London's Community Diversity and Inclusion Strategy 2017

London
CANADA

Introduction

Diversity and inclusion are top priorities for Londoners and City Council.

Council's 2015-2019 Strategic Plan identified the need to develop a Community Diversity & Inclusion Strategy (CDIS) as a way to *"build a diverse, inclusive and welcoming community"* by *"supporting all Londoners to feel engaged and involved in our community"*.

In November 2016, the City of London asked Londoners to step forward to help build this Strategy. 200 Londoners came forward to be CDIS Champions, committing to meet three times from January to March and engage their community networks between meetings.

A Steering Committee, including representatives from the Diversity Inclusion and Anti-Oppression Advisory Committee (DIAAC) and other CDIS Champions, provided oversight over the entire process.

Londoners and community stakeholders were also provided with several opportunities to provide input.

This document — London's Community Diversity & Inclusion Strategy — captures the work accomplished by these groups.

About The Strategy

London's Community Diversity & Inclusion Strategy includes a number of important components:

1. A Vision. Meant to inspire and give direction.

2. A Statement of Commitment. An affirmation or pledge. A statement everyone can believe in and stand together to achieve change.

3. Five Priorities:
    I.   Take concrete steps towards healing and reconciliation
    II. Have zero tolerance for oppression, discrimination and ignorance
    III. Connect and engage Londoners
    IV. Remove accessibility barriers to services, information and spaces
    V. Remove barriers to employment

4. Strategies. To advance each priority.

5. What We Heard. Captures additional insights received from groups and perspectives through the CDIS process.

6. A Glossary. Provides definitions for key terms discussed during the CDIS process and can help readers navigate this document.

The CDIS is an aspirational document. It reflects a collective effort and interest in building a more inclusive city. It captures the insights of a group of Londoners at a specific point in time. It is not exhaustive, nor is it complete, nor is it perfect. Diversity and inclusion are complex, challenging, ever changing and often highly personal topics. The CDIS does not pretend to reflect every perspective, or include every possible action that the London community could and should take to become more inclusive. Some of the strategies in the CDIS will be easier to implement than others, as some are specific initiatives while others may never be "complete" but instead will require ongoing effort from the entire community.

The CDIS must be a living document which is reviewed and revised on regular basis, as the very act of having deliberate discussions with Londoners about inclusion is critical to making progress.

The CDIS represents a step in the right direction, while appreciating that there will always be steps ahead to make London a truly inclusive community.

We Asked Londoners to Get Involved

200 Champions

3 Champions Meetings

10 Steering Committee Meetings

1,450 visitors to the Get Involved website

610 Londoners Provided Feedback

230 Strategy Ideas

A Message from the Co-Chairs

We came together to build and advance a movement. A movement based on promoting and protecting human rights.

Through a focus on reconciliation, anti-oppression, engagement, accessibility, and employment, 200 Community Champions, dozens of organizations, 11 Steering Committee members, and City of London staff created London's first Community Diversity and Inclusion Strategy (CDIS).

Our journey began with community members known as the CDIS Champions who volunteered their time to help develop the vision, statement of commitment, and the strategies. The community came together to share their lived experiences, honour our history, and create a plan to address human rights issues. This opportunity challenged us to think beyond ourselves and question whether others feel welcomed, supported, and involved, and if they don't, what needs to change? We asked questions that encouraged us to dig deep into our core, such as how are we contributing to the eradication of discrimination, violence, and oppression? Through critical dialogue we discussed issues such as anti-black racism, Islamophobia, Indigenous and First Nations realities, income inequity, accessibility, ageism and intergenerational relations, gender and sexual violence, immigrants and newcomers, LGBT2QI+, faith based discrimination, and racism.

We hope the CDIS increases a municipal platform that dismantles oppression and increases municipal and individual capacity; acknowledging that the strategies are not all encompassing. The strategies developed support the necessary activities to create a diverse and inclusive community.

By addressing and acknowledging our biases and prejudices we are closer to working with each other instead of against. All of us call London our home, and it is our collective responsibility to ensure that all Londoners are represented, respected, honoured, and dignified. On behalf of the CDIS Steering Committee, we would like to thank everyone who worked towards this very important initiative. Your contributions will guide future actions to make London a more welcoming city to our diverse community.

Together we have the power to address personal and systemic oppression.

In Solidarity,

Rifat Hussain & Samantha Matty - CDIS Co-Chairs

Steering Committee

Samantha Matty (Co-Chair)
Rifat Hussain (Co-Chair)
Joe Antone
Mary Alikakos

Rafique Van Uum
Florence Cassar
Rowa Mohamed
Shawna Lewkowitz

Kash Husain
Anne-Marie Sanchez
Raghad Ebied

Champions

Abbey Duggal
Afeez Ajibwu
Alaa Abdulsada
Ali Moser
Alison Kim
Alma Gutierrez
Ana Enriquez-Johnson
Anahita (Ana) Khazaei
Angel Rodriguez
Angela Bobbett
Anne Alton
Anne-Marie Sanchez
Arkadiy Zhidelev
Aurthi Muthukumaran
Austin Heffernan
Bernadette Rusheleau
Bernice Yanful
Betty Anne Stoney-Shankar
Bharati Sethi
Braeden Medeiros
Brenda Guzman
Brian Hill
Camille Chung
Carolyn Szturm
Carrie Adams
Cavita Meetun
Cenaida Gómez
Chantel Da Silva
Wuning (Elaine) Chen
Christina Lord
Colton Atkey
Corinne Walsh
Dana Zilic
Dannielle Sakher
Dave Taylor
David DiBrina
Debra Woodhall
Deborah Canales
Dawn Nawabi
Denise Taylor-Edwards
Dharshi Lacey
Dhira Ghosh
Dinora Leiva
Dominique Hand
Dr. Dev Sainani
Eleanor Gebrou
Emily Low
Esra Ari
Evelina Silveira
Faren Kalmar
Fatima Fadel
Fatimah Abbass
Florence Cassar
Gabrielle Laurin
George Jaikaran

German Gutierrez Sanin
Ghada El Jobeli
Grace Wu
Gurmeet Malhotra
Heather Cabral
Hind Omer
Holly Painter
Ian Silver
Isabella Caravaggio
I Wa Yeung
Jack Malkin
Janice Walter
Janet McAllister
Jasmine Ball
Jason H. Burt
Jennifer Mustapha
Jenny Kirk
Jessica Cordes
Jill Teeple
Jill Tansley
Jillian Driessen
Jillian Williamson
Jim Jacob
Jim Sanders
Joe Antone
John Dyson
John Peaire
Jon Higgins
Juan Bello
Julia De Paz
Julie Root
Justin De Bonis
Jutta Zeller-Beier
Kaleigh Ortega
Karli Steen
Kate Albert
Kate Graham
Katy Boychuk
Kash Husain
Kinga Koltun
Lana El Kadri
Lesley Oliver
Liane Reeves
Lizeth Mahecha
Lorraine Stuyt
Lynda Reynolds
Lynette D'Souza
Magdalen Carter
Magdi Osman
Marcel Marcellin
Marcela Nieto
Margarita Sanchez Leon
Marissa Phul
Martin Withenshaw
Marwa Elkelani
Mary Alikakos

