



# Workplace Diversity & Inclusion



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## Background

- Workplace Diversity & Inclusion Plan re-launched in 2014
- Areas of focus:

1. Create a more diverse workforce, reflective of our community
2. Foster a more inclusive organizational culture



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# Background

- Supported by the Workplace Diversity and Inclusion Committee
- Formed December 2013
- 12 employee members
- Reps from each Service Area

### The Committee

The Workplace Diversity and Inclusion Committee has at least one representative from each of the Corporation's Service Areas with a diverse mix of people from various backgrounds. The Committee provides advice and support to carry out the Corporation's Workplace Diversity and Inclusion Plan. They do this by:

- Promoting workplace diversity and inclusion by modeling the behaviours associated with an inclusive organizational culture.
- Assisting in the planning and implementation of workplace diversity and inclusion campaigns and activities at the corporate and team level.
- Actively marketing workplace diversity and inclusion campaigns and activities to promote employee involvement.
- Collecting feedback from employees on workplace diversity and inclusion campaigns and activities and sharing this with the Committee to guide future planning.
- Monitoring and evaluating the Committee's work to ensure its ongoing effectiveness.

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# Focus Area 1: Create a more diverse workforce, reflective of our community

- Recruitment outreach activities
- Job posting sharing
- Student placements
- Internship Program
- Camp FFIT



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# Focus Area 1: Create a more diverse workforce, reflective of our community

- Workforce Census
- Metrics and HR planning
- Administered February 2017
- 1729 employees participated

**2017 Workforce Census**  
Corporation of the City of London

**Introduction**  
The Corporation of the City of London is committed to creating a more diverse workforce. The Workforce Census is part of our commitment to diversity and is being launched in 2017.

The Workforce Census will help us know how our community we serve. Also, by better understanding our programs and resources to help build an even environment for everyone.

The Workforce Census is completely anonymous. Consulting, which specializes in promoting diversity, will be reviewing the data. Individual responses will never be shared with the City. The City will only receive grouped information of your responses and the protection of your Management Policy.

Details on how your privacy will be protected are available in our Data Management Policy. Additional information sheets are available on the website.

The Workforce Census takes about 10 minutes to complete. The Workforce Census can be completed on a postage paid envelope pre-addressed to King Street West, 20th or 30th floors at ext. 0188.

If you have any questions about the Workforce Census, please contact Human Resources at ext. 2088 or Sabina Khan at ext. 0188.

**Section A: Consent**  
The Workforce Census is voluntary, but the more information we have of our workforce, the better we can serve you.

By answering Workforce Census questions, you consent to provide, along with the responses of other employees, the information you provide will be used to:

- Find out how our workforce compares to other organizations
- Develop programs and policies to create a more diverse workforce

**Immigration Status**  
Were you born in Canada?  
 Yes  No  
If no, when did you arrive in Canada?  
 In 2016 or 2017  2006 to 2010  
 2011 to 2015  2001-2005  
 Before 2000

**Disability**  
A person with a disability has a long-term or recurring physical or learning impairment. Examples of disabilities include:  
• Physical or intellectual disabilities  
• Co-ordination or dexterity (difficulty using hand grasping or handling a stapler or using a key)  
• Mobility (difficulty moving around, for example up and down stairs)  
• Visual impairment (unable to see or difficulty understanding)  
• Hearing impairment (unable to hear or difficulty understanding)  
• Speech impairment (unable to speak or difficulty understanding)  
• Other disability (including learning disabilities, mental and other types of disabilities)

Based on this definition, do you have a disability?  
 Yes  No  
If yes, please tell us which type of disability you have: (Check all that apply)  
 Physical disability or health condition (e.g. visual impairment, require the use of a wheelchair or guide dog or other assistive device)  
 Mental health disability (e.g. depression, bipolar, anxiety, etc.)  
 Learning disability (e.g. dyslexia, attention deficit disorder, etc.)  
 Any other disability affecting your ability to work, in which case, please specify: \_\_\_\_\_

**Religion / Faith**  
Please select which you most strongly identify:  
 Aboriginal / Indigenous spirituality  Buddhist  
 Christian  Hindu  
 Jewish  Muslim  
 No Religious Affiliation  Sikh  
 Other, please specify: \_\_\_\_\_

**Gender**  
Please indicate your gender:  
 Female  Gender Non-Conforming  
 Male  Transgender  
 Transgender (male-to-female)  Other, please specify: \_\_\_\_\_

**Sexual Orientation**  
Please indicate your sexual orientation:  
 Bisexual  Gay  
 Heterosexual  Lesbian  
 Pansexual  Other, please specify: \_\_\_\_\_

