

Diversity, Inclusion and Anti-Oppression Advisory Committee

Report

The 3rd Meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee
February 20, 2020
Committee Room #5

Attendance PRESENT: R. Hussain (Chair), J. Braithwaite, M. Buzzelli, F. Cassar,
C. DuHasky, B. Hill, M. Mlotha and D. Turner (Committee Clerk)

NOT PRESENT: Z. Hashmi

ALSO PRESENT: F. Andrighetti, S. Khan, C. Saunders, M. Stone, and
T. Tomchick-Condon

The meeting was called to order at 12:09 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Opening Ceremonies

2.1 Acknowledgement of Indigenous Lands

That it BE NOTED that the meeting was opened with an
Acknowledgement of Indigenous Lands by R. Hussain.

2.2 Traditional Opening

That it BE NOTED that no Traditional Opening was received.

3. Scheduled Items

3.1 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the presentation from M. Stone, Supervisor I,
Municipal Policy (AODA), as appended to the agenda, with respect to
'Accessibility for Ontarians with Disabilities' customer service training, was
received.

4. Consent

4.1 2nd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee

That it BE NOTED that the 2nd Report of the Diversity, Inclusion and Anti-
Oppression Advisory Committee, from its meeting held on January 16,
2020, was received.

4.2 Municipal Council Resolution - 8th, 1st and 2nd Reports of the Diversity, Inclusion and Anti-Oppression Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting
held on January 28, 2020, with respect to the 8th, 1st and 2nd Reports of
the Diversity, Inclusion and Anti-Oppression Advisory Committee, was
received;

it being further noted that a verbal update from C. Saunders, City Clerk, with respect to advisory committee budget expenditure guidelines, was received.

4.3 Municipal Council Resolution - Advisory Committee Work Plans

That it BE NOTED that the Municipal Council resolution, from its meeting held on January 28, 2020, with respect to Advisory Committee work plans, was received.

5. Sub-Committees and Working Groups

5.1 Joint Policy and Planning / Education and Awareness Sub-Committee

That an expenditure of up to \$250.00 from the 2020 Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC) budget BE APPROVED for the creation of clip-on magnets and pins to help the public identify DIAAC members at upcoming community events;

it being noted that a verbal update from M. Mlotha, with respect to the joint Policy and Planning / Education and Awareness sub-committee minutes, as appended to the agenda, was received.

5.2 Awards and Recognition Sub-Committee

That it BE NOTED that the committee held a general discussion with respect to the Awards and Recognition sub-committee.

5.3 Community Diversity and Inclusion Strategy

That it BE NOTED that no update was heard with respect to the Community Diversity and Inclusion Strategy.

6. Items for Discussion

6.1 2020 Work Plan

That the attached 2020 Diversity, Inclusion and Anti-Oppression Advisory Committee work plan BE FORWARDED to Municipal Council for consideration and approval.

6.2 Issuance of Proclamations Policy

That it BE NOTED a verbal update from C. Saunders, City Clerk, with respect to the *Issuance of Proclamations Policy*, was received.

6.3 Upcoming/Exigent Events, Meetings and Celebrations

That it BE NOTED that the committee held a general discussion with respect to upcoming/exigent events, meetings and celebrations.

7. Adjournment

The meeting adjourned at 1:23 PM.



Accessibility for Ontarians with Disabilities (AODA) Customer Service Training



Melanie Stone

Accessibility Specialist, HR & Corporate Services



AODA

- Goal: To help make Ontario accessible for all



Photo Caption: This photo is of a woman in a Canadian Sledge Hockey Team jersey, seated in an ice sledge, holding 2 sledge hockey sticks. She is facing the camera with a serious expression on her face. She is holding the sledge hockey sticks with large hockey gloves.



AODA Components

- The AODA (Accessibility for Ontarians with Disabilities Act) and Integrated Accessibility Standards Regulation (IASR)
- Customer Service
- Information & Communication Standard
- Design of Public Spaces
- Transportation
- Employment



Thinking about disability

The AODA uses the Ontario Human Rights definition of disability. which includes physical disabilities as well as vision, hearing, speech, developmental, learning and mental health disabilities.

One in 7, to 1 in 5 Ontarians has a disability.

- **Who are people with disabilities?**
- When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can also be non-visible. We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.
- The Accessibility for Ontarians with Disabilities Act, 2005 uses the same definition of disability as the Ontario Human Rights Code



Who is a customer?

- The standards must be followed by:
- the Ontario Government and Legislative Assembly
- all designated public sector organizations, which include municipalities, universities, colleges, hospitals, school boards and public transportation organizations
- private businesses and not-for-profit organizations that have one or more employees in Ontario
- **Who is a customer?**
- A customer can be anyone who is accessing your organization's goods, services or facilities. They may include paying and non-paying members of the public, and individuals your organization might call customers, such as clients, members, patrons or patients.
- Customers can also be other businesses or organizations (also referred to as third parties).



