



INFORMATION REPORT

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	July 11, 2019
SUBJECT/REPORT NO:	Diversity and Inclusion Strategic Plan Annual Report (HUR19016) (City Wide)
WARD(S) AFFECTED:	City Wide
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INFORMATION

In June 2017, City Council approved the Human Rights, Diversity and Inclusion Strategic Plan. This office focuses on the administration, implementation and interpretation of the following legislation and corporate policies:

- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act (AODA), 2005
- Harassment and Discrimination Prevention Policy
- Personal Harassment Prevention Policy
- Equity Policy
- Anti-Racism Policy
- Protocol for Gender Identity and Gender Expression; Transgender and Gender Non-Conforming Persons
- Use of Indigenous Medicines Policy

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Our efforts are focused on providing proactive training to staff as well as necessary support on consultations and interventions regarding concerns raised by employees and /or citizens relating to the above. In addition, the team serves as Staff Liaison for a total of eight (8) Volunteer Advisory Committees. These committees include:

- Aboriginal Advisory Committee
- Accessibility Committee for Persons with Disabilities
- Committee Against Racism
- Immigrant and Refugee Committee
- LGBTQ Committee
- Mundialization Committee
- Senior's Advisory Committee
- Status of Women Advisory Committee

Additionally, staff support various working groups and events initiated by these committees.

Key Accomplishments

During 2018, the Diversity and Inclusion team focussed on five key projects:

- 1) Hamilton Anti-Racism Resource Centre (HARRC)
- 2) Improving Diversity in the Recruitment for Volunteer Advisory Committees, Agencies and Boards
- 3) Voluntary Demographic Data Collection
- 4) Development and Implementation of Trans Protocol Training
- 5) Development and Implementation of Use of Indigenous Medicines Policy and Procedure

The Hamilton Anti-Racism Resource Centre is a joint venture between the City of Hamilton, McMaster University, and Hamilton Centre for Civic Inclusion. City Council approved funding of \$100,000/year for a three year pilot project. The intent of the Centre was to collect data to better understand issues relating to racism occurring in the City of Hamilton in an effort to identify key issues and trends and to provide recommendations on policies to address identified opportunities. The Centre was officially opened in April 2018 and then eventually paused in February 2019 due to a variety of factors. Team members supported this project through roles on the Oversight Committee and Steering Committee. The Centre remains a key priority for the team in 2019 and beyond.

A review of the City of Hamilton's Advisory Committee Report (CM15007) indicated that many members of the Volunteer Advisory Committees reported that the existing methods of recruitment were insufficient to secure a proper applicant pool. As a result, the Diversity and Inclusion staff presented a recommendation report to Council (HUR18017) in September 2018 intended to increase the profile and reach of the recruitment efforts.

In the previous recruitment in November 2015, a total pool of 161 applicants were received from across the City of Hamilton for positions on thirteen (13) Volunteer Advisory Committees. All applicants were placed on one or two of the committees. In the 2018 recruitment, which utilized the staff's recommendations to reach a more diverse pool of candidates, a total of 801 applications were received, 332 of which were for the twelve (12) Volunteer Advisory Committees. This unprecedented response resulted in a much larger and more diverse pool of candidates.

With the assistance of the City Clerk's Office, Diversity and Inclusion staff also undertook to incorporate voluntary demographic data collection questions in accordance with Statistics Canada definitions and Employment Equity guidelines. Based on those 598 candidates who completed online applications, 81% elected to complete the voluntary demographic self-identification questions. Appendix A to Report HUR19016 provides the details of the responses. The overall breakdown is as follows:

Applicants to all Volunteer Advisory Committees, Agencies and Boards:

- Women 37.7%
- Indigenous 2.0%
- Racialized 16.7 %
- Person with a Disability 15.3 %

Successful applicants who were granted a position on one or more committee:

- Women 50.33%
- Indigenous 2.00%
- Racialized 19.2%
- Person with a Disability 15.9%

The fourth key initiative was to develop and implement the Trans Protocol training. Working in conjunction with Egale Human Rights Trust Canada, the Diversity and Inclusion team developed a pilot training program. The team engaged with the City of Hamilton's LGBTQ Volunteer Advisory Committee and then also reached out for a broader series of community consultations to get feedback and inputs into the training. The result was a subsequent report to Council (HUR 17002(c)) in which Council approved the one full time and one part time FTE and budget for a three-year period to ensure individuals with lived experience were able to facilitate the training across the

organization. Additionally, members of the Hamilton community with lived experiences offered to support the City's efforts by participating in video components that have since been incorporated into the training program. The ability to hear lived experiences from local Hamiltonians greatly enhanced the meaningfulness and relevance of the training material. All members of supervision and above were trained in 2018 with a full roll out beginning in 2019.

Diversity and Inclusion staff also supported the creation and implementation of a new Human Rights Policy and Procedure regarding the Use of Indigenous Medicines (HUR18005/HCS18007) which was approved at Council in February 2018 and continue to be responsible to address any issues or concerns relating to this policy for the organization.

Training

Training is a key component of any Diversity and Inclusion Strategic Plan. The team delivered nearly 100 in-person training sessions which resulted in 2304 employees being trained in 2018. This training included legislated AODA training and mandatory Respect in the Workplace (It Starts With You), Corporate New Employee Orientation training along with other customized program delivery including Civility in the Workplace and Gossip in the Workplace in addition to the previously mentioned Trans Protocol training. Managers also participate in a more in-depth training program which provides additional skills and resources to assist them in dealing with issues in the workplace. Details on the training data can be found in Appendix B to Report HUR19016.

Issue Consultations and Investigations

The Diversity and Inclusion team serve as a resource for the entire organization on issues relating to Human Rights, Equity, Diversity, Inclusion, Accessibility, Harassment, and Discrimination. The Human Rights Specialists addressed a total of 171 issues or concerns in 2018 which is a 26.67 percent increase year over year from 2017. The single largest issue continued to be concerns relating to Personal Harassment at just over 50 percent documented. The next most common issue related to Disability at 15 percent. Appendix C to Report HUR19016 provides a detailed data breakdown.

Of the issues presented, 106 resulted in consultations, 53 complaints resulted in 34 formal investigations. Additionally, the City of Hamilton received six (6) new Human Rights Tribunal Applications during 2018. It is interesting to note the significant volume increase given that just five years earlier in 2013, the numbers were virtually half of those in 2018. Specifically, in 2013 there were 36 complaints, 17 investigations, and 3 Human Rights Tribunal Applications.

Staff also serve as a support for citizens on a variety of accessibility and related issues. In 2018, staff addressed 119 requests for assistance ranging from printing of braille materials, landlord issues, building code and AODA inquiries. Of the 119, 9 requests were unrelated to the City of Hamilton or its services and facilities.

2019 Key Focus Areas

Key efforts for 2019 will include focus on the collection of voluntary demographic data for all applicants and employees to identify trends and opportunities as they relate to recruitment, selection, retention and promotional practices. Additionally, continued community engagement efforts relating to HARRC including a festival and event promotional tour, online survey, and meetings with key community stakeholders. This will result in a future report to Council in Q3 2019 regarding recommendations on how to position the Centre for success moving forward. Another major Diversity and Inclusion initiative is the recommendation to Council regarding the creation of an overall Equity, Diversity, and Inclusion framework to further enhance an inclusive lens for all City policies, programs, and initiatives.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report HUR19016 – Voluntary Demographics Self-Identification

Appendix B to Report HUR19016 – 2018 Diversity and Inclusion Training Completion

Appendix C to Report HUR19016 – 2018 Diversity and Inclusion Issue Classification