

TO:	CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING ON SEPTEMBER 22, 2020
FROM:	CHERYL SMITH MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
SUBJECT:	COMMUNITY DIVERSITY AND INCLUSION STRATEGY UPDATE

RECOMMENDATION

That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, this report **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- [Workplace and Community Diversity and Inclusion Update](#) (February 16, 2016)
- [Community Diversity and Inclusion Strategy Update](#) (November 15, 2016)
- [Community Diversity and Inclusion \(CDIS\) Update](#) (March 28, 2017)
- [Community Diversity and Inclusion Strategy \(CDIS\)](#) (August 1, 2017)
- [Community Diversity and Inclusion Strategy \(CDIS\) Update](#) (October 10, 2018)

LINK TO THE STRATEGIC PLAN FOR THE CITY OF LONDON

The Community Diversity and Inclusion Strategy is aligned with the Strategic Plan under the Strengthening our Community Strategic Area of Focus and supports the following outcome: Londoners are engaged and have a sense of belonging in their neighbourhood and community.

BACKGROUND

Created by the community through extensive engagement, London's [Community Diversity and Inclusion Strategy \(CDIS\)](#) represents a collective plan for building a more inclusive city united around the vision: London is a diverse and inclusive community that honours, welcomes and accepts all people; where people have the power to eliminate systemic oppressions.

The CDIS is premised on community-driven change; volunteers in the community provide critical leadership in the development and implementation of CDIS initiatives. The work of the CDIS is supported by Civic Administration in a “backbone” role, which includes: administrative support; meeting preparation; assistance with planning and reporting; and support for the five CDIS working groups and the Leadership Table.

Despite disruptions associated with the COVID-19 pandemic, the community volunteers who make up CDIS have continued to meet virtually to develop work plans and implement activities to address racism and oppression in London and build a more inclusive, welcoming community.

The purpose of this report is to:

- Highlight progress made in the implementation of CDIS to date; and,
- Outline the next steps for implementation.

CDIS Implementation Progress

Following Council’s endorsement of the CDIS implementation approach in October 2018, the City of London issued a call for volunteers to support implementation, it being noted that the volunteers engaged in the development of the CDIS had completed their mandate. At the initial CDIS Implementation Body meetings in 2019, community volunteers: discussed roles and responsibilities; confirmed their commitment as CDIS members; established the Terms of Reference; elected Chairs; and began initial development of work plans.

The COVID-19 pandemic caused significant disruption to the CDIS in 2020, both in the

development of work plans and the implementation of planned activities that were cancelled due to restrictions on the use of public space. Additionally, plans to hire additional resources to support implementation, including a project coordinator and international summer student intern, were also put on hold due to the COVID-19 pandemic.

Despite these delays, CDIS members have demonstrated continued commitment to implementation, meeting virtually to finalize work plans, discuss implementation approaches, and respond to emerging community priorities. In light of the ongoing constraints associated with the pandemic, each CDIS working group has prioritized two to five strategies to undertake immediately and have developed actions for those strategies. Refer to [APPENDIX A](#) for the CDIS priority work plans.

In 2019 and 2020, significant steps were taken to build partnerships and implement actions that advance CDIS strategies. Following are some highlights of the progress made to date by the CDIS Implementation Body in collaboration with over 20 organizations, networks, and individuals