Ontario Human Rights Definition of Disability

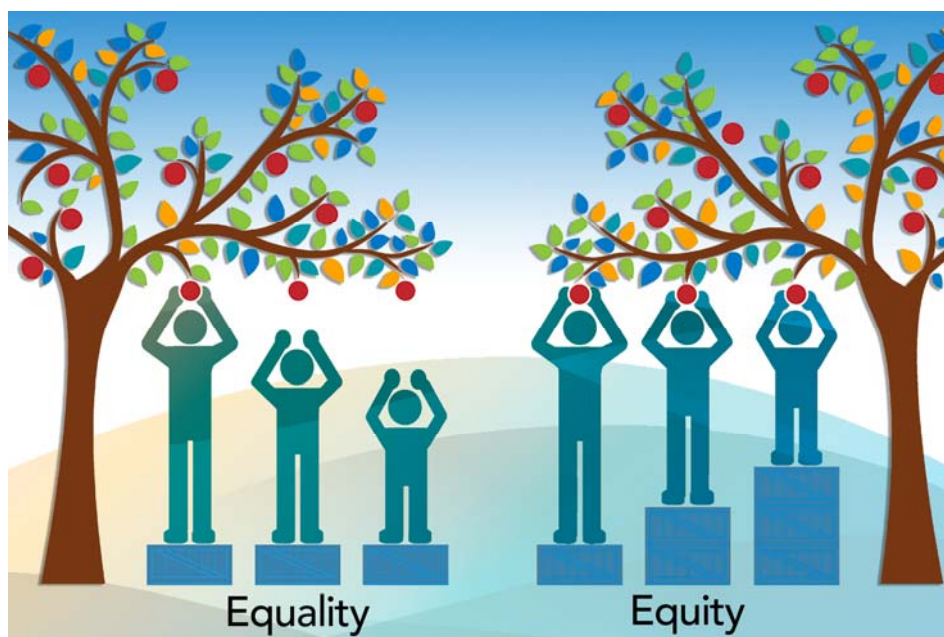
- Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions.
- A disability may have been present at birth, caused by an accident, or developed over time.
- Section 10 of the Code defines “disability” as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. “Disability” should be interpreted in broad terms.



Getting to equity





Ableism

- Discrimination in favour of able bodied people.
- Understanding that the world is built for particular bodies, and workplaces, policies, public spaces, buildings and their contents are often designed in favour of able-bodied people or people without disabilities
- The Supreme Court of Canada — the highest court — has also recognized that there is a social component to disability. It has called this social component “social handicapping.” What this means is that society’s response to persons with disabilities is often the cause of the “handicap” that persons with disabilities experience.



Who is required to take this training?

- The following people must be trained on serving customers with disabilities:
- all employees and **volunteers** (paid and unpaid, full-time, part-time and contract positions)
- **anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners)**
- anyone who provides goods, services or facilities to customers on your organization’s behalf (such as external contact centres or facilities management companies)
- Training must be completed as soon as possible after an employee or volunteer joins your organization.
- Training must also be provided when there are any changes to your organization’s accessible customer service policies.



Customer Service Policies

- The Corporation of the City of London has its own accessible customer service policies.
- We provide information on how to use any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities



Follow up training will be provided

- More detail on additional tools will be provided in the New Year as we roll out new policies and technology.
- Each committee has different policy requirements under the AODA. Please review the sections applicable to you so that your policy work is informed by accessibility legislation. For example, if you are involved in advising about public spaces, be sure you review the details of the public space standards.



Customer Service Standard

- Our job is to ensure better accessible structures, programs and services so that we aren't the barrier that prevents people from participation
- The AODA requires commitment to providing quality goods, services and facilities that are accessible to all persons we serve
- We will continue to work with the community and allocate appropriate resources towards the elimination of accessibility barriers in customer service



City of London Accessible Customer Service Policy

- All of our staff are trained during orientation about how to provide accessible customer service.
- We have a number of tools available for customers to communicate



Common Mistakes

- Common mistakes
 - Leaning down inappropriately to talk to someone
 - Speaking loudly and slowly without being asked to
 - Being patronizing (good for you! You're outside doing things!)
 - Having different expectations/making decisions on someone's behalf
 - Speaking to a support person/partner only
 - Assuming someone is a support person and not a partner/family member/spouse
 - Offering unsolicited advice
 - Sharing personal stories of disability
 - Assessing someone's disability and worthiness for an accommodation (bathrooms & parking spots are common)
 - Describing people as their mobility aid "We need to move this wheelchair."
 - Moving a mobility aid without direction or permission



Tips

- Ask before you help. People with disabilities often have their own ways of doing things.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without their permission.
- If you have permission to move a person's wheelchair or mobility aid, don't leave them in an awkward, dangerous or difficult position, such as facing a wall or in the path of opening doors or elevators.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level if appropriate or invited.



Visible and invisible

- There are visible and invisible disabilities. There are temporary and permanent disabilities and there are episodic disabilities.
- Many people have disabilities that involve all three or different intersecting disabilities such as mental health and physical disability.
- For this reason, ask how you can help. Needs change and what works one day may not work the next.