**Please seal the completed Census in the envelope provided and deposit into a Canada Post mailbox. The postage has been pre-paid. Please mail to Aida Prince in Human Resources, to be sent by consulting.**

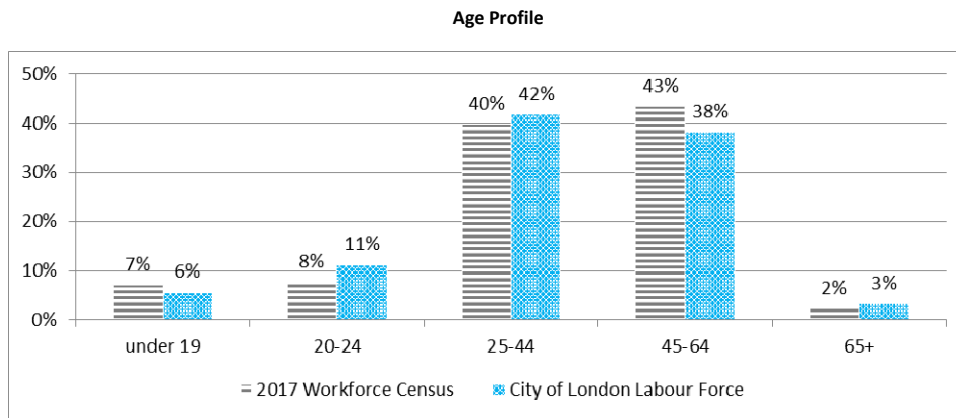
*Thank you for taking the time to complete the Workforce Census. We appreciate your contribution to our organization even better!*

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# Focus Area 1: Create a more diverse workforce, reflective of our community

**Age Group:** Which of the following age categories do you fall into?



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## Focus Area 1: Create a more diverse workforce, reflective of our community

**Immigration Status:** Were you born in Canada? If no, when did you arrive in Canada?

Immigrants by Year of Immigration			
Immigration Status / Year	2011 Workforce Census	2017 Workforce Census	City of London (2011)
	%	%	%
Non-Immigrant	83%	82.7%	79%
Immigrant	17%	14.0%	21%
No answer	--	3.3%	--
Year of Immigration			
2011 to 2017	--	7.0%	--
2006 to 2010	6%	8.7%	15%
2001 to 2005	6%	15.7%	13%
Before 2000	88%	68.6%	72%
<b>Total Immigrants</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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## Focus Area 1: Create a more diverse workforce, reflective of our community

**Disability:** Based on the provided definition, do you have a disability? If yes, please tell us which type of disability you have.

Persons With Disabilities			
	2011 Workforce Census	2017 Workforce Census	Ontario 15-64 years (2011)
	%	%	%
Persons with disabilities	9%	9.5%	5.5%

Type of Disability	2017 Workforce Census
Physical disability or health condition (e.g. visual impairment, hearing impairment, require the use of a wheelchair or guide dog or other support animal)	39%
Mental health disability (e.g. depression, bipolar, anxiety)	45%
Learning disability (e.g. dyslexia, attention deficit disorder)	27%
Any other disability affecting your ability to work, such as epilepsy, amputation, etc.)	7%
<b>Total Identifying a Disability</b>	<b>165*</b>

\* Percentages total to more than 100 due to identification of multiple disabilities

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## Focus Area 1: Create a more diverse workforce, reflective of our community

### Race/Ethnicity/Ancestry:

Please identify the race/ethnicity/ancestry with which you most strongly identify.

Race/Ethnicity/Ancestry			
	Race/Ethnicity/Ancestry	2017 Workforce Census %	City of London 2011 %
	Aboriginal / Indigenous (e.g. member of a First Nation, a Métis, or Inuit)	1.1%	1.9%
Visible minority/racialized persons 14%	Arab (e.g. Iraqi, Lebanese, including those born in Canada and other countries)	1.1%	2.6%
	Black / African (e.g. African origin including those born in Canada and other countries such as Jamaica, Trinidad, Somalia, Nigeria, Italy, etc.)	2.0%	2.4%
	East Asian (e.g. Chinese, Japanese, Korean, including those born in Canada and other countries)	1.0%	2.9%
	Latin and South American (e.g. Mexican, Cuban, including those born in Canada and other countries)	2.3%	2.7%
	South Asian / East Indian (e.g. Indian, Bangladeshi, Pakistani, Nepalese, Tamil including those born in Canada and other countries such as Guyana, Trinidad, East Africa, etc.)	1.9%	2.2%
	Southeast Asian (e.g. Burmese, Cambodian, Filipino, Laotian, Thai, Vietnamese, including those born in Canada and other countries)	1.6%	1.0%
	West Asian (e.g. Afghan, Iranian, including those born in Canada and other countries)	<1%	0.8%
	Persons of mixed origin (with parents in multiple groups listed above, including those born in Canada and other countries)	2.8%	0.3%
	Other, please specify	<1%	--
	White (e.g. English, French, Russian, Polish, Italian, Irish, Portuguese, German, etc., including those born in Canada and other countries)	81.1%	83.9%
	I do not wish to answer	4.5%	--
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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## Focus Area 1: Create a more diverse workforce, reflective of our community