Mauricio Osorio
Meaghan Bennett
Meagan Geudens
Melanie Katsivo
Merlin Chatwin
Michele Manocchi
Michelle Vivinetto
Mike Seip
Moe Hussein
Mojdeh Cox
Najwa Zebian
Natasha Solomon
Nelida Forero
Nevzeta Velagic
Pablo Andres Tovar Diaz
Parveen Grewal
Phillipa Myers
Rachel Berdan
Rafique Van Uum
Raghad Ebied
Raghed Al-Areibi
Ramona Sault
Richard Martin
Rifat Hussain
Roger Holstein
Rose Aquino
Rose Makini
Rowa M. Mohamed
Ruth Lebelo-Almaw
Saleha Khan
Samantha Matty
Sandra Datars Bere
Sarah Beauchesne
Sarah Halabi
Sean Eggel
Shand Licorish
Shawna Lewkowitz
Shelina Kassam
Sheryl Lodge
Shobhita Sharma
Siyao (Victor) Zhang
Sonya Zakharia
Stewart Wise
Sue Johnson
Tara Thomas
Temi Olasehinde
Tess Zanatta
Thomas Wall
Valy Marochko
Vanessa Ambtman-Smith
Veronica McAlea Major
Violette Khammad
Wanru (Susan) Feng
Wei (Viola) Xiao
Wendy Biggin
Will Cowell
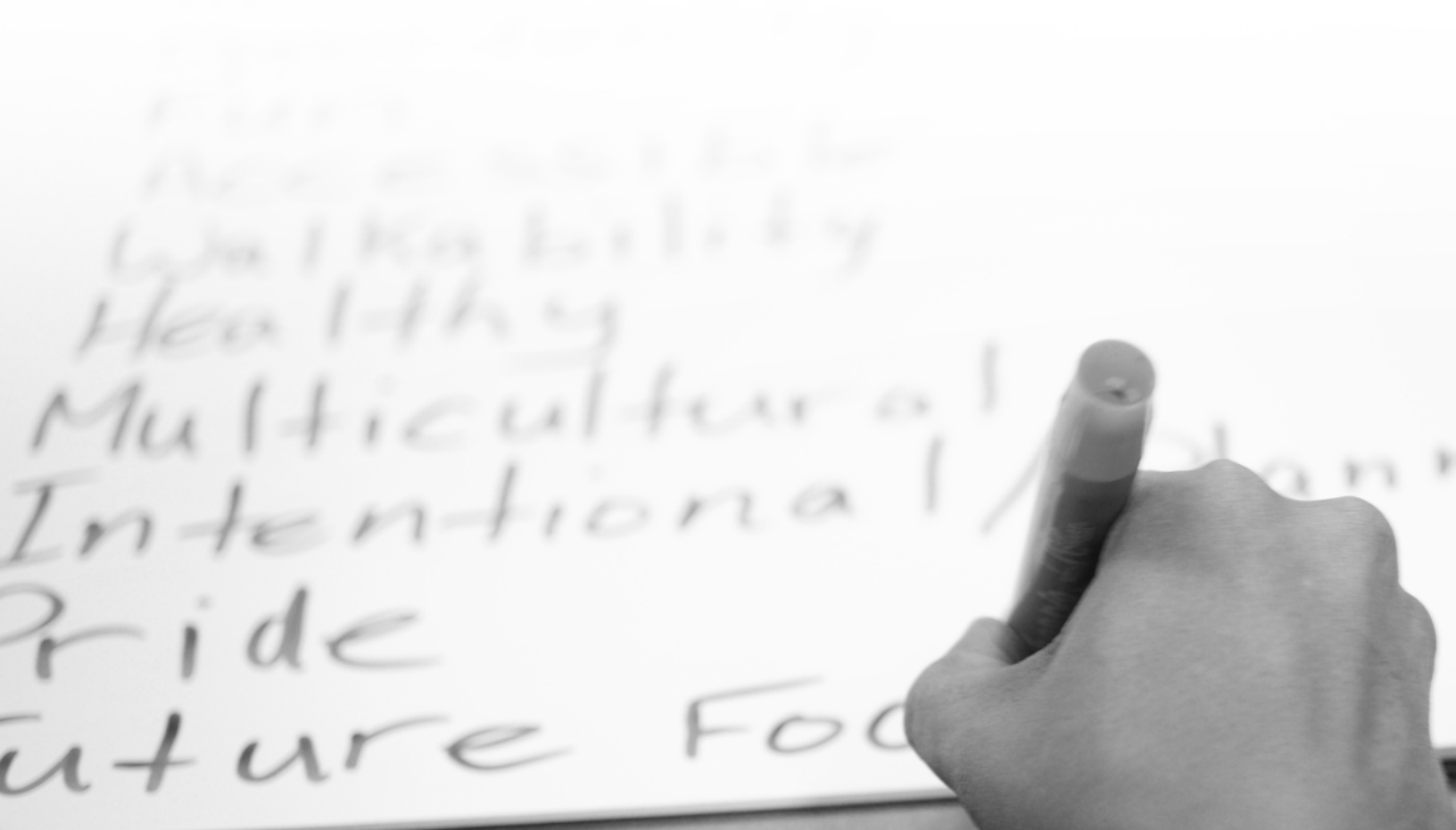Wilma de Rond
Yasmine Chabwa
Yenny Medina
Yuyue Zhang

FIRST NAME
R–Z

Vision

London is a diverse and inclusive community that honours, welcomes, and accepts all people; where people have the power to eliminate systemic oppressions.

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Statement of Commitment

The City of London commits to:

- Mandating equity and exemplifying our vision of London as a diverse and inclusive community.

- Learning and honouring the unique histories and lived experiences of all peoples in our community.

- Removing systemic barriers to accessibility as experienced by our community by listening and responding to the voices of those who are marginalized.

As Londoners, we commit to:

- Working together with the City of London towards our vision of a diverse and inclusive community.

- Modelling the community we aspire to be: respecting others, learning, acknowledging our biases, and celebrating the diversity and history of our community.

- Being passionate allies with our neighbours and fellow Londoners, and standing up for one another to ensure we live in a city where everyone belongs.

Priorities

1. Take concrete steps towards healing and reconciliation.

2. Have zero tolerance for oppression, discrimination and ignorance.

3. Connect and engage Londoners.

4. Remove accessibility barriers to services, information and spaces.

5. Remove barriers to employment.

Strategies

1 - Take concrete steps towards healing and reconciliation

Indigenous peoples have faced generations of exclusion and oppression. The time has come to take positive and measurable steps towards healing and reconciliation, including working with Indigenous peoples to implement the *Truth and Reconciliation Commission – Calls to Action* (TRC) and lead the change process in the community. Understanding the truth about our shared history, growing strong and equitable healing relationships, and learning the actions we can all take through education are vital in building a more inclusive London.

Strategies:

1. Establish an Indigenous relations office within the City.

2. Work with local Indigenous peoples to establish a Truth and Reconciliation Commission – Calls to Action (TRC) accountability and implementation body and plan.

3. Create a community pledge to encourage everyone to take action towards the recommendation of the Truth and Reconciliation Commission – Calls to Action (TRC).

4. Develop an audit and evaluation process to measure the progress towards the Truth and Reconciliation Commission – Calls to Action (TRC) recommendations.

5. Ensure Indigenous peoples lead the change process within our community.

6. Work with local Indigenous peoples to develop a unified Indigenous health strategy, including consideration of Indigenous social determinants of health.

7. Forge partnership agreements between the City and three neighbouring communities (Chippewas of the Thames First Nation, Munsee Delaware Nation, and Oneida Nation of the Thames).

8. Provide opportunities for on-reserve economic development through strategic and innovative partnerships with the City and the private sector.

Strategies

2 - Have zero tolerance for oppression, discrimination and ignorance

Too many Londoners experience oppression and discrimination in their daily lives. The Champions clearly articulated that some of the best ways to address this are through learning, sharing of knowledge, and building awareness about people with different experiences and perspectives. This also requires a greater awareness about oneself, including acknowledging privilege and addressing bias. Ultimately, understanding each other and ourselves is a vital first step towards overcoming ignorance – and identifying and addressing oppression and discrimination.

Strategies:

1. Address one's own privilege and bias by learning, sharing, and recognizing the lived experiences, cultures and histories of Londoners.

2. Acknowledge and combat the existence of anti-black racism, Islamophobia, sexism, racism, anti-Semitism, ageism, xenophobia, homophobia, transphobia, gender-based and other forms of discrimination in our community.

3. Recognize a common language around oppression and discrimination (see glossary of terms).

4. Know the *Canadian Charter of Rights and Freedoms* and the *Ontario Human Rights Code.*

5. Require educators, social service and health practitioners to complete training on Indigenous cultures.

6. Encourage everyone to undertake de-colonization, anti-racism, anti-oppression, cultural, safety, accessibility, and diversity training in order to understand those around them.

Strategies

2 - Have zero tolerance for oppression, discrimination and ignorance

Strategies:

7. Build cultural awareness among children and youth through schools, community groups, parent councils, and other community engagement activities.

8. Ensure that children starting at primary level receive anti-oppression education including learning how to recognize their own privilege and bias and how to build relationships with those around them.

9. Make community training on sexual harassment, sexual assault, safety, trans health and HIV more readily accessible.

10. Promote a culture within the London Police Services where all groups are safe and protected, and not targeted based on any of the enumerated terms in the *Ontario Human Rights Code.*

11. Ensure the London Police Services invests in and provides ongoing training to police officers and employees to better understand and protect the communities they serve.

12. Encourage local media and community figures to promote inclusive messages and to address barriers and oppressions within London.

13. Implement a social media campaign modelled after #MakeItAwkward.

14. Encourage local businesses and organizations to share knowledge, resources, and information to address oppression, discrimination and ignorance.

Strategies

3 - Connect and engage Londoners

We live in an increasingly diverse city. Without opportunities to connect with one another, build relationships and contribute to the community, Londoners can feel isolated and excluded. Community connections and engagement allow London to become more inclusive to all of its residents. All Londoners should feel honoured, welcomed, connected, included and engaged.

Strategies:

1. Promote events and opportunities for Londoners to collaborate, share, and access information.

2. Encourage and facilitate dialogue between all levels of government and organizations around common goals of inclusion, particularly groups that stand to gain by supporting one another.

3. Recognize and celebrate Londoners, organizations and businesses that promote and undertake diversity, inclusion, and anti-oppression activities.

4. Establish long-range plans to grow diversity activities, including grants and recognition programs.

5. Increase participation of Londoners from non-dominant groups on the City of London Advisory Committees, Boards and Commissions.

6. Ensure the City of London and other organizations understand and model best practices for inclusive engagement.

Strategies

4 - Remove accessibility barriers to services, information and spaces

Londoners continue to face barriers to accessing services, finding information, and navigating physical spaces. This theme was particularly common among seniors, persons with disabilities and newcomers. These barriers exclude large portions of our community from accessing all that London has to offer. Particular emphasis was given to the importance of including individuals from non-dominant groups in local decision making processes and in the development of new policies and strategies.

Strategies:

1. Create awareness about the accessibility services available in the community, and encourage organizations to better promote the accessibility supports they offer.

2. Promote the local welcome and assessment centres for newcomers.

3. Ensure that all current and future transportation options are reviewed by, and easily available and accessible to, seniors, persons with disabilities, and newcomers.

4. Include persons with disabilities in policy development, consultations, and implementation processes in order to address different accessibility perspectives.