Individuals with vision loss

- Vision loss can restrict someone's ability to read documents or signs, locate landmarks or see hazards. Some people may use a guide dog, a white cane, or a support person such as a sighted guide, while others may not.
- **Tips:**
- When you know someone has vision loss, don't assume the person can't see you. Not everyone with vision loss is blind. Many have some or fluctuating vision.
- Identify yourself when you approach and speak directly to your customer if they are with a companion.
- Ask if they would like you to read any printed information out loud to them, such as a policy or a bill or schedule of fees. Not everyone can read braille so ask how you can be of assistance.



- When providing directions or instructions, be precise and descriptive (for example, “two steps in front of you” or “a metre to your left”). Don’t say “over there” or point in the direction indicated.
- Offer your elbow to guide them if needed. If they accept, lead – don’t pull.
- Identify landmarks or other details to orient the person to the surroundings. For example, if you’re approaching stairs or an obstacle, say so.
- If you need to leave the customer, let them know by telling them you’ll be back or saying goodbye.
- Don't leave your customer in the middle of a room – guide them to a comfortable location.



People who are deaf/Deaf or hard of hearing

- People who have hearing loss may identify in different ways. They may identify as deaf/Deaf, oral deaf, deafened, or hard of hearing. These terms are used to describe different levels of hearing or the way a person’s hearing was diminished or lost.
- A person with hearing loss might use a hearing aid, an amplification device or hearing ear dog. They may have preferred ways to communicate, for example, through sign language, by lip reading or using a pen and paper.



- Once a customer has self-identified as having hearing loss, make sure you face the customer when talking and that you are in a well-lit area so the person can see you clearly.
- As needed, attract the person's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- Maintain eye contact. Use body language, gestures and facial expression to help you communicate.
- If the person uses a hearing aid, reduce background noise or if possible, move to a quieter area.
- Don't assume that the customer knows sign language or reads lips.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- When using a sign language interpreter, look and speak directly to the customer, not the sign language interpreter. For example, say "What would you like?" not "Ask her what she'd like."



Speech

- Cerebral palsy, stroke, hearing loss or other medical conditions or disabilities may make it difficult for a person to pronounce words or express themselves. Some people who have severe difficulties may use a communication board or other assistive devices.
-
- **Tips:**
- Don't assume that a person who has difficulty speaking doesn't understand you.
- Speak directly to the customer and not to their companion or support person.
- Whenever possible, ask questions that can be answered "yes" or "no."
- If the person uses a communication device, take a moment to read visible instructions for communicating with them.
- Be patient. Don't interrupt or finish your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you're not sure.
- If necessary, provide other ways for the customer to contact you, such as email.



Learning Disabilities

- The term “learning disabilities” refers to a range of disabilities. One example of a learning disability is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when the person has difficulty reading material or understanding the information you are providing.
- People with learning disabilities just learn in a different way.
- **Tips:**
 - Be patient and allow extra time if needed. People with some learning disabilities may take a little longer to process information or to understand and respond.
 - Try to provide information in a way that works for your customer. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.
 - Be willing to rephrase or explain something again in another way, if needed.



Developmental or intellectual disability

- Developmental disabilities (such as Down syndrome) or intellectual disabilities can mildly or profoundly limit a person’s ability to learn, communicate, do everyday physical activities or live independently. Supports, encouragement and inclusion
- **Tips:**
 - Don’t make assumptions about what a person can or cannot do.
 - Don’t exaggerate your speech or speak in a patronizing way.
 - Use plain language.
 - Provide one piece of information at a time.
 - If you’re not sure of what is being said to you, confirm by summarizing or repeating what was said, or politely ask them to repeat it – don’t pretend if you’re not sure.
 - Ask the customer if they would like help reading your material or completing a form, and wait for them to accept the offer of assistance.
 - Be patient and allow extra time if needed.



Mental Health

- Did you know that one in five Canadians will experience a mental health disability at some point in their lives?
- Mental health disability is a broad term for many disorders that can range in severity. A person with a mental health disability may experience depression or acute mood swings, anxiety due to phobias or panic disorder, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
- You may not know someone has this disability unless you are told. Stigma and lack of understanding are major barriers for people with mental health disabilities.
- **Tips:**
 - If you sense or know that a customer has a mental health disability, treat them with the same respect and consideration you have for everyone else.
 - Be confident, calm and reassuring. Ask the customer for what they need.
 - Listen carefully, and work with the customer to meet their needs. For example, acknowledge that you have heard and understood what the person has said or asked.
 - Respect your customer's personal space.
 - Limit distractions that could affect your customer's ability to focus or concentrate. For example, loud noise, crowded areas and interruptions could cause stress.



What creates disabling conditions?

- Expectations of fast pace & quick travel
- Ignorance or dismissive attitudes
- Lack of appropriate support technology
- Lack of creativity/problem solving
- Structural inaccessibility (stairs, poor lighting, temperature fluctuations, flashing lights, lack of snow removal, etc...)
- Inequitable funding
- Fear of doing the "wrong" thing so doing nothing at all
- Fear in the workplace
- Distractions and loud noises
- Not providing enough information for someone to request assistance ahead of time.



