# Words 2 ACTION DEI Mobilization Map



#### Words 2 ACTION: DEI Mobilization Map

The impetus of this document was to turn the recommendations from *"How Inclusive are Canada's Chambers of Commerce? A Report Card"* into actionable steps, however the project has morphed into a *map for any organization* to mobilize people and DEI policies to address widespread systemic inequities.

Creating a diverse, equitable and inclusive organization and embedding that into an organization's heartbeat is no longer optional. If your organization has not begun to consider significant changes in DEI and the shifting of power dynamics, have you considered the cost?

- In 2021, nearly 90% of all population growth was driven by immigration. Immigrants account for 23% of Canada's total population, the highest since Confederation in 1867 and the highest among all G7 countries. (Statistics Canada)
- The Indigenous youth population is set to reach
   1 million by 2027 and is growing at four times the national average. (Indigenomics Institute)
- Closing the gap between Indigenous and non-Indigenous Canadians would lead to an increase of \$27.7 billion or a boost of 1.5% to Canada's economy. (National Indigenous Economic Strategy for Canada 2022)
- Improvements to workplace access would allow over half a million Canadians with disabilities to work more, increasing GDP by \$16.8 billion by 2030. (The Conference Board of Canada)

If Canada were a fully accessible and inclusive society, the economic benefits would amount to about \$337.7 billion or 17.6 percent of the GDP (The Institute for Work & Health) Building on the work of the post-secondary student authors of the previous report, **"How Inclusive are Canada's Chambers of Commerce: A Report Card"**, this mobilization map translates the report card's final recommendations into actionable items any organization can implement.

A second group of post-secondary students, from equity-deserving groups, through the **Venture for Canada Intrapreneurship Program**, were asked how they would create work spaces where they themselves could feel a sense of belonging and therefore show up as their full, authentic selves.

Canada's young adults want to witness your senior leadership recognizing privilege publicly, in all its forms, leading with vulnerability and having awkward conversations. **They want you to know your DEI commitment must be rooted in action.** 

Benefits Canada's recent survey found that 61 percent of generation Z workers (born between 1997 and 2012) expect business leaders to show up and speak up when it comes to climate change, racism and social equity.

Can you afford to ignore the citizens of Canada's future? Are you ready to fully commit?

If yes, then please examine these suggestions with an open mind and prepare to hold space for uncomfortable conversations that spark change.

\*Please note: The use of the word **employee** can be interchangeable with **member and/or volunteer**. The use of the word **management** can be interchangeable with **leadership**, **senior leadership and/or executive**.



Shauna Rae, Founder and CEO, Radar Media

"Canada's young adults want to witness your senior leadership <u>recognizing</u> privilege publicly, in all its forms, <u>leading with</u> <u>vulnerability</u> and <u>having</u> <u>awkward conversations</u>.

They want you to know your DEI commitment must be <u>rooted in action.</u>"

> - Shauna Rae, Founder and CEO, Radar Media



#### What is INCLUSION?

Inclusion refers to the act of ensuring everyone is given equal access, opportunity, and respect regardless of their race, gender, age, religion, or any other characteristic. It involves creating an environment where everyone feels welcomed, valued, and supported.

1. Integrate DEI into the organizational vision, mission, and core values:		
	1.1. Make DEI a core value of the organization:	
	1.1.1. Communicate values regularly and reinforce through employee training, policies, and practices	
	1.2. All policies and practices should be reviewed and updated to ensure promotion of diversity, equity, inclusion and accessibility:	
	1.2.1. Hiring	
	1.2.2. Promotion	
	1.2.3. Performance evaluation	
	1.2.4. Employee benefits	
	1.3. Prioritize using inclusive language in all organizational communication:	
	1.3.1. Clarify language to convey organizational commitment to diversity and an inclusive environment	
	1.3.2. Avoid gendered language	
	1.3.3. Use person-first language and language sensitive to different cultural backgrounds	
	1.3.4. Change/reword policies to encourage inclusion rather than create exclusion: Ex.: Winter or Holiday Break; rather than Christmas Break	
	1.4. Commitment from leadership and employees:	
	1.4.1. Promote employee resource groups	
	1.4.2. Celebrate cultural events and holidays	
	1.4.3. Recognize and value the contributions of all employees	