5. Promote and encourage developers to implement the City of London's Facility Accessibility Design Standards (FADS), and other progressive accessibility standards.

6. Encourage the development of an assistive technology information resource to assist Londonders in learning more about different types of technologies.

7. Encourage businesses and organizations to have non-gender specific washrooms.

8. Ensure the safety of the community by developing comprehensive and adaptable emergency and safety procedures, and conduct regular safety audits throughout the community.

9. Provide accommodation for religious and cultural practices.

10. Establish awards for architects and/or other professionals if they build or innovate an inclusive design.

Strategies

5 - Remove barriers to employment

Londoners from many backgrounds continue to face barriers at every stage of employment, through the application stage and while on the job. These barriers perpetuate inequity and are challenging forms of oppression for individuals to overcome. Employers should ensure an inclusive work environment regardless of gender identity, ability, creed, heritage, ancestry, race, sexual orientation, age or non-Canadian professional experience. For London to be an inclusive city, local employers must provide transparent, supportive and inclusive work environments.

Strategies:

1. Implement metrics and regular opportunities to measure diversity and inclusion within the community, ensuring the workforce and local leadership are reflective of the community.

2. Know the Accessibility for *Ontarians with Disabilities Act* and Integrated Accessibility Standards Regulation (under AODA).

3. Identify and remove barriers in the recruitment process, including; identifying accommodations in job advertisements, and ensuring transparent hiring and evaluation practices.

4. Promote equity within policy, practices and strategies in businesses, non-profit, public and labour organizations.

5. Ensure that all health and safety standards in the workplace are inclusive.

6. Support the professional development of individuals who are underrepresented in the workforce and leadership.

7. Promote and encourage mentorship, co-op, apprenticeship and internship programs happening within the City and the community.

8. Advocate to local businesses and organizations to recognize the sanctioned knowledge of Indigenous Elders and Healers, and to recognize foreign credentials and work experience.

9. Support employers and community members in learning how to assist newcomers with their integration.

What We Heard

During their last meeting the Community Diversity and Inclusion Champions brainstormed ways to address the needs as well as barriers and oppressions faced by specific populations within London.

When looking at all of these perspectives it is key to understand the concept of intersectionality. Intersectionality can be defined as the intersection, or crossover, of our many identities affect how each of us experience the community. These intersections occur within a context of connected systems and structures of power (e.g., laws, policies, state governments, other political and economic unions, religious institutions, and media). (Advancing Equity and Inclusion, A Guide for Municipalities) Due to the intersecting identities and the relationship with structures, many groups and individuals find themselves with little to no influence and ability to make changes to increase their power. They also risk ongoing discrimination, and tend to have fewer resources.

What We Heard

Indigenous, First Nations, Métis and Inuit

There are three communities located in close proximity to London, they are the Chippewas of the Thames First Nation, Munsee Delaware Nation and Oneida Nation of the Thames. Many members of these communities as well as other Indigenous peoples, Métis and Inuit have chosen to make London their home. Champions identified infrastructure, education, changing mindsets, and reconciliation as playing a role in the lives of local Indigenous peoples. A large emphasis was placed on the *Truth and Reconciliation Commission – Calls to Action* (TRC) and ways in which both the City of London and the community can work together with the local Indigenous peoples to implement the strategies. This included ideas such as:

- Establishing an implementation and accountability plan and creating ways to measure progress;

- Ensuring local Indigenous peoples lead the change within the community;

- Establishing an Indigenous relations office within the City of London, and;

- Working with the local Indigenous peoples to create health, homelessness and housing strategies geared to the needs of Indigenous peoples.

What We Heard

Accessibility

All residents should have unrestricted access to all the information and amenities a municipality has to offer in order to fully enjoy the city. Champions discussed ways which will help people with disabilities to thrive within the community and to participate in decision making processes. The three themes identified within the topic of accessibility are: inclusion in decision making, physical environment and awareness and integration. This included ideas such as:

➤ Providing opportunities for participation in the review and consultation process when developing new policies or transportation options;

➤ Using technology to help make public meetings fully accessible, and;

➤ Accessibility of information and resources available within the community.

What We Heard

Ageism and Intergenerational Relations

Discussing ways to build relationships between generations and how to help seniors continue to be thriving members of the community will help us create a London which can be enjoyed by all. Within the topic of ageism and intergenerational relations Champions identified the following three focus areas: isolation challenges, communication and awareness, and services and amenities available for all ages. This included ideas such as:

- Accessible and easily available information;

- Information in multiple formats and educating the community where to access the information they may be looking for (i.e. 211);

- Accessible and affordable transportation and surrounding environment such as sidewalks, ramps, and shelters accessible and unobstructed;

- Ensuring that the community can afford to access transportation options, and;

- Intergenerational relationship building including housing, and community activities and programs.

What We Heard
Anti-Black Racism

Anti-black racism was recognized as a specific form of racism which is present within the community and one that needs to be addressed. Discriminating against individuals and communities based on their heritage or skin colour is unacceptable and needs to stop. During their discussion Champions highlighted education, law enforcement and employment barriers as the main focus areas within anti-black racism perspective. This included ideas such as:

- Acknowledging the existence of anti-black racism within the community and raising awareness through education and discussion;

- Appreciation of workplaces who have a diverse workforce, and;

- Development of transparent hiring practices.

What We Heard

Faith-Based Discrimination and Islamophobia

Religious affiliation often plays a big part in one's identity. Creating a safe and welcoming community where everyone is able to freely express themselves without the fear of being judged or discriminated is important to Londoners. Champions highlighted education, safety and security, and systemic issues as being the three key objectives. This included ideas such as:

➡ Promoting available faith-based resources throughout the community;

➡ Establishing a common and comprehensive definition of Islamophobia;

➡ Accurate media representation of all faiths, and;

➡ Increase participation of diverse faith communities on City of London Boards and Commissions.

What We Heard
Gender

When discussing gender Champions identified workplace, municipal accessibility and safety as being the key focus areas. Allowing women and men to be successful within the workplace and at home was highlighted throughout the ideas. This included ideas such as:

- Supporting women's development within the workforce;

- Having extended paternity leave;

- Conducting regular safety audits throughout the community, ensuring all city streets are well lit;

- Increasing awareness of sexual harassment and assault, and;

- Ensuring all municipal and community meetings, and consultations are fully accessible by providing supports, resources, and multi-channelled communications.

What We Heard

Immigrants and Newcomers

London has a vast population of immigrants and newcomers, thus creating a friendly community where everyone is welcomed and included is highly important. Champions defined advocacy, education, and services as being the key aspects for successful settlement and integration of immigrants. This includes ideas such as:

➤ Supporting the development of immigrants within the workforce through credential and experience recognition;

➤ Cultural competency training, and;

➤ Availability of information both on how to assist immigrants with their settlement and what services are available within London.

What We Heard
Income Inequity

Income inequity is a characteristic present within numerous communities, and one that is caused by multiple factors. Champions identified health, housing security, access to services, and navigation as being aspects of income inequity. This included ideas such as:

- ▶ Affordability, including affordability of basic needs such as housing, medications, and food;

- ▶ Availability of information and awareness of services and community resources;

- ▶ Allowing those with lived experiences to share their voices to help create a mutual understanding of the community needs and resources available, and;

- ▶ Providing individuals with the tools and knowledge necessary to break the cycle of poverty.

What We Heard
LGBT2QI+

London has a well-established LGBT2QI+ community, however its members continue to face many challenges within our city. Champions discussed education and awareness, protection and security, and health as being the key focus areas for this community. Two of the key aspects mentioned are awareness and support. This included ideas such as:

➤ Becoming aware of the supports and resources available within London;

➤ Creating awareness of the needs the LGBT2QI+ community may have, and;

➤ Creating tools and means to help all Londoners to safely collaborate together and learn from each other in order to gain a common understanding and create a safe and inclusive community.

What We Heard
Racism

Racism has been present within our society for centuries, and it has taken on many different forms causing numerous problems. It is a form of oppression present within the London community, and one that has to be addressed. Champions identified education, employment, as well as discussion and dialogue as being the three focus areas for this topic. This included ideas such as:

- Establishment and recognition of common language around racism;

- Use of media to promote inclusive messages;

- Community based cultural education and anti-racism training;

- Develop a common understanding of the causes of racism and ways to address it;

- Creating a safe space where everyone is welcomed and able to share their experiences, and;

- Accurate media representation of the London community.

Going Forward

Moving towards our vision for a more inclusive London will not happen because of any one plan, or commitment, or strategy. It will only happen when we, Londoners, come together to make change.

The Community Diversity & Inclusion Strategy was developed at a point in time, by a passionate group of Londoners. It is not exhaustive, nor complete, nor final. It is a living document that will require regular review, monitoring, and updating over time.

On an annual basis, we recommend that the status of every CDIS strategy be reviewed, with an opportunity to re-engage community Champions for input. There should also be periodic opportunities to revisit the list of strategies, to ensure the CDIS stays relevant and remains a tool to help advance a vision of a more inclusive London.

The CDIS Champions are committed. Are you?

Join us at: london.ca/CDIS

"I may become disillusioned at times but I will not give up, because the work I do and the changes I try and make are for the benefit of future generations." – Brian Hill, CDIS Champion.