Accommodations

- Support persons for customers with disabilities are common and welcome at all city facilities
- Consent is required if confidential information is going to be discussed
- Support person is free to enter City facilities at no charge
- Speak directly to the customer, not the support person unless you are directed to do so



Service animals

- Customers with disabilities are permitted to:
- Enter all public City facilities with service animals
- Go anywhere customers normally have access unless excluded by law
- Customer is responsible for the care and supervision of their service animal
- Avoid talking to, touching or making eye contact with the working animal
- Employees with disabilities are able to bring their service dogs into any area they are required to work with very few exceptions.



Service Disruptions

- We are required by law to provide public facing information about all service disruptions.
- If a service/program or building is to be closed or cancelled you should post your service disruption information on your website and other areas easily accessible to patrons.



This photo is an image of a person holding a temporary closure sign. The person's hands are in the photo and their blue shirt is in the background.



If you host an event or customers be sure to accessible details

- If it applies, inform your customer of the accessible features in the immediate area (such as automatic doors, accessible washrooms, elevators or ramps).
- Think ahead and remove any items that may cause a physical barrier, such as boxes left in an aisle.
- If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Use a clipboard handy if filling in forms or providing a signature is required.
- Keep in mind that a person's physical disability may not be visible or obvious. For example, a person may have difficulty standing for long periods of time and may ask to sit while waiting to be served.



Additional Assistance Available

Visit www.london.ca/accessibility

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist
ext. 2425 mstone@london.ca or
accessibility@London.ca

Diversity, Inclusion and Anti-Oppression Advisory Committee

Report

The 2nd Meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee
January 16, 2020
Committee Room #3

Attendance PRESENT: R. Hussain (Chair), J. Braithwaite, M. Buzzelli, F. Cassar,
M. Mlotha and D. Turner (Committee Clerk)

NOT PRESENT: C. DuHasky, Z. Hashmi, and B. Hill

ALSO PRESENT: F. Andrighetti, A. Fordyce, K. Husain, S. Khan, M.
Sereda, S. South, and T. Tomchick-Condon

The meeting was called to order at 12:12 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Opening Ceremonies

2.1 Acknowledgement of Indigenous Lands

That it BE NOTED that the meeting was opened with an
Acknowledgement of Indigenous Lands by R. Hussain.

2.2 Traditional Opening

That it BE NOTED that no Traditional Opening was received.

3. Scheduled Items

None.

4. Consent

4.1 1st Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee

That it BE NOTED that the 1st Report of the Diversity, Inclusion and Anti-
Oppression Advisory Committee, from its meeting held on December 19,
2019, was received.

5. Sub-Committees and Working Groups

5.1 Awards and Recognition Sub-Committee

That it BE NOTED that the committee held a general discussion with
respect to the Awards and Recognition Sub-Committee; it being further
noted that the sub-committee meeting minutes, as appended to the
agenda, were received.

5.2 Education and Awareness Sub-Committee

That the following actions be taken with respect to the joint Education and Awareness - Policy and Planning sub-committee update:

a) the following expenditures from the 2020 DIAAC budget BE APPROVED:

i) \$300.00 contribution towards 2020 Black History Month events, including but not limited to the February 15th Family Day Celebration and associated children's' services, as reflected in the 2020 DIAAC work plan;

ii) up to \$500.00 to recover costs born by DIAAC in the co-ordination and co-hosting of the March 21st 'Hands Against Racism' event; and,

b) Council BE REQUESTED to consider issuing a proclamation for March 21st as the International Day for the Elimination of Racial Discrimination;

it being noted that the attached joint sub-committee minutes and attached Black History Month promotional materials were received.

5.3 Policy and Planning Sub-Committee

That it BE NOTED that the committee heard a verbal update from M. Mlotha and K. Husain with respect to the recent joint Education and Awareness Sub-Committee and Policy and Planning Sub-Committee meeting; it being further noted that the related sub-committee meeting minutes, as appended to report item 5.2, were received.

5.4 Community Diversity and Inclusion Strategy

That a Community Diversity and Inclusion Strategy update BE DEFERRED until the next meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee.

6. Items for Discussion

6.1 2020 Work Plan

That City of London communications staff BE INVITED to a future meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee to discuss compliance requirements for future promotional materials created by DIAAC.

6.2 Upcoming/Exigent Events, Meetings and Celebrations

That it BE NOTED that the committee held a general discussion with respect to upcoming/exigent events, meetings and celebrations.

7. Adjournment

The meeting adjourned at 1:30 PM.