Notes:

2. Formulate a distinct DEI statement and policy to affirm commitment to DEI values and guide the progressive			
achiev	<ul> <li>achievement of DEI goals:</li> <li>2.1. Define key terms related to DEI, such as diversity, equity, inclusion and accessibility to ensure clarity and</li> </ul>		
	understanding		
	2.2. Establish a DEI committee		
	<b>2.3</b> . Establish clear accountability measures to ensure the organization is making progress toward its DEI goals:		
	2.3.1. Report regularly on DEI initiatives and progress		
	2.3.2. Review and update DEI statement and policy regularly to ensure relevancy and effectiveness		
	2.3.3. Solicit feedback from key stakeholders:		
	2.3.3.1. Monitor progress toward DEI goals		
	2.3.3.2. Make necessary revisions based on changing organizational needs and priorities		
	2.3.3.3. Uphold DEI with partnerships to foster inclusivity		
	2.4. Re-build organizational environment to ensure employees feel comfortable enough to address employers about issues:		
	2.4.1. Create employment contracts outlining employer responsibilities to not discriminate against an individual on the basis of disability, including presuming that an individual has a disability		
	2.4.2. Provide accommodation for disabled employees without causing undue hardship		
	2.4.3. Nurture understanding and a willingness to have conversations that will result in changes to workplace culture/attitude so employees feel comfortable speaking up, even when it's not 'in the moment' when witnessing or hearing discriminatory practices		
	2.4.4. Management/board members must:		
	2.4.4.1. Enforce mandatory DEI events and workshops		
	2.4.4.2. Hire a consultant to support conversations		
	2.4.4.3. Express willingness to engage in open and honest conversations (even and especially CEO/ED)		
	2.4.4.4. Shift away from a hostile workplace		
	2.4.5. Create comfort to disclose:		
	2.4.5.1. Mental struggle and the need of support:		
	2.4.5.1.1. Encourage discussions about the prioritization of employee mental health and reducing stigma to support employee well-being		
	2.4.5.2. Overwork and the need to discuss scheduling (Ex. Unpaid overtime work)		
	2.4.5.3. Disabilities:		
	2.4.5.3.1. Allows employee to communicate need for accommodations		
	2.4.5.3.2. Reduces fear of discrimination		

3. Dem	onstrate respect for Indigenous land, history, and the diverse composition and cultures of the community:
	<b>3.1.</b> Begin meetings and events with an acknowledgment of the traditional land and the Indigenous people who were there first, showing respect for the land and the people who have been its caretakers for generations
	<b>3.2.</b> Establish partnerships with local Indigenous communities to support Indigenous initiatives and learn from their knowledge and experience to demonstrate respect for the community and build relationships
	<b>3.3.</b> Promote cultural education and awareness through workshops, seminars, and other learning opportunities to demonstrate understanding of the need for diversity
	light the organization's progress towards meeting DEI objectives and promote DEI-related activities, prations, and success stories:
	4.1. Host events that promote DEI-related activities and collaborations:
	4.1.1. Diversity fairs
	4.1.2. Cultural celebrations
	4.1.3. Panel discussions on DEI-related topics
	4.2. Celebrate the diversity of the organization by recognizing important holidays and cultural events
	4.3. Share updates on DEI initiatives and progress through internal communication channels
5. High	light specific business resources for marginalized groups:
	5.1. Host free/low-cost programs to help employees learn from others about growing a business/being an entrepreneur
	5.2. Provide training on how to access resources and support through mentoring or coaching
	5.3. Conduct surveys and assessments to understand needs of marginalized groups within the organization and to gather feedback on the available resources:
	5.3.1. Use feedback to improve the resources and supports that are offered
	5.4. Measure impact of the available resources for marginalized groups to understand effectiveness and identify opportunities for improvement