Glossary of Terms

Glossary of Terms

The following definitions are provided to assist users with the general understanding of issues related to diversity management. The definitions come from various sources, which are credited following each explanation. Language related to diversity management is complex and frequently undergoes transformation into new words, phrases, terms, concepts, and understandings. (Exert from: Halifax Regional School Board, Diversity Definitions)

These terms were devised in collaboration between community anti-oppression educators, City staff, and City of London's Diversity Inclusion and Anti-Oppression Advisory Committee noting that many terms were adopted from DIAAC's "Diversity Definitions" resource tool. We acknowledge permission of DIAAC to use the tool.

Ableism

Attitudes in society that devalue and limit the potential of persons with disabilities. People with disabilities are assumed to be less worthy of respect and consideration, less able to contribute and take part, and of less value than other people. Ableism can be conscious or unconscious and is embedded in institutions, systems or the broader culture of a society. (Ontario Human Rights Commission)

Accessibility

A general term for the degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population, by making things more usable and practical for everyone, including older people and families with small children. (Ontario Human Rights Commission)

Accessible

Does not have obstacles for people with disabilities – something that can be easily reached or obtained; facility that can be easily entered; information that is easy to access. (Ontario Human Rights Commission)

Accessibility for Ontarians with Disabilities Act (AODA), 2005

The purpose of the AODA is to develop, implement and enforce accessibility standards to remove barriers for Ontarians with disabilities on or before January 1, 2025 in relation to: goods, services, facilities, accommodations, employment and buildings, structures and premises. The AODA came into effect on June 4, 2005. (Ontario Human Rights Commission)

Affirmative Action

Action designed to address the historic disadvantage that identifiable groups (e.g., women, racialized persons) have experienced by increasing their representation in employment and/or higher education. (Ontario Human Rights Commission)

African Canadian

A Canadian of African origin or descent. (Ontario Human Rights Commission)

Afrocentricity

Placing African ideals at the center of any analysis that involves African culture and behaviour. (Asante, Molefi. 1987. The Afrocentric Idea.)

Ageism

Prejudice or discrimination against a particular age-group, especially the elderly. (Ontario Ministry of Children and Youth Services)

Allyship

A process, and everyone has more to learn. Allyship involves a lot of listening. Sometimes, people say "doing ally work" or "acting in solidarity with" to reference the fact that "ally" is not an identity, it is an ongoing and lifelong process that involves a lot of work. (Tri-College Libraries Research Guide, Allyship and Anti-Oppression: A Resource Guide)

Alternative (alternate) Format

A method of communication that takes into account a person's disabilities. Examples include providing a text version of a website, or a large print version of a document for someone with a visual disability. (Ontario Human Rights Commission)

Anishinaabe (Ojibwa)

The Anishinaabe, or "man lowered from the Creator's side to the earth", are an Indigenous people in Canada and the United States which include Pottawatomi and Mississauga nations. They are closely related to the Odawa and Algonquin peoples, and share many traditions with neighbouring Cree people, especially in the north and west of Ontario and east of Manitoba. (Retrieved from The Mishoomis Book, Edward Benton-Benai. http://www.thecanadianencyclopedia.ca/en/article/iroquois/)

Anti-Black Racism

The racial prejudice, stereotyping and discrimination that is directed at people of African descent. It is manifested in the social, economic, and political marginalization of African Canadians in society. (Canadian Race Relations Glossary of Terms)

Anti-Semitism

Hostility toward or discrimination against Jews as a religious, ethnic, or racial group (Merriam-Weber Online)

Anti-Racism

An active and consistent process of change to eliminate individual, institutional and systemic racism as well as the oppression and injustice racism causes. (Ontario Human Rights Commission)

Anti-Oppression

Strategies, theories and actions that challenge social and historical inequalities and injustices that are systemic to our systems and institutions by policies and practices that allow certain groups to dominate over other groups. (Canadian Race Relations Foundation, Glossary of Terms)

Anti-Oppression Work

Seeks to recognize the oppression that exists in our society and attempts to mitigate its affects and eventually equalize the power imbalance in our communities. (Anti-Violence Project)

Assistive Devices and Technologies

Devices to help people — primarily people with disabilities — to perform a task. Examples are a wheelchair, personal oxygen tank, assistive listening device, electronic device with adaptive technology, or visible emergency alarm. (Ontario Human Rights Commission)

Audism

A form of ableism. Audism is discrimination against a person who is deaf or hard of hearing. It holds the belief that a hearing person or a deaf person who behaves in a manner more similar to a hearing person (in appearance, communication and language use, and/or function) is more intelligent, qualified, well-developed, and successful than another individual who may be culturally Deaf, oral deaf, deafened or hard of hearing and may prefer to use a signed language or has an accent in the production of spoken language due to hearing loss, or uses a communication accommodation unfamiliar and dissimilar to hearing people. (Canadian Hearing Society, 2013)

Barrier

Anything that prevents a person from fully taking part in all aspects of society, including physical, architectural, information or communications, attitudinal, economic and technological barriers, as well as policies or practices. (Ontario Human Rights Commission)

Bias

A predisposition, prejudice or generalization about a group of persons based on personal characteristics or stereotypes. (Ontario Human Rights Commission)

Bigotry

Intolerance, negative attitudes or stereotypes related to another person's creed, race, sexual orientation, etc. (Ontario Human Rights Commission)

Biological Sex

The biological classification of people as male and/or female. A doctor usually assigns sex at birth, by visually assessing external anatomy. Sex terms are "male," "female" and "intersex." (Ontario Human Rights Commission)

Biracial

A person whose ancestry includes members of two racial groups. (Ontario Human Rights Commission)

Bisexual

A person who is emotionally, physically, spiritually and/or sexually attracted to members of more than one gender. (Ontario Human Rights Commission)

Black

A social construct referring to people who have dark skin colour and/or other related racialized characteristics. The term has become less of an indicator of skin colour and more of racialized characteristics. Diverse societies apply different criteria to determine who is Black. (Ontario Human Rights Commission)

Black People

People originally of Black African heritage. Because of a long history of Colonialism and migration, Black people now come from all parts of the world, including Canada. (B'nai Brith Canada. no date. Yom ha-Shoah Holocaust Memorial Day Teachers Guide)

Blind

A word used to describe people who cannot see at all. (CNIB. no date. School Activity Package.)

Champion

A person who assumes leadership by working with others to create and influence change in the organization or the wider community. (City of Ottawa, Equity and Inclusion Lens Handbook)

Chippewas of the Thames First Nation

The Anishinaabeg of the territory of Deshkaan Ziibing, also known as Chippewas of the Thames First Nation. The Chippewas of the Thames First Nations call themselves Anishinabek which means the original people. They are known as the Ojibway, which are a band of the Algonquin language family who originally migrated to the Great Lakes area from the north-eastern region of North America. Our political alliances are with the Odawa (Ottawa) and Bodaywadami (Pottawatomi) who together form the Three Fires Confederacy. (Retrieved from: http://www.cottfn.com/)

Cisgender

Cisgender and cisnormativity: Most people are "cisgender" (not trans); that is, their gender identity is in line with or "matches" the sex they were assigned at birth. Cisnormativity ('cis" meaning "the same as") refers to the commonplace assumption that all people are cisgender and that everyone accepts this as "the norm." The term "cisnormativity" is used to describe prejudice against trans people that is less overt or direct and more widespread or systemic in society, organizations, and institutions. This form of systemic prejudice may even be unintentional and unrecognized by the people or organizations responsible. (Creating Authentic Spaces, The 519)

Community

A group of people having common goals, rights, responsibilities and privileges which enables them to communicate effectively and openly in order to work together toward goals identified as being for their common good. It means respecting, valuing and harnessing the richness of ideas, backgrounds and perspectives that are unique to each individual. (Town of Ajax, 2010 Diversity and Community Engagement Plan)

Convention Refugee

A person who meets the refugee definition in the 1951 Geneva Convention relating to the Status of Refugees. This definition is used in Canadian law and is widely accepted internationally. To meet the definition, a person must be outside their country of origin and have a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion. (Canadian Council for Refugees)

Covert Racism

A form of racial discrimination that is disguised and subtle, rather than public or obvious. Concealed in the fabric of society, covert racism discriminates against individuals through often unnoticeable or seemingly passive methods. Covert, racially-biased decisions are often hidden or rationalized with an explanation that society is more willing to accept. These racial biases cause a variety of problems that work to empower the suppressors while diminishing the rights and powers of the oppressed. Covert racism often works subliminally, and often much of the discrimination is being done subconsciously. See Chester Pierce, "Offensive Mechanisms" in Floyd B. Barbour (Editor), The Black Seventies. (Boston, Mass: Porter Sargent Publisher, 1970).