London
CANADA

P.O. Box 5035
300 Dufferin Avenue
London, ON
N6A 4L9

January 29, 2020

R. Wilcox
Director, Service, Innovation and Performance

P. McKague
Director, Strategic Communications, Government Relations and Community

I hereby certify that the Municipal Council, at its meeting held on January 28, 2020 resolved:

That the following actions be taken with respect to the 8th, 1st and 2nd Reports of the Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC), from the meetings held on November 21, 2019, December 19, 2019 and January 16, 2020, respectively:

a) that the following actions be taken with respect to the 8th Report of the DIAAC:

i) that the following actions be taken with respect to the Policy and Planning Sub-Committee Update:

A) that F. Cassar BE APPROVED as the secondary representative member from the DIAAC to sit on the Community Diversity and Inclusion Strategy Leadership Table; and,

B) that it BE NOTED that the DIAAC heard a verbal update from M. Mlotha and K. Husain, with respect to the recent joint Education and Awareness Sub-Committee and Policy and Planning Sub-Committee meeting; it being further noted that the joint sub-committee meeting minutes, as appended to the agenda, were received; and,

ii) clauses 1.1, 2.1, 2.2, 3.1, 4.1, 4.2, 5.1, 5.2, 6.1 and 6.2, BE RECEIVED;

b) that the 1st Report of the DIAAC BE RECEIVED; and,

c) that the following actions be taken with respect to the 2nd Report of the DIAAC:

i) that the following actions be taken with respect to the joint Education and Awareness – Policy and Planning sub-committee update:

A) that NO ACTION BE TAKEN with respect to a proposed \$300.00 contribution towards 2020 Black History Month events, including but not limited to the February 15th Family Day Celebration and associated children's services, as reflected in the 2020 DIAAC Work Plan; it being noted that financial grants/contributions or awards to third party individuals, organizations or groups shall be directed to the appropriate service area to be addressed through the approval and reporting processes already established by the Municipal Council for those situations;

B) up to \$500.00, to recover costs born by DIAAC in the co-ordination and co-hosting of the March 21st 'Hands Against Racism' event, BE APPROVED subject to the review and approval by the City Clerk for compliance with the General Policy for Advisory Committees; and,

- C) that NO ACTION BE TAKEN with respect to a request to consider issuing a proclamation for March 21st as the International Day for the Elimination of Racial Discrimination; it being noted that any organization may make an application through the City of London's Proclamation Policy;
- ii) the City of London communications staff BE INVITED to a future meeting of the DIAAC to discuss compliance requirements for future promotional materials created by the DIAAC; and,
- iii) clauses 1.1, 2.1, 2.2, 4.1, 5.1, 5.3, 5.4 and 6.2, BE RECEIVED. (2.1/2/CPSC)



C. Saunders
City Clerk
/ap

cc: K. Koltun, Supervisor, Policy and Strategic Issues
Chair and Members, Diversity, Inclusion and Anti-Oppression Advisory
Committee



P.O. Box 5035
300 Dufferin Avenue
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London
CANADA

January 29, 2020

Accessibility Advisory Committee
Animal Welfare Advisory Committee
Childcare Advisory Committee
Community Safety and Crime Prevention Advisory Committee
Diversity, Inclusion and Anti-Oppression Advisory Committee
London Housing Advisory Committee

I hereby certify that the Municipal Council, at its meeting held on January 28, 2020 resolved:

That the Advisory Committees that report to the Community and Protective Services Committee (CPSC) BE DIRECTED to submit a 2020 Work Plan for review and approval at the meeting of the CPSC directly following the next meeting of each Advisory Committee. (5.2/2/CPSC)

A handwritten signature in black ink, appearing to read 'C. Saunders'.

C. Saunders
City Clerk
/ap

Joint Meeting – Education & Awareness Subcommittee and
Policy & Planning Subcommittee

Thursday February 6th, 2020
5th floor Boardroom.

Attendance: Mphatso M, Ashfaq H, Rifat H, Saleha H, Michael B

Regrets: Ian S, Mathew S, Corri D, Cynthia K.

AGENDA

1. Orientation Package – Waiting for a meeting with Clerks. Haven't received any communication with movement on this.

2. Black History Month Participation

BHM proclamation has been passed at the City level.

Feb 1st, Opening ceremony at Museum London was a success with great attendance. A few of our DIAAC members attended.

For DIAAC members to participate at the Closing ceremony, we need to get in touch with the BHM Coordinating Committee chair.

Current teacher strike may impact the attendance/participation of the closing ceremony since teachers brought students to the event previously. In light of this, there's a call for volunteers to assist with the event.

3. March 21 Planning

DIAAC will be co-sponsoring the event with the Saidat Show at the London Public Library. They need volunteers to help with various tasks, a list was circulated by the manager.

4. 2020 Workplan – What Activities/Initiatives do we want to Undertake?

E&A: Branding and Promotion: Previous communication between DIAAC and Communications at the City shows approval for some material under LDRAC.

:Gender and Intersectionality: need to contact previous chair to get estimated cost breakdown to determine financial feasibility of following through with the event.

5. Any Other Business.

Discussed the possibility to meet with the Mayor and some Councillors about DIAAC and its role.

