

City of London - Application for Appointment to a City of London Board or Commission

Application

Please choose the Board or Commission you are interested in serving on: **LMCH**

Contact Information

Name: **Carmel Tse**

City: **London**

Province: **ON**

Postal Code: **N6G 0K1**

Experience and Qualifications

If you have experience on a London Board or Commission, please provide dates and details. (max. 3000 characters):

Served as a member of Mayor Dianne Haskett's Asia-Pacific trade advisory committee (1994-2000).

Co-ordinated the visits of dignitaries such as consuls-general of China and representatives of the Hong Kong Economic Trade Office.

What do you hope to contribute or learn as part of a Board or Commission? (max. 3000 characters):

I want to contribute more to public service in London, particularly in the following areas:

- 1. Protecting and preserving the value of LMCH assets through Annual Unit Inspections, Life and Safety Inspections, good tenant relationships, and development and maintenance strategies. Upholding and promoting the LMCH brand in the community, aligning with LMCH's core culture.**
- 2. Accountability and transparency in public financing, in particular, procurement, special vendor award process, operational budgeting, and waste identification and elimination using Lean Six Sigma methodology. Promoting organizational effectiveness and operational efficiency, incorporating agile project management.**
- 3. Promoting knowledge on social housing, specifically the rights and obligations of landlords and tenants based on the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, and the Residential Tenancies Act. Safeguarding equity, diversity and inclusion among tenants as well as workers.**
- 4. Moving LMCH more to a knowledge- and analytics-based entity.**

How will you support the work of a Board or Commission? (max. 3000 characters):

- 1. Learn the missions and culture of LMCH.**
- 2. Attend all board meetings.**
- 3. Serve as the bridge between newcomers to London and LMCH.**
- 4. Leverage my professional and academic knowledge to provide governance and guidance to LMCH staff.**
- 5. Set visions and goals for LMCH.**
- 6. Act as an ambassador for LMCH.**

Please describe additional experience, training, or community involvement that will help you in your role as a Board or Commission Member. (max. 3000 characters):

Chair of the Board of Directors of the Chinese Canadian National Council, London Chapter. (2020-present).

Introduced governance and board meeting best practices adhering to the Not-for-Profit Corporations Act and Robert's Rules of Order.

Ontario Human Rights Code Certification. Working Together: The Ontario Human Rights Code and AODA.

Please tell us about your interest in being a part of the London Middlesex Community Housing board. Why are you interested in this particular opportunity? What do you hope to contribute, and how would you support the work of the London Middlesex Community Housing board?(max. 3000 characters):

As a Londoner since 1985, I wrote for and edited the Homes section as a supervising editor at the London Free Press. I also grew up with a background in public housing with my father, before his retirement, working his whole career for the Hong Kong Housing Authority, the world's largest public housing body.

After leaving the newspaper industry, I worked as a learning and development professional in the transportation, banking and nuclear power sectors before joining Toronto Community Housing Corporation as a Learning and Organizational Development Consultant in 2022.

As a TCHC team member, I know about the needs and challenges of public housing in Ontario from the lens of a management-exempt employee at the workplace.

By joining LMCH, I hope to learn about the governance aspects of social housing in Ontario.

I hope to contribute and support LMCH with the following attributes:

- 1. A learning professional in the social housing sector.**
- 2. Agile professional trained in organizational effectiveness and operational efficiency.**
- 3. A practicing professional on Equity, Diversity and Inclusion.**
- 4. Knowledge of the housing aspects of the Ontario Human Rights Code, AODA and the RTA.**
- 5. Setting the visions and goals of LMCH pertaining to evolving technology.**

Please tell us about your educational background, professional credentials, or any other training which is relevant to this position. (max. 3000 characters):

Doctorate of Business Administration student, Swiss School of Business Management (2022-2025).

Master of Science, Learning Design and Technology, University of Maryland (2019-2022). Graduate certificates, Cybersecurity, Data Science and Higher Education Strategies, Harvard University (2018-2019).