Culture

The customs, beliefs, behaviours and/or achievements of a particular time and/or people; behaviour within a particular group. (Ontario Human Rights Commission)

Cultural Competence

An ability to interact effectively with people of different cultures, particularly in human resources, non-profit organizations, and government agencies whose employees work with persons from different cultural/ethnic backgrounds. Cultural competence has four components:

1. Awareness of one's own cultural worldview
2. Attitude towards cultural differences
3. Knowledge of different cultural practices and worldviews
4. Cross-cultural skills (developing cultural competence results in an ability to understand, communicate with and effectively interact with people across cultures. (Ontario Human Rights Commission)

Cultural Sensitivity

Cultural sensitivity involves the recognition that the lived experiences of all people include aspects similar and different to our own and that our actions affect other people. It involves getting to know and understand other cultures and perspectives. Culturally sensitive approaches acknowledge that difference is important and must be respected. However, culturally sensitive approaches in health care tend to focus on "others" as the bearers of culture. For example, although a culturally sensitive approach to nursing promotes respecting difference among patients/clients, people ultimately expected to conform to certain health care standards. Situations involving family visiting, medication, and dietary compliance are common areas of conflict. Cultural sensitivity does not involve challenging the dominance of a health care system that "treats everyone the same" nor does it involve health care providers critically reflecting on their own actions and health care relationships in the context of our wider society. (Cultural Safety: Module 2, Peoples' Experiences of Oppression)

Deaf

Generally used to describe individuals with a severe to profound hearing loss, with little or no residual hearing. Some deaf people use a spoken language and speech reading, combined with their residual hearing and hearing aids, communication devices, and/or cochlear implants to communicate. Others use a signed language, such as American Sign Language (ASL) or la langue des signes québécoise (LSQ). (Cnadian Hearing Society, 2013)

deaf

When written, lowercase-d, deaf is becoming more accepted as a reference to a hearing deficit only. It does not refer to any culture and/or language. Deaf (capital D) represents a social-cultural perspective, and the other (small-d) a medial-pathological view. (Government of Nova Scotia. 2003. Human Resources Management Manual: Manual 500.)

Dimensions of Diversity

The unique personal characteristics that distinguish us as individuals and groups. These include but are not limited to: age, sex, gender, race, ethnicity, physical and intellectual ability, class, creed, religion, sexual orientation, educational background and expertise. (Ontario Human Rights Commission)

Disability

There are two common ways of looking at what disability is.
One way is to see a disability as a medical condition that a person has. From this perspective, disability covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental, cognitive and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities and other conditions.

A newer way of looking at disability is that it is not something a person has. A person with a medical condition is not necessarily prevented (or disabled) from fully taking part in society. If society is designed to be accessible and include everyone, then people with medical conditions often don't have a problem taking part. From this point of view, disability is a problem that occurs when a person's environment is not designed to suit their abilities. (Ontario Human Rights Commission)

Discrimination

Treating someone unfairly by either imposing a burden on them, or denying them a privilege, benefit or opportunity enjoyed by others, because of their race, citizenship, family status, disability, sex or other personal characteristics (note: this is not a legal definition). (Ontario Human Rights Commission)

Diversity

The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual. Diversity can also be considered in terms of organizational, professional and societal differences (Building Bridges… A Diverse and Inclusive Lethbridge, Community Action Plan 2011 – 2021).

Diversity Management

Diversity management is the planning, developing and managing of human resources, while acknowledging and valuing the similarities and differences all employees bring to the workplace. The primary principle of diversity management suggests that organizations will enhance their strategic and competitive advantage through assisting all employees to work and develop to their full potential.

Duty to Accommodate

Under the *Ontario Human Rights Code*, employers and unions, housing providers and service providers have a legal duty to accommodate the needs of people with disabilities who are adversely affected by a requirement, rule or standard. Accommodation is necessary to ensure that people with disabilities have equal opportunities, access and benefits. Employment, housing, services and facilities should be designed inclusively and must be adapted to accommodate the needs of a person with a disability in a way that promotes integration and full participation. (Ontario Human Rights Commission)

East Asian Peoples

People who share ancestry, heritage and culture from several countries and regions, such as: Cambodia, China, Hong Kong, Indonesia, Japan, Korea, Laos, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam. (Ontario Human Rights Commission)

Elder

A distinguished man or woman who is recognized by the Indigenous, First Nation, Métis or Inuit communities for the gift of wisdom, healing and/or spiritual leadership. (Ontario Human Rights Commission)

Equal Access

Recognizing that "one size does not fit all" in diverse urban/rural communities, equal access to health programs and services for all individuals requires the removal of barriers associated with literacy levels, language, culture, geography, social factors, education, economic circumstance and mental and physical ability. (Ministry of Health and Long-Term Care, 1997. Mandatory Health Programs and Services Guidelines)

Equal Opportunity

Aims to ensure that all people have equal access, free of barriers, equal participation and equal benefit from whatever an organization has to offer. Note that equal opportunity extends beyond employment. (Ontario Human Rights Commission)

Equal Treatment

Treatment that brings about an equality of results and that may, in some instances, require different treatment. For example, to give all students equal treatment in entering a building, it may be necessary to provide a ramp for a student who uses a wheelchair. (Ontario Human Rights Commission)

Equity

The rights of the individual to an equitable share of the goods and services in society. However, equality of treatment will not guarantee equal results. Creating equal results sometimes requires treating people differently from each other. Focusing on the results instead of the treatment is the concept of equity. (City of Toronto Task Force on Access and Equity, 2000. Diversity Our Strength, Access and Equity Our Goal: Final Report.)

Ethnic

An adjective used to describe groups, which share a common language, race, customs, lifestyle, social view, or religion. Everyone belongs to an ethnic group. The term is often confused with minority. Ethnic, however, refers to those traits, which originate from racial, linguistic, and cultural ties with a specific group. (Nova Scotia Public Service. no date. Valuing Diversity in the Public Service. Glossary of Terms.)

Ethnicity

Refers to shared cultural practices, perspectives, and distinctions that set apart one group of people from another. That is, ethnicity is a shared cultural heritage.The most common characteristics distinguishing various ethnic groups are ancestry, a sense of history, language, religion, and forms of dress. Ethnic differences are not inherited; they are learned. (Retrieved from: https://www.cliffsnotes.com/studyguides/sociology/race-and-ethnicity/race-and-ethnicity-defined)

Ethnocentrism

Characterized by, or based on, the attitude that one's own group is superior. Ethnocentric habitual disposition is to judge foreign peoples or groups by the standards or practices of ones own culture or ethnic group. (Ontario Multicultural Association. no date.)

Eurocentrism

The practice of using Europe and European culture as a frame of reference or standard criteria from which to view the world. Eurocentrism favors European cultural norms and excludes the realities and experiences of other cultural groups. (The National Multicultural Institute)

First Nation

A term that came into common usage in the 1980s, to replace the term "Indian," which some people find offensive. It has no legal definition. "First Nation peoples" or "First Nations" refers to the Indian peoples in Canada, both status and non-status, and can also refer to a community of people as a replacement term for "band". First Nation peoples are one of the distinct cultural groups of Aboriginal peoples in Canada. There are 52 First Nations cultures in Canada, and more than 50 languages. The term "First Nation" is not interchangeable with "Aboriginal," because it does not include Métis or Inuit. (Canadian Race Relations Foundation, Glossary of Terms).

Francophone

Persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home. (Office of the of the French Language Services Commissioner)

Gay

A person who experiences attraction to people of the same sex and/or gender – gay may only refer to people who identify as men or masculine, but may also include people who identify as lesbian. (LGBTQ Inclusion Pocket Guide)

Gender

Whereas "sex" is a person's physical characteristics, "gender" is about what it means to be a man or woman in society. 1 It is the expectations and stereotypes about behaviours, actions, and roles linked to being a "man" or "woman." Social norms related to gender can vary depending on the culture and can change over time. (Creating Authentic Spaces, The 519)

Gender Binary

A social system whereby people are thought to have either one of two genders: "man" or "woman." These genders are expected to correspond to birth sex: male or female. In the gender binary system, there is no room for interpretations, for living between genders, or for crossing the binary. The gender binary system is rigid and restrictive for many people who feel that their "birth-assigned sex" does not match up with their gender, or that their gender is fluid and not fixed. (Creating Authentic Spaces, The 519)

Gender Expression

How a person publicly presents or expresses their gender. This can include behaviour and outward appearance, such as dress, hair, make-up, body language, and voice. A person's chosen name and pronoun are also common ways people express their gender. Others perceive a person's gender through these attributes. (Creating Authentic Spaces, The 519)

Gender Identity

Each person's internal and individual experience of gender. It is a person's sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same as or different from their birth-assigned sex.

For most people, their sex and gender identity align. For some, they do not. A person may be born male but identify as a woman, or born female but identify as a man. Other people may identify outside the categories of woman/man, or may see their gender identity as fluid and moving between different genders at different times in their life. (Creating Authentic Spaces, The 519)

Gender-Neutral/Gender-Inclusive

Inclusive language to describe relationships (spouse and partner instead of husband/boyfriend and wife/girlfriend), spaces (gender-neutral/inclusive restrooms are for use by all genders), pronouns (they and ze are gender neutral/inclusive pronouns) among other things. (University of California-Berkeley Gender Equity Center. (2013). Definition of terms: gender neutral)

Gender Non-Conforming/Gender Variant/Genderqueer

Individuals who do not follow gender stereotypes based on the sex they were assigned at birth. They may identify and express themselves as "feminine men" or "masculine women," or as androgynous, outside of the categories "boy/man" and "girl/woman." People who are gender non-conforming may or may not identify as trans. (Creating Authentic Spaces, The 519)

Gender Norms

The gender binary influences what society considers "normal" or acceptable behaviour, dress, appearance, and roles for women and men. Gender norms are a prevailing force in our everyday lives. Strength, action, and dominance are stereotypically seen as "masculine" traits, while vulnerability, passivity, and receptiveness are stereotypically seen as "feminine" traits. A woman expressing masculine traits may be chastised as "overly aggressive," while a man expressing "feminine" traits may be labelled as "weak." Gender norms can contribute to power imbalances and gender inequality in the home, at work, and in communities. (Creating Authentic Spaces, The 519)

Genocide

Deliberate decisions and actions made by one nation or group of people in order to eliminate, usually through mass murder, the entirety of another nation or group. The term has also been used to refer to the destruction of the culture of a people, as in cultural genocide. (B'nai Brith Canada. no date. Yom ha-Shoah Holocaust Memorial Day Teacher's Guide)

Harassment

Engaging in a course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning or unwelcome. Harassment under the Ontario Human Rights Code is based on the prohibited/protected grounds (see definition). (Ontario Human Rights Commission)

Hate Activity

Comments or actions against a person or group motivated by bias, prejudice or hate based on race, ancestry, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, marital status, family status, sexual orientation or any other similar factor. Examples are: hate crime, hate propaganda, advocating genocide, telephone/electronic communication promoting hate, and publicly displaying hate in notices, signs, symbols and emblems. (Ontario Human Rights Commission)

Hate Crime

Hate crimes are crimes in which the offender is motivated by a characteristic of the victim that identifies the victim as a member of a group towards which the offender feels some animosity.