- In partnership with CityStudio and Pillar Nonprofit, worked with students who conducted research related to anti-discrimination within London and ways to address it. The topics included were racism, xenophobia, sanism, and ableism.
- In partnership with Rogers TV, producing a seven episode series focused on the topic of diversity and inclusion in London.
- Participating in the London Coalition to Empower Gender Equality Working Group.
- Hosted an information booth at the 2020 Black History Month launch event at Museum London to raise awareness of the CDIS and opportunities to join the CDIS working groups.
- CDIS members provided feedback to Civic Administration on the Indigenous Relations Specialist at the City of London, advising on key skills, experiences and expertise, and attributes the person in the role should possess.
- Worked with the London & Middlesex Local Immigration Partnership (LMLIP) volunteers to support anti-racism work led by the LMLIP's Welcoming Communities Work Group, including the annual *All Are Welcome Here* event on the UN Day for the Elimination of Racial Discrimination. Additionally, working in partnership with the LMLIP Employment Sub-Council to promote immigrant employment within London.
- Led the Diversity, Equity and Inclusion Community of Practice initiated by the City of London, City of Kingston, City of Cambridge and Evergreen. Membership currently includes 50 municipalities, post-secondary institutions, and community organizations from across Ontario.
- During the 2020-2021 school year, the CDIS working groups will be working with five classes from Western, Brescia, and King's to support the implementation of CDIS strategies. Planned projects include:
 - Development of poster campaign focused on Residential School survivors and allyship;
 - Research on anti-Black and anti-Indigenous racism;
 - Economic impacts of COVID-19 on marginalized populations;
 - Development of inclusive meetings toolkit;
 - Research on how persons with disabilities are affected by intersectionality of identities and experiences; and,
 - Research on systemic barriers faced by marginalized populations when seeking employment.

Following the recent increased attention to anti-Black racism in London, and recognizing that the CDIS was designed as a living document that can be modified to remain responsive to emerging issues, CDIS members held extensive discussions that led to a recommendation to create a new, sixth priority within the CDIS that will focus on addressing anti-Black racism in London. The process for creating this priority will include: community outreach and solicitation of feedback; issuing a call for volunteers; developing strategies; and developing a work plan. Existing strategies for the other five CDIS priorities will remain the same, with the expectation that these working groups will collaborate closely with the new sixth priority on anti-racism and anti-oppression work.

FINANCIAL IMPACT

There is no financial impact associated with this report. Ongoing activities arising from or aligned with the Community Diversity and Inclusion Strategy are funded from the existing 2020-2023 Multi-Year Budget.

NEXT STEPS

The following steps will be taken with respect to the CDIS in 2020 and 2021:

- Continued implementation of work plan actions
- Continued outreach and engagement with key partners and the broader community
- Establishment of sixth priority focused on anti-Black racism
- Alignment of CDIS with anti-racism and anti-oppression work happening corporately

CONCLUSION

Diversity and inclusion are complex, challenging, and ever changing. The CDIS membership has focused its efforts on building the implementation body, electing Chairs, developing a Leadership Table, creating work plans, continuing and expanding community engagement, and responding to emerging priorities.

The COVID-19 pandemic has posed challenges to the implementation of CDIS; however, the CDIS working groups and Leadership Table have continued to move forward, with the support of Civic Administration. Civic Administration would like to express its thanks and appreciation to the London residents who serve on the CDIS Implementation Body as working group members, Chairs, and Leadership Table members. It is due to their dedication, passion, and perseverance that the work of CDIS has continued during these challenging and unpredictable times.

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APPENDIX A

CDIS Priority Work Plans

NOTE: Strategies in bold text have been identified as priorities for 2020-2021

CDIS Priority 1 Working Group: Take concrete steps towards healing and reconciliation

Strategy	Actions	Status
1. Establish an Indigenous relations office within the City.	a. Provide feedback on the job description for the Indigenous Relations Specialist.	Complete
2. Work with local Indigenous peoples to establish a Truth and Reconciliation Commission – Calls to Action (TRC) accountability and implementation body and plan.	a. Establish an internal City of London staff team who are undertaking projects or work with members of either the local First Nation communities or urban Indigenous population including Indigenous organizations to update on ongoing projects, discuss problems, solve challenges, and provide support.	Complete
	b. Advocate for the establishment of an Elders Council within the City of London.	Not Started - On hold due to COVID-19
	c. Work with local organizations to determine city wide progress toward the TRC recommendations.	In Progress
	d. Provide feedback to the City of London TRC implementation and suggest additional TRC actions that could be undertaken.	In Progress Started March 2020
3. Create a community pledge to encourage everyone to take action towards the recommendations of the Truth and Reconciliation Commission – Calls to Action (TRC).		Not Started
4. Develop an audit and evaluation process to measure the progress towards the Truth and Reconciliation Commission – Calls to Action (TRC) recommendations.		Not Started
5. Ensure Indigenous peoples lead the change process within our community.	a. Support Saunders girls hockey team's request to add greetings in Ojibwaymowin, Oneida and Lenape languages to the welcome wall at Bostwick Community Centre.	In Progress Started August 2020
	b. Support work undertaken by Atloh's anti-trafficking unit to developing and deliver training for hotel/motel employees to recognize signs of Indigenous women & girls who are potentially being trafficked at City of London establishments.	Not Started