6. Next Meeting Date – March 5 2020.

Item 6.1

DIAAC – Policy & Planning Sub-committee Work Plan 2020

(1st Wednesday of the month, ~ 12PM)

Goal	Implementation	Budget	Status	Responsibility
1.0 Review City of London policies related to Diversity and Inclusion	1.1 Monitor development and implementation of the Diverse Voices 4 Change recommendations. Including voluntary disclosure for all appointments	Nil	- Ongoing	Policy & Planning
	1.1.1. Diverse Voices 4 Change submitted their recommendations to Council following their research program. DIAAC has requested to be updated as recommendations are implemented/finalized by Staff.	Nil	-	Policy & Planning
	1.2 Monitor the implementation of the Community Diversity & Inclusion Plan.	Nil	- - - - - Attend CDIS Leadership Table Meetings and provide input.	DIAAC has appointed their rep to this cmte.
	1.2.1. Providing ongoing consultation & review	Nil	-	Policy & Planning
	1.2.2. Monitor and provide support of strategies that are to be implemented at municipal level.	Nil	- - - -	Policy & Planning
	1.3 Monitor implementation of Truth and Reconciliation Commission	Nil	Ongoing	Policy & Planning
	1.3.1. Request process to be updated on TRC implementation	Nil		
	1.4 Offer support and monitor progress of immigration strategy			
	1.5 Review the implementation of the CoL Gender, Equity and Inclusion Policies.			
	1.6 Review the following policies when they are up for review by City of London: 1.6.1 CoL policies will be assigned to be reviewed on a biannual basis. We will request to be notified when policies specifically relating to Diversity & Inclusion,			

Item 6.1

	Accommodations and Indigenous affairs, the P&P committee be earmarked to also review.			
2.0 Encourage greater diversity in all advisory committees	2.1 Develop standard statements that encourage greater diversity for the Terms of Reference of other City advisory committees	Nil	Ongoing	Policy & Planning
	2.2 Promote appointments process to diverse communities in city of London. 2.2.1. In keeping with transparency and inclusivity, DIAAC has discussed that the appointments process may require further promotion among community members, to ensure a broad and diverse pool of candidates for appointment to committees.	TBD	Ongoing - Discuss opportunities with City Clerk	Policy & Planning
3.0 Support the development of DIAAC's structure	3.1 Facilitate the development of annual work plans for DIAAC; monitor and measure subsequent activities	Nil		
	3.2. Develop monitoring and measurement protocols		Ongoing	Policy & Planning
	3.3. Collaborate with Clerk's Office on recommendations submitted via proposed new member orientation checklist.		Ongoing	Policy & Planning
		Nil		
4.0 Developing relationships with City of London	4.1 Establish positive relationships with Council 4.1.1. Explore opportunities to work with Council members 4.1.1.1. Propose that all new council members meet w/ DIAAC.	Nil	Ongoing - Review once Equity & Inclusion lens is complete (Fall 2018)	Policy & Planning
	4.2 Explore relationships within the Corporation of the City of London whose work is impacted	Nil	May 2018-2019	Policy & Planning

Item 6.1

	<p>by diversity and inclusion; offering DIAAC as a resource</p> <p>4.2.1. Reach out to contact people in the following areas of the Corporation, inviting them to a P&P sub-committee meeting to learn about the work they do and possible interfacing with DIAAC: Intergovernmental Liaison Communications, Culture & Municipal Policies, Community Development & Funding, Homelessness, Human Resources, Emergency Measures, Planning, Parks & Recreation, Housing, Social Services & Dearness, Transportation and Engineering</p> <p>4.2.2. Develop introductory message and prioritization of outreach.</p>		<p>To be discussed at April DIAAC meeting</p>	
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DIAAC- Education & Awareness Sub-committee Work Plan 2020				
Goal	Implementation	Budget	Status	Responsibility
1. Develop & facilitate educational opportunities	1.1 Facilitate a community awareness event	TBD	October (tentatively)	Education subcommittee
	1.1.1 Theme: Gender & Intersectionality		Ongoing	Ed'n subcommittee & DIAAC
	1.1.2 Identify partnerships in the community for collaborative events.	\$300	March	Ed'n subcommittee
	1.1.3 Plan for International Day for the Elimination of Racial Discrimination/Black History Month.		Ongoing	Ed'n subcommittee Communication
1.1.4 Identify promotional opportunities and strategies for community events.				
2. Educate new members of DIAAC	2.1 Collaborate with P&P to create new and revised content to enhance the DIAAC new member's orientation package	Nil	Ongoing	Education and Policy & Planning subcommittee
	2.1.1 Propose & provide supplemental orientation content to P&P:		Ongoing	Education subcommittee
	-org chart illustrating DIAAC in relation to Council & City Councillors.			
	-list of commonly used operational definitions within CofL context. Eg. recommendation verbiage			
	-provide document outlining a pre-approved list of budget items.			
	-write up of sub-committee mandates.			
	-list of common staff contacts.			
	-suggestions/guidelines of AC initiatives.			
	-policy on speakers/delegates			
	-flow chart from DIAAC			