Hate crime is a criminal offence against a person or property that is motivated or perceived to be motivated in whole or in part by the offenders hate, bias and/or prejudice against the intended victim's real or perceived race, ethnic origin, color, language, religion, sexual orientation, gender identity and gender expression, and any other similar factor. (Canadian Department of Justice)

Haudenosaunee (Iroquois)

The Peacemaker was sent by the Creator to spread the Kariwiio or good mind. With the help of Aiionwatha commonly known as Hiawatha, the Peacemaker taught the laws of peace to the Haudenosaunee. Travelling from community to community they both succeeded in persuading the Chiefs of each nation to join in the Great League of Peace and founded the only government with a direct connection to the Creator. The Six Nations include Mohawk, Oneida, Cayuga, Seneca, Onondaga, and Tuscarora (who later joined). (www.haudenosauneeconfederacy.com)

Hard-of-Hearing

A person who is unable to follow a conversation between three or more people without the assistance of a hearing aid.(Government of Nova Scotia. 2003. Human Resources Management Manual: Manual 500)

Hearing Impairment

A diagnosed auditory defect ranging from mild to profound that may not respond to medial intervention or amplification, and results in functional limitations in one or more areas of daily living. (Government of Nova Scotia. 2003. Human Resources Management Manual: Manual 500)

Heterosexual

A person who has emotional, physical, spiritual and sexual attraction to persons of the opposite sex. (Ontario Human Rights Commission)

Heterosexism

The assumption that heterosexuality is superior and preferable, and is the only right, normal or moral expression of sexuality. This definition is often used when looking at discrimination against gay, lesbian or bisexual people that is less overt, and which may be unintentional and unrecognized by the person or organization responsible. (Ontario Human Rights Commission)

Historical Disadvantage

Disadvantage resulting from historic patterns of institutionalized and other forms of systemic discrimination, sometimes legalized social, political, cultural, ethnic, religious and economic discrimination, as well as discrimination in employment. This also includes under-representation experienced by disadvantaged groups such as women, Indigenous, First Nations, Métis and Inuit, persons with disabilities, LGBT persons and racialized people. (Ontario Human Rights Commission)

Homosexual

A person who has emotional, physical, spiritual and sexual attraction to persons of the "same sex." More of a medical term, it is considered outdated and often insulting to many gay people or communities. (Ontario Human Rights Commission)

Homophobia

The irrational aversion to, fear or hatred of gay, lesbian or bisexual people and communities, or of behaviours stereotyped as "homosexual." (Ontario Human Rights Commission)

Human Rights

Human rights affirm and protect the right of every individual to live and work without discrimination and harassment. Human rights policies and legislation attempt to create a climate in which the dignity, worth and rights of all people are respected, regardless of age, ancestry, citizenship, colour, creed (faith), disability, ethnic origin, family status, gender, marital status, place of origin, race, sexual orientation or socio-economic status (Canadian Race Relations Foundation, Glossary of Terms).

Ignorance

Lack of knowledge, education, or awareness. (Merriam-Weber Online)

Immigrant

Refers to a person who is or has ever been a landed immigrant/permanent resident. A landed immigrant/permanent resident is a person who has been granted the right to live in Canada permanently by immigration authorities. Immigrants are either Canadian citizens by naturalization (the citizenship process) or permanent residents (landed immigrants) under Canadian legislation. Some immigrants have resided in Canada for a number of years, while others have arrived recently. Most immigrants are born outside Canada, but a small number are born in Canada. (Statistics Canada)

Impairment

A physical, sensory, intellectual, learning or medical condition, including mental illness that limits functioning and/or requires accommodation. Impairment may be apparent to others or hidden, inherited, self-inflicted or acquired, and may exist alone or in combination with other impairments. Impairment can affect anyone (whatever their gender, sex, race, culture, age, religion, creed, etc.). (Ontario Human Rights Commission)

Inclusion

Acknowledging and valuing people's differences so as to enrich social planning, decision-making, and quality of life for everyone. In an inclusive municipality, we each have a sense of belonging, acceptance, and are recognized as valued and contributing members of society. Real inclusion takes place when those already included in the "mainstream" learn from those who are excluded and initiate change. (Advancing Equity and Inclusion, A Guide for Municipalities)

Inclusive Design

Taking into account differences among individuals and groups when designing something, to avoid creating barriers. Inclusive design can apply to systems, facilities, programs, policies, services, education, etc. (Ontario Human Rights Commission)

Indigenous

First used in the 1970s, when Aboriginal peoples worldwide were fighting for representation at the U.N., and now frequently used by academics and in international contexts (e.g., the United Nations Declaration of the Rights of Indigenous Peoples). Understood to mean the communities, peoples, and nations that have a historical continuity with pre-invasion, pre-settler, or pre-colonial societies that developed on their territories, as distinct from the other societies now prevailing on those territories (or parts of them) (Canadian Race Relations Foundation, Glossary of Terms).

Institutional Racism

Conscious or unconscious exercise of notions of racial superiority by social institutions through: policies, practices, procedures, organizational culture and organizational values. ([American] National Association of Area Agencies on Aging. Glossary of Key Diversity Terms. no date)

Intellectual Disability

Intellectual disability is a term used to refer to the challenges that some people face in learning and often communication. These challenges are usually present from the time they are born or from an early age. Often the most serious challenges people with intellectual disabilities face are the stereotypes, negative perceptions and discrimination by others in response to unique and different ways of learning and communicating. (Canadian Association for Community Living)

Intergenerational

Existing or occurring between different generations of people; involving more than one generation. (Ontario Human Rights Commission)

Intersectionality

The intersection, or crossover, of our many identities affects how each of us experience the community. These intersections occur within a context of connected systems and structures of power (e.g., laws, policies, state governments, other political and economic unions, religious institutions, and media). (Advancing Equity and Inclusion, A Guide for Municipalities)

Intersex

A term used to describe a person born with reproductive systems, chromosomes, and/or hormones that are not easily characterized as male or female. This might include a woman with XY chromosomes or a man with ovaries instead of testes. Intersex characteristics occur in one out of every 1,500 births. Typically intersex people are assigned one sex, male or female, at birth. Some intersex people identify with their assigned sex, while others do not. Some choose to identify as intersex. Intersex people do not typically identify as transgender or transsexual. (Creating Authentic Spaces, The 519)

Inuit

The Aboriginal Peoples of Arctic Canada who live primarily in Nunavut, the Northwest Territories and northern parts of Labrador and Québec. The word Inuit means "people" in the Inuit language – Inuktitut. The singular of Inuit is Inuk. Their traditional languages, customs and cultures are distinctly different from those of the First Nations and Métis. (Ontario Human Rights Commission)

Islamophobia

Irrational fear of, aversion to, or discrimination against Islam or people who practice Islam. (Merriam – Weber Online)

Lenni Lenape (Delaware)

The Delaware, also called the Lenni Lenape or Lenape, are a confederation of Lunaapeew-speaking Indigenous people who occupied part of the northeastern Atlantic seaboard. Before colonization, they were especially concentrated in the Delaware River valley, for which the confederation was named. The northernmost Lenni Lenape, were known as the Minisink, (People of the Stony Country) and later Munsee. (Retrieved from http://www.munseedelawarenation.org/history/ and http://www.britannica.com/EBchecked/topic/156360/Delaware)

Learning Disability

A learning disability is a disorder that affects an individual's ability to process information. It is not related to intelligence.

The term learning disability is used to describe an "invisible disability" which encompasses a group of disorders that affect the way people receive, process, and express information. These disorders may be manifested by difficulties in attention or concentration, perception, coordination, memory, reasoning, and organization. Such difficulties extend to schoolwork and/or the workplace, and can impede learning to read, write, do math, or to function successfully in the workforce. Despite these difficulties, persons with learning disabilities do succeed when sound coping skills and strategies are developed. (Learning Disabilities Association of Canada. 2005)

Lesbian

A woman who has emotional, physical, spiritual and/or sexual attraction to other women. (Ontario Human Rights Commission)

LGBT

Short for Lesbian/Gay/Bisexual/Transgender. "GLBT" is also used. An acronym that also encompasses the diversity within the Trans and Queer community is — LGBTTIQQ2A — Lesbian, Gay, Bisexual, Transgender, Transsexual, Intersex, Queer, Questioning, 2-spirited and Allies. (Ontario Human Rights Commission)

Marginalization

The concept of intentionally forcing or keeping a person in an undesirable societal position. The reason for marginalization may be done to an individual or an entire group. The main consequences of being marginalized are from a social and economic perspective. It often involves limited rights for an individual or a group, which makes it difficult to correct the marginalization. Common examples for marginalized groups are some members of the lesbian, gay, bisexual and transgender community as well as senior citizens, disability sufferers and children. Young people are the rare exception where the issue corrects itself as they grow older. The marginalization of young people is also an example of where rights are limited to protect the group. (reference.com, What is marginalization?)