Strategy	Actions	Status
	c. Explore renaming three streets in London, Ontario in the three distinct languages of the closest First Nation communities; Chippewas of the Thames First Nation, Munsee-Delaware Nation and Oneida Nation of the Thames.	Not Started
	d. Develop a poster campaign modelled after the City of Hamilton collaboration on I AM AFFECTED and I AM COMMITTED campaign (this could also fall under TRC Call to Action #57).	Not Started Start Date: January 2021
	e. Develop a Land Acknowledgement that acknowledges the land and creation in collaboration with Chippewas of the Thames First Nation, Munsee-Delaware Nation and Oneida Nation of the Thames to be used Corporate-wide.	Not Started
	f. Support the engagement process for the City of London's Wastewater Treatment Master Plan.	In Progress Started September 2020
6. Work with local Indigenous peoples to develop a unified Indigenous health strategy, including consideration of Indigenous social determinants of health.	a. Collaborate with local Indigenous organizations, neighbouring communities and health professional to establish the strategy.	Not Started
	b. Host community consultation to develop the health strategy.	Not Started Start Date: January 2021 (COVID-19 - Permitting)
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).		Not Started
8. Provide opportunities for on-reserve economic development through strategic and innovative partnerships with the City and the private sector.	a. Create a list of economic development opportunities available in London.	Not Started Start Date: March 2021 (COVID-19 - Permitting)
	b. Work with LEDC and Chamber of Commerce to determine opportunities for partnership.	Not Started Start Date: March 2021 (COVID-19 - Permitting)
	c. Develop a social media campaign to promote local Indigenous led businesses.	Not Started Start Date: November 2020

CDIS Priority 2 Working Group: Have zero tolerance for oppression, discrimination and ignorance

Strategy	Actions	Target Dates
1. Address one's own privilege and bias by learning, sharing, and recognizing the lived experiences, cultures and histories of Londoners.	a. Host human library throughout the community.	Not Started - On hold due to COVID-19 Start Date: May 2021
	b. Host information booths at local festivals, public events, and conferences.	Not Started - On hold due to COVID-19 Start Date: June 2021
	c. Commemorate the first convention of the Canadian League for the Advancement of the Coloured People.	Not Started Tentative Start Date: October 2020
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.	a. Create awareness posters about all of the 'isms'/ forms of discrimination, including facts sharing, myth busting, etc.	Not Started Start Date: October 2020
	b. Host performances addressing the 'ism'/ discrimination.	Not Started - On hold due to COVID-19
	c. Conduct data collection of all the 'isms'/ discrimination within London.	In Progress Started September 2019
	d. Create an anti-oppression resource list.	In Progress Started September 2019
3. Recognize a common language around oppression and discrimination (see glossary of terms).		Not Started
4. Know the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code.		Not Started
5. Require educators, social service and health practitioners to complete training on Indigenous cultures.		Not Started
6. Encourage everyone to undertake de-colonization, anti-racism, anti-oppression, cultural safety, accessibility, and diversity training in order to understand those around them.	a. Conduct an evaluation of needs, gaps, and opportunities for training.	In Progress Started September 2019
	b. Host Positive Space Champion Training.	Not Started - On hold due to COVID-19 Tentative Start Date: October 2020
	c. Create a database of existing training and development opportunities.	Not Started To be created based on feedback received from Action A.
	d. Create infographics on politically correct language.	Not Started Start Date: January 2021 Can be added to Strategy 1 Action A.

