco Sgambelluri, extension 5232
For Information contact: Rocco Sgambelluri, extension 5232
Date: November 05, 2003