**Gender:** Please indicate your gender.

Gender			
Gender	2011 Workforce Census	2017 Workforce Census	City of London 2011
	%	%	%
Female	47%	51.2%	51.4%
Male	53%	43.6%	48.6%
Transgender / Gender Non-Conforming	--	0.8%	--
No answer	--	4.4%	--
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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# Focus Area 1: Create a more diverse workforce, reflective of our community

**Sexual Orientation:** Please indicate your sexual orientation.

Sexual Orientation	
Sexual Orientation	2017 Workforce Census
	%
Bisexual	2.8%
Gay	1.6%
Heterosexual	80.2%
Lesbian	1.3%
Pansexual	1.1%
Other	1.0%
No answer	12.0%
<b>TOTAL</b>	<b>100%</b>

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# Focus Area 1: Create a more diverse workforce, reflective of our community

## Diversity and Inclusion Multi-Year Recruitment Outreach Plan

- Areas of focus:
  1. Foster relationships with these demographic groups
  2. Actively communicate employment opportunities
  3. Seek feedback to ensure our recruitment practices are equitable and free from barriers

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**Corporation of the City of London  
Diversity and Inclusion  
Multi-Year Recruitment Outreach Plan  
2017**



**Introduction**

Development of a multi-year recruitment outreach plan is a proposed action of the Corporation of the City of London Workplace Diversity and Inclusion Plan. It supports Focus Area 1, to "create a more diverse workforce, reflective of our community". As an employer, the Corporation of the City of London has a strong commitment to workplace diversity and inclusion. We acknowledge the research which shows that having diversity in a workplace, helps an organization be more flexible, creative and responsive. We know that having a workforce reflective of our community, will help us provide better service. We also understand that our labour market is shrinking. It is therefore important that our efforts to recruit top talent is targeted at attracting the widest pool of applicants as possible.

A Diversity and Inclusion Multi-Year Recruitment Outreach Plan aims to ensure we foster meaningful relationships with demographic communities currently underrepresented in our workforce. We want to understand and respond to underrepresentation. Engaging in two-way communication will help us collect information, explore any potential recruitment barriers this group may face and ensure we effectively promote job opportunities. We will then feel more confident that our recruitment outreach activities are an effective investment of our resources.

This work isn't about providing preferential treatment to any groups or hiring people who don't meet our qualifications standards. This is about getting the biggest pool of potential employees applying for jobs with the City and ensuring they can easily demonstrate their skills, through our recruitment process. This means we will be able to select the best candidates from a wide range of top talent.

**Terminology**

- **Demographic community** - A group of people who share a common demographic make-up (e.g. LGBT+, persons with disabilities).
- **Diversity** - The presence of a wide range of human qualities and attributes within an individual, group or organization. Diversity includes, and is not limited to, such factors as age, gender identity, sex, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.
- **Inclusion** - Creating conditions (policies, practices, procedures) that leverage differences to achieve business and mission objectives.
- **Inclusive Culture** - A culture where everyone feels welcome, and has the opportunity to be successful and contribute fully to the organization.
- **Recruitment barriers** - Something which makes it difficult for a person to participate in the recruitment process (e.g. complex language on job postings, qualifications unrelated to the job, web page not accessible for persons with low vision).



# Focus Area 2: Foster a more inclusive organizational culture

## • Training:

- Introduction to Workplace Diversity and Inclusion
- It Starts With Me
- Mental Health
- Intercultural Competency Training
- Indigenous Awareness Training



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# Focus Area 2: Foster a more inclusive organizational culture

## • Information and awareness activities:

- Diversity and Inclusion Calendar
- Corporate Screensavers
- Employee Update Event Information Booths
- Workplace Diversity & Inclusion Web Pages



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## Focus Area 2: Foster a more inclusive organizational culture

- Employee Resource Groups
- 3 groups with 58 members



**HELPING EMPLOYEES  
WITH UNDER FIVE YEARS' SERVICE  
BE SUCCESSFUL IN OUR ORGANIZATION**



**SUPPORTING OUR LGBT+ EMPLOYEES  
TO BRING THEIR WHOLE SELVES TO WORK**

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## Focus Area 2: Foster a more inclusive organizational culture