Strategy	Actions	Target Dates
7. Build cultural awareness among children and youth through schools, community groups, parent councils, and other community engagement activities.	a. Work with the London Police Services to promote the work happening.	Not Started Start Date: January 2021
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.	b. Work with the City of London to review and develop diversity, equity and inclusivity training.	Not Started Start Date: January 2021
9. Make community training on sexual harassment, sexual assault, safety, trans health and HIV more readily accessible.		Not Started
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.		On Hold until priority six is formed.
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.		Not Started
12. Encourage local media and community figures to promote inclusive messages and to address barriers and oppression within London.		Not Started
13. Implement a social media campaign modelled after #MakeltAwkward.		Not Started
14. Encourage local businesses and organizations to share knowledge, resources, and information to address oppression, discrimination and ignorance.		Not Started

CDIS Priority 3 Working Group: Connect and engage Londoners

Strategy	Actions	Target Dates
1. Promote events and opportunities for Londoners to collaborate, share, and access information.	a. Build partnerships with local umbrella organizations to promote common goals, determine needs, and collaborate and share information.	In Progress Started February 2020
	b. Establish a regular mean of communication with CDIS members to promote community engagement opportunities.	In Progress Started September 2019
	c. Bring together organizations working in the area of anti-racism to collaborate on common priorities and share resources.	In Progress Started January 2020
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.		Not Started
3. Recognize and celebrate Londoners, organizations and businesses that promote and undertake diversity, inclusion, and anti-oppression activities.	a. Promote the existing awards and recognitions within London and provide nominations where possible.	In Progress Started September 2019
4. Establish long-range plans to grow diversity activities, including grants and recognition programs.		Not Started
5. Increase participation of Londoners from non-dominant groups on the City of London Advisory Committees, Boards and Commissions.		Not Started
6. Ensure the City of London and other organizations understand and model best practices for inclusive engagement.	a. Create a database of resources and best practices.	Not Started Start Date: January 2021
	b. Develop a toolkit for hosting inclusive meetings and events.	Not Started Start Date: January 2021

CDIS Priority 4 Working Group: Remove accessibility barriers to services, information and spaces

Strategy	Actions	Target Dates
1. Create awareness about the accessibility services available in the community, and encourage organizations to better promote the accessibility supports they offer.	a. Support the City of London Advisory Accessibility Committee by providing feedback on relevant projects to increase awareness of resources.	In Progress Started September 2019
	b. Compile and promote available journey maps/checklists/guides for identifiable accessibility needs.	Not Started Start Date: January 2021
	c. Review and compile information on relevant supports and services available in London.	Not Started Start Date: January 2021
	d. Work with the Age Friendly Outdoor Spaces and Buildings Working Group to promote City of London facilities accessibility features.	In Progress Started October 2019
2. Promote the local welcome and assessment centres for newcomers.	a. Promote the information available through the 211 and its features.	Not Started
	b. Work with the City of London staff to promote the Welcome Kiosks and their accessibility features.	Not Started
	c. Advocate for information available at the welcome and assessment centres to be available in alternate formats.	Not Started
3. Ensure that all current and future transportation options are reviewed by, and easily available and accessible to; seniors, persons with disabilities, and newcomers.	a. Support the work of the Accessibility Advisory Committee and the Age Friendly London Transportation Working Group.	In Progress Started September 2019
	b. Work with the Age Friendly London Transportation Working Group to review and promote the resources and information available.	In Progress Started September 2019
	c. Work collaboratively with local groups advocating for accessible transportation options within London.	Not Started
	d. Work collaboratively across organizations to develop a plan for improvement to specialized transit to share with the LTC.	Not Started Start Date: January 2021
4. Include persons with disabilities in policy development, consultations, and implementation process in order to address different accessibility perspectives.		Not Started
5. Promote and encourage developers to implement the City of London's Facility Accessibility Design Standards (FADS), and other progressive accessibility standards.		Not Started
6. Encourage the development of an assistive technology information resource to assist Londoners in learning more about the different types of technologies.		Not Started