Marginalized Groups

Groups or communities who have been socially and economically disadvantaged and may have also experienced discrimination. Such groups are excluded from full participation in the community (Region of Peel, Diversity and Inclusion Strategy)

Mental Health

Striking a balance in all aspects of your life: social, physical, spiritual, economic and mental. (Canadian Mental Health Association. no date.)

Mental Illness

The *Code* defines "disability" broadly under section 10(1), and covers mental health disabilities under subsection (b) a "condition of mental impairment" and (d) "mental disorder." The OHRC takes an expansive and flexible approach to defining mental health disabilities and addictions that are protected by the Code. The Code does not list all the conditions that could be considered a disability. However, many mental health and addiction impairments are well-recognized as "disabilities" that are protected by human rights law. Many impairments have been recognized as disabilities under the Code, including anxiety, panic attacks, depression, schizophrenia, alcohol dependence, and addictions to illegal drugs. For more information, see Ontario Human Rights Commission, Policy on preventing discrimination based on mental health disabilities and addictions (Toronto: Government of Ontario, 2014) online: OHRC www.ohrc.on.ca/en/policy-preventingdiscrimination-based-mental-health-disabilities-and-addictions)

Métis

French term meaning "mixed blood." The Canadian Constitution recognizes Métis people as one of the three Aboriginal Peoples. The term is used broadly to describe people with mixed First Nations and European ancestry who identify themselves as Métis, distinct from First Nations people, Inuit or non-Aboriginal people. (Ontario Human Rights Commission)

Microaggressions

The everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership. (Retrieved from: http://www.ryerson.ca/equity/events-workshops/dine discourse/microagressions!)

Minority

A convenient, if misleading, word for non-dominant ethnic identities in Canada. While people with non-dominant identities are numerically in the minority in many parts of Canada, they are not numerically a minority in the world. (Canadian Council for International Development. 1998. Diversity Development Kit.)

Misogyny

The hatred of, contempt for, or prejudice against women or girls. Misogyny can be manifested in numerous ways, including social exclusion, sex discrimination, hostility, androcentrism, patriarchy, male privilege, belittling of women, violence against women, and sexual objectification. (Retrieved from: https://iconmagazineblog.wordpress.com/2017/06/18/misogyny/)

Multiracial

A person whose heritage includes members of multiple racial groups. (Ontario Human Rights Commission)

Multiculturalism

Federal policy announced in 1971 and enshrined in law in the Multiculturalism Act of 1988. It promotes the acknowledgment and respect of diverse ethnicities, cultures, races, religious, and supports the freedom of these groups to preserve their heritage "while working to achieve the equality of all Canadians" (Canadian Race Relations Foundation, Glossary of Terms).

Oneida Nation of the Thames

The Oneida people are known within the Iroquois Confederacy as Onyota'a:ka, "People of the Standing Stone." Much like their ancestors, the Oneida peoples of today, maintain a deeply rooted connection to the land and to their Iroquois culture and traditions. (Retrieved from: https://oneida.on.ca/)

Oppression

The use of power to disempower, marginalize, silence or otherwise subordinate one social group or category, often in order to further empower and/or privilege the oppressor. Social oppression may not require formally established organizational support to achieve its desired effect; it may be applied on a more informal, yet more focused, individual basis. (Retrieved from: https://www.antiviolenceproject.org/info/anti-oppressive-practices/)

Overt Racism

Frank and open, including graffiti, intimidations or physical violence, and legitimates negative racial stereotypes. Racial and ethnic slurs or so-called "jokes" are other examples of obvious racial discrimination. People often ignore racism because they do not know how to deal with it. (Halifax Regional School Board, Diversity Definitions)

Pansexual, Omnisexual, and Pomosexual (postmodern sexuality)

Sometimes substitute terms for bisexual that rather than referring to both or —Bi gender attraction, refer to all or —Omni gender attraction, and are used mainly by those who wish to express acceptance of all gender possibilities including transgender and intersex people, not just two. Pansexuality sometimes includes an attraction for less mainstream sexual activities, such as BDSM. (We are Family, a safe space for LGBTI and straight ally youth, LGBT A-Z (GLOSSARY))

Pay Equity

The principle of equal pay for work of equal value. For example, the requirement to pay males and females within the same organization the same salary for work that is judged to be of equal value. (Ontario Human Rights Commission)

Persons With Disabilities

Persons with one or more long-term or recurring disability (see disability). (Ontario Human Rights Commission)

Power

Access to resources, position, status, wealth or personal strength of character that gives a person or a group or a system the ability to influence others. Power can be used to affect others positively or negatively. (Ontario Human Rights Commission)

Prejudice

To prejudice a person or group negatively, usually without adequate evidence to substantiate the position. Frequently, prejudices are not recognized as false or unsound assumptions. Through repetition, they come to be accepted as common sense notions and when backed up with power, result in acts of discrimination and oppression (Canadian Race Relations Foundation, 2005)

Privilege

Unearned power, benefits, advantages, access and/or opportunities that exist for members of the dominant group(s) in society. Can also refer to the relative privilege of one group compared to another. (Ontario Human Rights Commission)

Prohibited/Protected Grounds

The *Ontario Human Rights Code* prohibits discrimination or harassment based on these personal characteristics. The specific protected grounds include: age, ancestry, citizenship, colour, creed, disability, ethnic origin, family status, gender identity and gender expression (recently added to the Code), marital status, place of origin, race, sex (including pregnancy), sexual orientation, receipt of public assistance (in housing) and record of offences (in employment). (Ontario Human Rights Commission)

Queer

A term used by some in LGBTQ communities, particularly youth, as a symbol of pride and affirmation of diversity. The term makes spaces for the expression of a variety of identities outside of rigid categories associated with sex, gender or attraction. It can be used by a community to encompass a broad spectrum of identities, related to sex, gender or attraction (as with acronym LGBTQ), or by an individual to reflect the interrelatedness of these aspects of their identity. Queer was historically a derogatory term for difference, used in particular to insult homosexuality and LGBTQ people. Although sometimes still used as a slur, the term has been reclaimed by some members of the LGBTQ communities. (LGBTQ Inclusion Pocket Guide)

Questioning

An umbrella term that often reflects a process of reconciling different pieces of information: 1) The feelings you have within yourself about the attraction(s) you experience and/or how you experience the social systems of gender; 2) The language you have available to you to frame those feelings, and; 3) The sense you have of how this will impact your interactions with other people in social context. (LGBTQ Inclusion Pocket Guide)

Race

Refers to groups of people who have differences and similarities in biological traits deemed by society to be socially significant, meaning that people treat other people differently because of them. For instance, while differences and similarities in eye color have not been treated as socially significant, differences and similarities in skin color have. Certainly, obvious physical differences—some of which are inherited—exist between humans. But how these variations form the basis for social prejudice and discrimination has nothing to do with genetics but rather with a social phenomenon related to outward appearances. (Retrieved from: https://www.cliffsnotes.com/study-guides/sociology/race-and-ethnicity/race-and-ethnicity-defined)

Racialization

The process through which groups come to be socially constructed as races, based on characteristics such as race, ethnicity, language, economics, religion, culture, politics, etc. That is, treated outside the norm and receiving unequal treatment based upon phenotypical features. (Canadian Race Relations Foundation, Glossary of Terms)

Racial Profiling

Racial profiling is any action undertaken for reasons of safety, security or public protection, that relies on stereotypes about race, colour, ethnicity, ancestry, religion, or place of origin, or a combination of these, rather than on a reasonable suspicion, to single out an individual for greater scrutiny or different treatment (Ontario Human Rights Commission)

Racism

Racism is an ideology that either directly or indirectly asserts that one group is inherently superior to others. It can be openly displayed in racial jokes and slurs or hate crimes but it can be more deeply rooted in attitudes, values and stereotypical beliefs. In some cases, these are unconsciously held and have become deeply embedded in systems and institutions that have evolved over time. Racism operates at a number of levels, in particular, individual, systemic and societal. Racism is a wider phenomenon than racial discrimination. While the Code seeks to combat racism through public education and the advancement of human rights, not every manifestation of racism can be dealt with through the current human rights complaint mechanism and process. Nevertheless, racism plays a major role in fostering racial discrimination. (Ontario Human Rights Commission)

Racism (Cultural)

Refers to representations, messages and stories conveying the idea that behaviors and values associated with white people or whiteness are automatically better or more normal than those associated with other racially defined groups. (MP Associates and Center for Assessment and Policy Development. (2013). www.racialequitytools.org glossary (PDF))

Racism (Environmental)

Refers to racial discrimination in environmental policy-making and the enforcement of regulations and laws; the deliberate targeting of communities of color for toxic waste facilities; the official sanctioning of the life threatening presence of poisons and pollutants in communities; and the history of excluding people of color from the leadership of the environmental movement. (Home - Colours of Resistance Archive. (n.d.))