- Gender Equity Lens
- For new policy development
- Focused on women
- Intersectional approach
- Training



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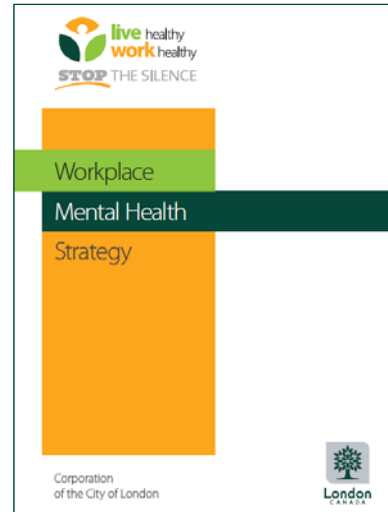


## Focus Area 2: Foster a more inclusive organizational culture

### Workplace Mental Health Strategy

- Focus Area 1: Foster a supportive workplace culture where there is no stigma associated with mental health
- Focus Area 2: Provide proactive and responsive supports to help employees to maintain and improve their mental health
- Focus Area 3: Ensure the Strategy meets the needs of employees

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## Focus Area 2: Foster a more inclusive organizational culture

- Keynote speaker
- Training
- Awareness campaigns
- Presence on intranet



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# Metrics

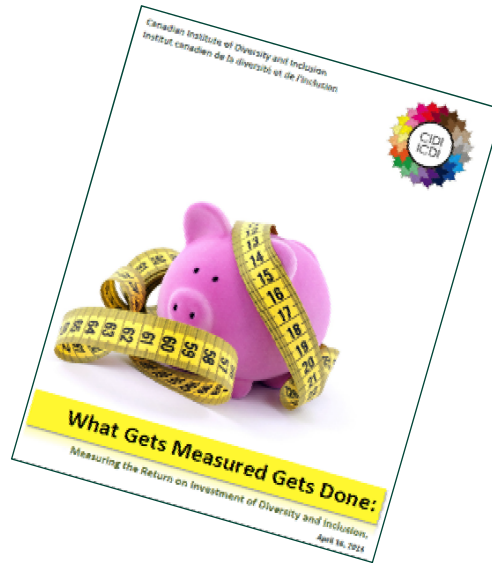
## Measurement

The outcomes and impact of the Workplace Diversity and Inclusion Plan will be measured by reviewing the following sources of information:

- Statistics on recruitment outreach activities.
- Recruitment and selection process reviews.
- Statistics on employee demographics related to dimensions of diversity.
- Feedback from questions related to an inclusive workplace in exit interviews and employee engagement surveys.
- Statistics on investigations related to corporate policies addressing interpersonal conduct.
- Feedback from evaluation forms at training sessions related to workplace diversity and inclusion.
- Statistics on permanent workplace accommodations related to an inclusive workplace.
- Activities and impact of Employee Resource Groups.
- Statistics on participation with activities which celebrate diversity.
- Workplace Diversity and Inclusion Committee feedback.



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# Metrics

## CCDI 7 Standard Measurements Of Inclusion:

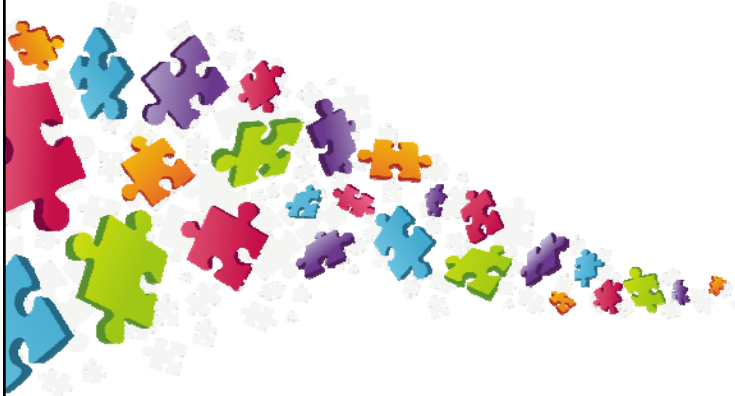
- Demographic representation of workforce
- Recruitment, promotion and turnover statistics
- Employee engagement scores
- Diversity-related or inclusiveness questions on employee surveys
- Human rights, harassment, or discrimination complaint statistics
- Participation in training on diversity and inclusion, human rights and equity
- Participation in Employee Resource Groups



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# Questions?



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