BA, University of Lethbridge, Political Science (1981)

Certified Scrum Master (2020).

Lean Six Sigma Black Belt (2020).

Management of Urban Infrastructures Certificate, École polytechnique fédérale de Lausanne (2019)

Canadian Securities Course

Certificate, E1 - Procurement Intro, Purchase Requisition and E1 overview, TCHC (2023)

Please describe any relevant work and/or lived experience you have. (max. 3000 characters):

Summary:

Results-driven professional with a Master of Science in Learning Design and Technology, Lean Six Sigma Black Belt, Certified Scrum Master, and extensive experience as a Management Consultant, Learning Designer, Leadership Trainer, Cybersecurity Practitioner, and Journalist. Leveraging transparent methodologies and servant leadership, I excel in agile project management, instructional design, leadership, and data analysis. A passionate advocate for learning and inclusivity, dedicated to positively impacting learning accessibility.

Work Experience:

Learning and Organizational Development Consultant

Toronto Community Housing | October 2022 - Present

- Organizational Development: Introduced Kanban workflow methodologies to the Learning and Organizational Development team. Change agent to drive TCHC to become a knowledge-based workplace.**
 - People management: Wrote curriculum on Attendance Support Program using Workday for non-union staff and collaborated with unions based on terms of collective agreements. Wrote curriculum on the recruitment interview process for Talent Acquisition.**
 - Digital Learning: Directed eLearning materials on AODA, Annual Unit Inspection, Social Media Policy, and Rights and Obligations of the Landlord and Tenants.**
 - Cybersecurity: Curated and administered cybersecurity training.**
 - Technology: Implemented training on Microsoft 365 transition. Introduced the use of Generative AI to the L&OD workflow. Managed CSOD learning management system**
- Instructional Designer**

TD Bank | August 2021 - April 2022

- Implemented Kanban workflow for organizational effectiveness.
- Conducted Scaled Agile workflow management training programs.
- Applied Rapid Development SAM and ADDIE frameworks for learning asset creation.

Meridian Credit Union | March - August 2021

- Established Agile Kanban workflow for the L&D department.
- Created teaching materials on change management, risk mitigation, and cybersecurity.
- Managed UKG UltiPro learning management system.

Director of eLearning

iPass Driving School and AAAHTD Ontario Corp. | January 2015 - February 2021

- Developed eLearning curriculum for Beginner Driver Education.
- Managed transition of CAA Approved Driving Schools to AAA.
- Oversaw TalentLMS learning management system.

Project Manager and Systems Integrator

Q Integrators | April 1994 - December 2014

- Led digital transformation for Gannett Newspapers and facilitated enterprise software transition.

- Consulted on digital transformation for 20 daily newspapers.

London Free Press | 1985 - 1994

- Drove digital transformation and managed training for system implementation.
- Authored weekly personal finance column.

Tell us about your involvement in any public or private sector boards, community involvement, or other experiences that are relevant to this position. Please describe the roles you played and the period of time you were involved.(max. 3000 characters):

- Examination Proctor, Travel Industry Council of Ontario
- Project Management Program Advisory Committee, Lawrence Kinlin School of Business, Fanshawe College
- Chair of the Board of Directors, Chinese Canadian National Council, London
- Member, HarvardX Cybersecurity Risk Alumni Group
- Journal Reviewer, Online Learning Consortium

If necessary, please provide any additional relevant information that is not captured in your previous answers.(max. 3000 characters): **N/A**

Attach resume or other document here, if needed:

Attach more files here, if needed:

Confirmations

I declare the following: **I am a resident of London. ; I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.**

To help inform our outreach activities, please tell us how you heard about this opportunity:
(optional): **Other**

If you selected 'Other', please specify: **Mayor Colin Grantham of Strathroy-Caradoc**

Submitted on: **1/21/2024 11:54:05 PM**