

Ministry of Education

Minister

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Ministre

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March 4, 2026

Chris Day

Chair

Ontario Educational Communications Authority (TVO)

2180 Yonge Street Stn Q

Toronto, Ontario

M4T 2T1

Subject: TVO's Letter of Direction for 2026-27

Dear Mr. Day,

I am pleased to share our government's 2026-27 priorities for the Ontario Educational Communications Authority (TVO).

Agencies are a part of government and are expected to act in the best interests of the people of Ontario. In a time of economic uncertainty, agencies play a critical role in supporting our commitment to Protect Ontario by improving service delivery, driving innovation, and ensuring responsible stewardship of public resources – all while adhering to government policies and directives.

In accordance with the Agencies and Appointments Directive, agencies are required to align their goals, objectives and strategic directions with our government's priorities. As Chair, you are responsible for ensuring that the Ontario Educational Communications Authority's (TVO) business plan clearly demonstrates how the agency will fulfill these expectations. Progress and achievements must be reported through your annual report, and compliance with these requirements will be monitored and reported to Treasury Board/Management Board of Cabinet annually.

This letter sets out my expectations for 2026-27, with a focus on how the Ontario Educational Communications Authority (TVO) will contribute to protecting Ontario by delivering better services and driving innovation and value for money.

Protect Ontario

1. Expand domestic partnerships within Canada to promote the development of supply chains and economic opportunities across Canada and support economic resilience, particularly in light of ongoing U.S. tariff threats and economic uncertainty.
2. Procure from Ontario and Canadian businesses whenever feasible.
3. Provide economic relief for Ontario families, consumers and businesses by freezing government fees and fares, unless approved by the oversight Minister.

Deliver Better Services

4. Focus on a user-centered client/customer experience by simplifying interactions, improving satisfaction, and expanding and optimizing digital service offerings.
5. Identify opportunities to enhance efficiency, improve services, drive innovation, and achieve cost savings for the people of Ontario, including through the use of AI and other advanced technologies.
6. Eliminate unnecessary bureaucracy and red tape by applying lean methodologies or other modalities to achieve operational efficiency.

Drive Innovation & Value for Money

7. Find innovative solutions to use public resources efficiently and to effectively deliver on the agency's mandate while operating within agency's financial allocation, supported by accurate financial reporting, effective internal controls, and proactive fraud management practices.
8. Manage agency workforce with careful responsibility to stabilize expenditures and preserve long-term financial viability by:
 - strictly adhering to the hiring control parameters, including ceasing hiring for non-business critical and non-public-facing positions, including the use of consultants;
 - operating within a defined maximum workforce size (including consultants);
 - ensuring compliance with the Broader Public Sector Executive Compensation Act (BPSECA); and
 - enhancing productivity and efficiency by using technology wherever possible.

9. Create a span of control policy that recognizes different streams of work within the organization and sets minimum span of control benchmarks, and provide it to the Minister for approval by March 31, 2026.
10. Provide to your oversight minister, by October 1, 2025, the amended human resource policy, guideline or directive that adheres to the OPS in-office standard of four (4) days per week effective October 20, 2025, and five (5) days per week effective January 5, 2026, and work with your oversight ministry to address any office space constraints.

These are the government-wide commitments for board-governed provincial agencies. Please see the attached guide for further details of each priority and the accompanying outcomes and performance measures that can be utilised if measurements are not currently in place.

I am also sharing several priorities specific to the Ontario Educational Communications Authority (TVO):

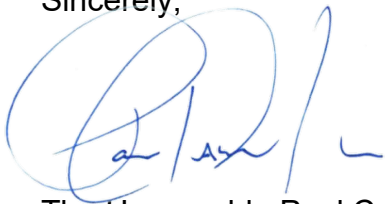
1. To support the government's commitment to high quality and consistent curriculum implementation, continue to work with the ministry and partners to provide curriculum resources for Ontario students that are aligned with the ministry's learning priorities and newly issued curriculum, and continue to develop online learning courses for secondary curriculum.
2. Work with the ministry and partner ministries on how TVO can contribute to the public's understanding and celebration of Ontario's history.
3. Continue to support foundational learning skills in reading and math through the development of programming and resources such as the financial literacy graduation requirement and Mathify tutoring.
4. Continue to implement the Canadian Adult Education Credential (CAEC), as a replacement for the General Education Development assessment (GED) and recognized as Ontario's High School Equivalency credential.
5. Continue to market TVO's learning resources outside of Ontario, leveraging the reputation of the Ontario education system, and explore new opportunities and partnerships to increase revenue generation that can be re-invested into education and dynamic learning.
6. Assess the impact of TVO's educational resources on student learning and achievement. An initial plan that identifies outcome-based performance measures and a plan on how these will be assessed for impact on student learning and achievement should be provided to the ministry by March 31, 2026, and a final report provided by March 31, 2027.

At our next meeting, I would be pleased to discuss these priorities, and I look forward to hearing how they will be reflected in the agency's upcoming business plan and in ongoing agency operations.

Thank you and your fellow board members for your continued commitment to the Ontario Educational Communications Authority (TVO). Your work and ongoing support is invaluable to our government and the people of Ontario.

Should you have any questions, please feel free to contact Deputy Minister Denise A. Cole at denise.a.cole@ontario.ca.

Sincerely,



The Honourable Paul Calandra
Minister of Education

Attachment: Government Priorities for Agency Sector Chart

c: Pary Bell, Chief Executive Officer, TVO
Denise A. Cole, Deputy Minister, Ministry of Education
Louis Dimitracopoulos, Chief Administrative Officer and Assistant Deputy Minister,
Corporate Management and Services Division, Ministry of Education
Yael Ginsler, Assistant Deputy Minister, Student Achievement Division, Ministry of
Education