Strategy	Actions	Target Dates
7. Encourage businesses and organizations to have non-gender specific washrooms.	a. Advocate for FADS to include a section on gender non-specific washrooms.	Not Started Start Date: March 2021
	b. Promote a list of City of London facilities with gender non-specific washrooms and their features.	Not Started Start Date: June 2021
	c. Advocate for businesses and organizations to adopt a policy on non-gender specific washrooms modelled after the City of London policy.	Not Started Start Date: June 2021
8. Ensure the safety of the community by developing comprehensive and adaptable emergency and safety procedures, and conduct regular safety audits throughout the community.		Not Started
9. Provide accommodations for religious and cultural practices.	a. Build awareness of the cultural and religious accommodations available at the City of London facilities.	In Progress Started September 2019
	b. Advocate for businesses and organizations to adopt policies on religious and cultural practices modelled after the City of London policy.	Not Started
10. Establish awards for architects and/or other professional if they build or innovate an inclusive design.	a. Advocate for the City of London Urban Design Awards to include an award focused on accessible design.	Not Started
	b. Promote the existing awards which include accessibility categories.	Not Started

CDIS Priority 5 Working Group: Remove barriers to employment

Strategy	Actions	Target Dates
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.		Not Started
2. Know the Accessibility for Ontarians with Disabilities Act and Integrated Accessibility Standards Regulation (under AODA).		Not Started
3. Identify and remove barriers in the recruitment process, including; identifying accommodations in job advertisements, and ensuring transparent hiring and evaluation practices.	a. Conduct an analysis of barrier faced by immigrants when seeking employment.	In progress Start Date: September 2020 CityStudio Project
	b. Collaborate with local organizations to develop unconscious bias training.	Not Started - On hold due to COVID-19
	c. Host a forum for discussion between employers and potential employees.	Not Started - On hold due to COVID-19 Can be held online in Spring 2021?
	d. Identify employer best practices and celebrate those successes.	Not Started Start Date: April 2021
4. Promote equity within policy, practices and strategies in businesses, non-profit, public and labour organizations.		Not Started
5. Ensure that all health and safety standards in the workplace are inclusive.		Not Started
6. Support the professional development of individuals who are underrepresented in the workforce and leadership.	a. Conduct a gaps and needs analysis of the local workforce and leadership.	Not Started
	b. Identify and celebrate employers with a diverse workforce and leadership.	Not Started Start Date: November 2021
	c. Create a database of development opportunities available within the community.	Not Started Start Date: May 2021
	d. Work with local groups and organizations to promote the benefits of having a diverse workforce and leadership.	Not Started Start Date: November 2021
7. Promote and encourage mentorship, co-op, apprenticeship and internship programs happening within the City and the community.		Not Started
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.	a. Promote the services available within the community for internationally trained individuals.	Not Started Start Date: January 2021
	b. Work with Priority 1 Working Group to identify ways to encourage employers to recognize sanctioned knowledge of Indigenous Elders.	Not Started

Strategy	Actions	Target Dates
9. Support employers and community members in learning how to assist newcomers with their integration.	a. Support the work happening as part of the Newcomer Strategy, including the Newcomer Day through promotion, and information sharing.	Not Started - On hold due to COVID-19
	b. Promote the integration services and resources available within the community, e.g. Welcome Kiosk.	In Progress Started January 2020
	c. Host a networking event for newcomers and local service providers.	Not Started - On hold due to COVID-19. Can this be moved to an online event?
	d. Help distribute the employment fact sheets created by the LMLIP Employment Sub-Council for employers and the community.	Not Started