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	<p>recommendation to staff implementation.</p> <ul style="list-style-type: none"> -member attendance policy suggestions -budget submission process -City Councillor Contact List <p>2.2 Assist P&P in revision of TOR for DIAAC.</p>	Nil	Ongoing	Education and Policy & Planning subcommittee
3. Educate committee members	3.1 Invite speakers to present to DIAAC.	\$200	Ongoing	Education subcommittee Civic Administration
	3.2 Work with Civic Administration to further identify and clarify existing CofL resources, processes and initiatives that support or can assist DIAAC in its mandate. Eg. Communications, Mayor's Office etc.	Nil	Ongoing	
	3.3 Identify ideas, issues or initiatives taking place in other municipalities, provinces and countries that overlap the mandate of DIAAC. Bring findings to DIAAC for discussion and possible recommendations to Council.	Nil	Ongoing	Education subcommittee and Policy & Planning subcommittee
	3.4 Invite to DIAAC, members of the public who have recent or past lived experiences concerning discrimination & anti-oppression in London.	Minimal (cost of parking pass/bus tickets)	Ongoing	Education subcommittee & DIAAC
	3.5 Highlight a pressing issue or incident that has taken place in London that would be of interest to DIAAC.	Nil	Ongoing	
	3.6 Keep apprised of recent events in London via news media & other sources pertaining to discrimination in London to report to DIAAC. Bring to DIAAC's attention.			Education Subcommittee
4. Raise profile of DIAAC in community	4.1 Provide to P&P subcommittee suggestions regarding DIAAC's web page on London.ca	Nil	Ongoing	Education and Policy & Planning subcommittee
	<p>4.2 Propose name tags for interested DIAAC members for use at city-wide DIAAC events & related events.</p> <p>4.2.1 Provide to Chair, Vice-Chair and Subcommittee Chairs as minimum</p>	\$200 (to be reviewed)	Ongoing	

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	<p>4.3 Collaborate/piggyback on smaller projects/events with other organizations that overlap DIAAC's mandate.</p> <p>4.4 Compile database of contacts for faith centres, neighborhood associations, ethno-cultural organizations and other organizations for DIAAC and other subcommittees use for outreach purposes.</p> <p>4.4.1 Connect with Civic Administration for access to current database</p>	<p>TBD</p> <p>Nil</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Cross Cultural Learner Centre, London Immigration Partnership, LUSO, NECC</p>
<p>5. Share in role of research, knowledge attainment and providing recommendations to achieve mandate</p>	<p>5.1 Combined efforts of keeping appraised of best practices in other geographic areas and identifying issues happening within the CofL.</p>	<p>Nil</p>	<p>Ongoing</p>	<p>Education, Policy & Planning and Awareness subcommittee</p>

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DIAAC Awards and Recognition Sub-Committee Work Plan 2020

Goal	Activities	Budget	Status	Responsibility
1. Plan and Execute an Annual Awards and Recognition Event in collaboration with the City	1.1 Maintain the Project Plan and complete tasks on scheduled dates 1.2 Develop budget for approval by DIAAC and keep costs within budget.	\$1,600 (reflects entire Awards and Recognition budget)	1.1 Ongoing 1.2 Budget approved	Awards Sub-Committee members and support from CoL Administration and Communication
2. Submit nominations to the City Awards: a) Mayor's Awards b) Distinguished Londoner Award	2.1 Pursue nominations towards these awards through the organizations we are engaged with 2.2 Increase awareness of the City's Awards to DIAAC network	Within existing budget of \$1,600, if required	Broadened initiative in progress	Awards and Recognition Sub-Committee
3. Increase awareness and participation of the Annual Rewards and Recognition program	3.1 Maintain an inventory of all nominators/ nominees including contact information and invite participation of the annual event 3.2 Update and distribute template to provide Councilors with information relative to events to assist with promotion and recognition. Present to CPSC. 3.3 Work with CoL Communications to increase awareness and engagement in annual nominations process via social media 3.4 Leverage International Human Rights Day which could potentially be same date as Awards celebration 3.5 Continue to leverage CDIS network	Within existing budget of \$1,600, if required	3.1-3.5 Ongoing 3.6 New initiative In progress	3.1-3.3 Awards Sub-Committee and support from CoL Administration and Communication 3.4 I. Silver will lead 3.5 Sub-Committee members of CDIS to lead (F. Cassar, K. Hussain) 3.6 Z. Hasmi and K. Hussain to lead.

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	3.6	Create DRIA Information pamphlet and distribute to City sites (i.e. library sites)			
4. Promote Award and Recognition Winners and Nominees	4.1 4.2 4.3 4.4 4.5	Provide Councillors with information of winners within their areas and encourage recognition Leverage social media platforms Optimize DRIA/City Website Include nominees in promotion where possible Request CoL issue media release to promote nominations (i.e. September)	Within existing budget of \$1,600, if required	4.1 Ongoing 4.2-4.4 Broadened focus in progress 4.5 New initiative in progress	Awards Sub-Committee and CoL Administration and Communication
5. Educate and Engage DIAAC Committee members and Councillors	5.1 5.2 5.3	Invite DIAAC Committee members to participate in site visits of nominees to learn about the organization and support a potential nomination of the annual award nominations process. Provide education at DIAAC Committee meetings or other forums as available. Identify and promote provincial awards and distribute to those on DRIA inventory (i.e. June Collwood Award, Lincoln Alexander, J. Allyn Taylor, Peggy Sadler award).	Within existing budget of \$1,600, if required	5.1-5.2 Ongoing 5.3 New initiative in progress	Awards Sub-Committee and CoL Administration 5.3 Z. Hasmi and K. Hussain to lead
6. Maintain Awards and Recognition By-Laws and Policy	6.1 6.2	Annually review DRIA policy and Bylaw A.7012-284 to ensure it is up to date. Review By-Law related to Mayor's New Year's Honours List with keen focus on reserves and eligibility criteria (i.e. Advisory members).	Within existing budget of \$1,600, if required	6.1 Ongoing 6.2 Broadened focus in progress.	Awards Sub-Committee members in partnership with DIAAC