Racism (Individual)

The belief that all members of each race possess characteristics or abilities specific to that race, especially so as to distinguish it as inferior or superior to another race or races. (Racism [Def. 1.1]. (n.d.). In Oxford Dictionaries Online)

Racism (Institutional)

Refers specifically to the ways in which institutional policies and practices create different outcomes for different racial groups. (Racial Equity Resource Guide. (n.d.). Glossary)

Racism (Internalized)

Internalized racism is the personal conscious or subconscious acceptance of the dominant society's racist views, stereotypes and biases of one's ethnic group. It gives rise to patterns of thinking, feeling and behaving that result in discriminating, minimizing, criticizing, finding fault, invalidating and hating oneself while simultaneously valuing the dominant culture. (Lipsky, S. (1987). Internalized racism. Seattle, WA: Rational Island)

Racism (Structural)

The macro-level systems, social forces, institutions, ideology, and processes that interact with one another to generate and reinforce inequities among racial and ethnic groups. (Powell, j. a. (2008). Structural racism: Building upon the insights of John Calmore. North Carolina Law Review. 2008; 86(3): pp. 791–816.)

Refugee

Person who is forced to flee from persecution and who is located outside of their home country. (Canadian Council for Refugees)

Refugee Claimant or Asylum Seeker

A person who has fled their country and is asking for protection in another country. We don't know whether a claimant is a refugee or not until their case has been decided. (Canadian Council for Refugees)

Resettled Refugee

A person who has fled their country, is temporarily in a second country and then is offered a permanent home in a third country. Refugees resettled to Canada are selected abroad and become permanent residents as soon as they arrive in Canada. (Canadian Council for Refugees)

Safe Space

In educational institutions, safe space (or safe-space), safer space, and positive space are terms that, as originally intended, were used to indicate that a teacher, educational institution, or student body did not tolerate anti-LGBT violence, harassment or hate speech, thereby creating a safe place for all LGBT students.[2] The term safe space has been extended to refer to an autonomous space for individuals who feel marginalized to come together to communicate regarding their experiences with marginalization, typically on a university campus. (Amenabar, Teddy (19 May 2016). "The New Vocabulary of Protest". The Washington Post.)

Sex

The classification of people as male, female, and intersex. Sex is usually assigned at birth and is based on an assessment of a person's reproductive systems, hormones, chromosomes, and other physical characteristics. (Creating Authentic Spaces, The 519)

Sexism

Prejudice or discrimination based on sex; especially: discrimination against women. 2: behavior, conditions, or attitudes that foster stereotypes of social roles based on sex. (Merriam-Webster Online)

Sexual Identity

How a person identifies physically: female, male, in between, beyond or neither. (Green, E. R., & Peterson, E. N. [LGBT Resource Center at UC Riverside]. (2006). LGBTQI terminology (PDF))

Sexual Orientation

The scientifically accurate term for an individual's enduring physical, romantic and/or emotional attraction to members of the same and/or opposite sex, including lesbian, gay, bisexual and heterosexual (straight) orientations. Avoid the offensive term "sexual preference," which is used to suggest that being gay or lesbian is voluntary and therefore "curable." (Retrieved from: http://www.wearefamilycharleston.org/lgbt-a-z-glossary/)

Social Class

The hierarchical order of a society based on such indicators of social rank as income, occupation, education, ownership of property, family, religion and political relationships. (Halifax District School Board. (1995). Anti-Racism Policy as regards Aboriginal, Black, and Visible Ethnocultural Persons. Halifax: Halifax District School Board)

Social Location

The groups people belong to because of their place or position in history and society. All people have a social location that is defined by their gender, race, social class, age, ability, religion, sexual orientation, and geographic location. Each group membership confers a certain set of social roles and rules, power, and privilege (or lack of), which heavily influence our identity and how we see the world. (Cultural Safety: Module 2, Peoples' Experiences of Oppression)

Social Justice

Refers to the concept of a society that gives individuals and groups fair treatment and an equitable share of the benefits of society. (Public Health Agency of Canada. 2007)

Stereotypes

A preconceived over generalization of a group of people, ascribing the same characteristic(s) to all members of the group, regardless of their individual differences. An overgeneralization, in which the information or experience on Stereotyping may be based upon misconceptions, incomplete information and/or false generalizations about race, age, ethnic, linguistic, geographical or natural groups, religions, social, marital or family status, physical, developmental or mental attributes, gender or sexual orientation (Canadian Race Relations Foundation, Glossary of Terms)

Systemic Barriers

Obstacles that exclude groups or communities of people from full participation in, and the benefits of, social, economic, and political life. They may be hidden or unintentional, but are built into the way society works. Existing policies, practices and procedures, as well as assumptions and stereotypes, reinforce them (Advancing Equity and Inclusion, A Guide for Municipalities)

Systemic Discrimination

The institutionalization of discrimination through policies and practices which may appear neutral on the surface but which have an exclusionary impact on particular groups, such that various minority groups are discriminated against, intentionally or unintentionally. This occurs in institutions and organizations where the policies, practices and procedures (e.g. employment systems – job requirements, hiring practices, promotion procedures, etc.) exclude and/or act as barriers to racialized groups. Systemic discrimination may also result from some government laws and regulations (Canadian Race Relations Foundation, Glossary of Terms)

Two-Spirit

A term used by Indigenous First Nations peoples to describe from a cultural perspective people who are gay, lesbian, bisexual, trans, or intersex. It is used to capture a concept that exists in many different Indigenous cultures and languages. For some, the term two-spirit describes a societal and spiritual role that certain people played within traditional societies; they were often mediators, keepers of certain ceremonies; they transcended accepted roles of men and women, and filled a role as an established middle gender. (Creating Authentic Spaces, The 519)

Transgender or Trans

An umbrella term that describes people with diverse gender identities and gender expressions that do not conform to stereotypical ideas about what it means to be a girl/woman or boy/man in society. "Trans' can mean transcending beyond, existing between, or crossing over the gender spectrum. It includes but is not limited to people who identify as transgender, transsexual, cross-dressers, or gender non-conforming (gender variant or genderqueer).

"Trans" includes people whose gender identity is different from the gender associated with their birth-assigned sex. Trans people may or may not undergo medically sup portive treatments, such as hormone therapy and a range of surgical procedures, to align their bodies with their internally felt gender identity.

People who have transitioned from one gender to another may simply identify as female or male. Others may also identify as trans — as a trans woman or a trans man. Some people may identify as trans and not use the labels "female" or "male." Others may identify as existing between male and female or in different ways beyond the binary of those terms.

Trans people may identify their gender in many ways. There is no single or universal experience of what it means to be trans. As a result, different trans people face distinct forms of discrimination in society, and this may relate to whether they identify as male, female, a person with a trans history, a person in the process of transitioning, a transman, a trans woman, transsexual, or gender non-conforming. (Creating Authentic Spaces, The 519)

Transphobia

The aversion to, fear, hatred, or intolerance of trans people and communities. Like other prejudices, it is based on stereotypes and misconceptions that are used to justify discrimination, harassment, and violence toward trans people. (Creating Authentic Spaces, The 519)

Transsexual

A person whose gender identity differs from their sex assigned at birth. They may or may not undergo medically supportive treatments to align their bodies with their gender identity, such as hormone therapy, sex reassignment surgery, or other procedures. They may also undertake other changes to align their external attributes and appearance with their gender identity. (Creating Authentic Spaces, The 519)

Transitioning

Refers to a host of activities that some trans people may pursue to affirm their gender identity. This may include changes to their name, sex designation, dress, the use of specific pronouns, and possibly medically supportive treatments such as hormone therapy, sex-reassignment surgery, or other procedures. There is no checklist or average time for a transition process, and no universal goal or endpoint. Each person will decide what meets their needs. (Creating Authentic Spaces, The 519)

Undue Hardship

The employer's or service provider's duty to accommodate is limited only by "undue hardship i.e. the employer or service provider need not accommodate an employee or client if it can show that the accommodation would cause the employer or service provider to suffer undue hardship. The Canadian Human Rights Act states that it must be established that accommodation of the needs of an individual or a class of individuals affected would impose undue hardship on the person who would have to accommodate those needs, considering health, safety and cost in order for the accommodation to be considered too much of a burden (Canadian Human Rights Commission. 2006)

Visually Impaired

Phrase used to describe people who can only see very little. They see better with the assistance of technical aids such as magnifiers, telescopes, special glasses, and computers with special features such as large print. (CNIB. no date. School Activity Package.)

West Indian

A person from the West Indies or of West Indian descent from countries such as Barbados, Grenada, Guyana, Jamaica and Trinidad & Tobago. (Ontario Human Rights Commission)

White

A social colour. The term is used to refer to people belonging to the majority group in Canada. It is recognized that there are many different people who are "White" but who face discrimination because of their class, gender, ethnicity, religion, age, language, or geographical origin. Grouping these people as "White" is not to deny the very real forms of discrimination that people of certain ancestry, such as Italian, Portuguese, Jewish, Armenian, Greek, etc., face because of these factors. (Canadian Race Relations Foundation, Glossary of Terms)

Xenophobia

Fear and hatred of strangers or foreigners or of anything that is strange or foreign. (Merriam-Weber Online)