Issuance of Proclamations Policy

Policy Name: Issuance of Proclamations Policy

Legislative History: Adopted September 19, 2017 (By-law No. CPOL.-115-367); Amended July 24, 2018 (By-law No. CPOL.-115(a)-418); Repealed and replaced on January 14, 2020 (By-law No. CPOL.-397-19)

Last Review Date: January 6, 2020

Service Area Lead: City Clerk

1. Policy Statement

1.1 This policy sets out the requirements for the issuance of proclamations.

2. Definitions

2.1 Not applicable.

3. Applicability

3.1 This policy shall apply to any request for the issuance of proclamations on behalf of the City of London.

4. The Policy

4.1. Proclamations are ceremonial documents issued and signed by the Mayor on behalf of City of London Council that officially recognizes public awareness campaigns; charitable fundraising campaigns; and arts and cultural celebrations of organizations that reside/operate within the City of London. The requester must clearly identify the significance and connection of the proclamation to the mandate and goals as set out in the City of London's Strategic Plan. A proclamation does not constitute a personal or civic endorsement.

Application Process

- a) Proclamations requests are to be submitted on the City of London Application form to the City Clerk's Office at least six (6) weeks in advance of the requested issuance date.
- b) The Application must provide sufficient background information about the organization, cause or event being proclaimed and the proposed text for inclusion in the proclamation. The proposed text is subject to approval by the City of London to ensure compliance with City of London's policies and by-laws.
- c) Upon receipt of the Application, the City Clerk's Office will review the Application in accordance with this Policy and if the Application appears to be in compliance with the Policy, the Application will be placed on the next available Corporate Services Committee meeting for consideration.
- d) The Corporate Services Committee will review the Application and provide a recommendation to the Municipal Council for consideration with respect to the disposition of the Applications.

Administration of Policy:

- e) The cause or event must contribute to the economic, social and cultural fabric of the City of London.
- f) Repeat requests must be submitted on an annual basis.
- g) An organization may request one proclamation per calendar year.
- h) Organization do not have exclusive rights to the day, week, or month being proclaimed.
- i) Proclamations of a similar topic will be issued on a first come first served basis.
- j) The City of London will not incur any expenses relating to the advertising or promotion of a proclamation. Recipients are responsible for the promotion of the proclamation, organization of related activities and for all associated costs.
- k) Proclamations will not be issued for:
 - Matters of political controversy, ideological or religious beliefs or individual conviction.
 - Events or organizations with no direct connection to the City of London.
 - Campaigns or events contrary to City of London policies or by-laws.
 - National, Independence or Republic Days.
 - Campaign or events intended for profit-making purposes.
 - Recognition of individuals.
 - Recognition of events or organizations that espouse discrimination, hatred, violence or racism.
 - Matters attempting to influence government policy.
 - Matters designed to incite hatred or disorder.
- l) The City of London reserves the right to refuse to issue a proclamation.

Proclamation Request Form

Requests for the issuance of proclamations are governed by Council Policy (excerpted below). Requests must be received at least six (6) weeks in advance of the requested issuance date and may be emailed to the City Clerk at

ClerksApprovalRequests@london.ca or mailed to City Hall, P.O. Box 5035 LONDON, ON, N6A 4L9.

Request details

Name of Organization
Date Proclamation Required
Proclamation Name
Proclamation Type (day), (week), (month)
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations)
Requester Name
Requester Telephone Number
Requester Email Address
Requester Address
Required Supporting Documents <ul style="list-style-type: none"> Detail information on the Organization Detail information on the Event Confirmation of authorization from the Organization to submit the request
The undersigned confirms that I am the Official Representative of the Organization requesting the Proclamation and that by signing this Application, I acknowledge and agree that my organization complies with all City of London's Policies and By-laws. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; border-top: 1px solid black; margin-top: 5px;"></div> <div style="width: 45%; border-top: 1px solid black; margin-top: 5px;"></div> </div>
Signature Date
NOTICE OF COLLECTION OF PERSONAL INFORMATION
Personal information collected on this form is collected under the authority of the <i>Municipal Act, 2001, S.O. 2001, c. 25</i> and may also be used for purposes related to the Issuance of Proclamations Policy and Proclamation Request Form. Questions about this collection should be addressed to the City Clerk, 3rd floor, City Hall, 300 Dufferin Ave., London, ON N6A 4L9. Tel: 519-661-2489, ext. 4937, email: csaunder@london.ca