Notes:

6. Mainstream DEI considerations in all aspects of the organization's management and operation:			
	6.1. Establish clear and measurable DEI goals for the organization that align with mission and values:		
	6.1.1. Integrate into organizational strategic planning and operational processes		
	6.2. Provide DEI training to all employees and managers		
	6.3. Use inclusive language and imagery in all internal and external communication materials, including job descriptions, marketing materials, and social media posts		
	6.4. Host events at various times (Ex. breakfast events instead of after work day):		
	6.4.1. Allows people with families to be able to participate		
	6.4.2. Ensures events are inclusive of employees with diverse backgrounds and needs		
	ot measures to improve the accessibility of online resources, including, for instance, audio transcripts and tive texts for images:		
	7.1 Develop accessibility guidelines that provide clear guidance on creating accessible online resources:		
	7.1.1. Guidelines should cover topics such as alt-text for images, closed captioning for videos, and accessible website design		
	7.2. Use accessible web design techniques, such as high-contrast colors and clear navigation, to ensure all users can easily navigate and interact with the organization's online resources		
	7.3. Regularly review and update online resources to ensure they meet accessibility guidelines and best practices including updates to alt-text for new images, captioning new videos, and updates to website design		
	7.4. Train staff on accessibility guidelines and best practices to ensure all online resources are created with accessibility in mind		
	7.4.1. Training on how to add alt-text to images, how to create accessible PDFs, and how to caption videos		
	grate DEI in visual representations used on the website through, for instance, depictions of diverse groups, ors, and attires:		
	8.1. Use images on the website that depict people from diverse backgrounds, cultures, and identities like images of people of different ages, races, genders, sexual orientations, abilities, and religions		
	8.2. Avoid using stereotypical or tokenistic images that reinforce biases or perpetuate negative stereotypes:		
	8.2.1. Use authentic images that accurately represent the diversity of the organization and community		
	8.3. Show people in a range of attire that reflects the diversity of dress styles and cultural traditions		

Notes:



#### What is DIVERSITY?

Diversity starts with acknowledgement. Organizations must recognize each individual is made up of unique lived experiences, cultural backgrounds, race, religion, age, gender, sexuality, abilities, socioeconomic status, and neurodiversity that all provide a distinctive perspective in the running of an organization. This concept celebrates each individual for their differences and encourages cultural competency. In an organization, this benefits innovation and productivity, while also focusing on employee satisfaction. With commitment, this mobilization map will work as a guide to promoting diversity within an organization. In the previous report, we have defined the minimum threshold for visual diversity in an organization as 50% women and 25% BIPOC.

1. Ensu	re diverse representation in the board of directors and senior management:	
	1.1. Mandate personal education programs on DEI-related topics for board members and management	
	1.2. Revise term lengths and policy on repeating terms for board members and management	
	1.3. Commit to a hiring policy that requires a minimum diversity standard (50% women and 25% BIPOC)	
	1.4. Appoint a dedicated DEI representative to the board and involve them in executive decision making	
2. Ensi	ure diverse representation among staff and committee members:	
	2.1. Mandate regular examinations of company culture and environment:	
	2.1.1. Are values of DEI being reflected in the workplace and management?	
	2.1.2. Does this environment encourage diversity?	
	2.1.3. Do employees feel safe enough to express themselves?	
	2.1.4. Do employees feel safe enough to communicate any problems that occur?	
	2.2. Reduce social and economic barriers of diverse representations:	
	2.2.1. Provide an economic-based membership	
	2.2.2. Offer free memberships to individuals who show commitment to their communities, especially to those from diverse backgrounds	
	2.2.3. Provide a safe anti-discriminatory workplace (see #7)	
	2.3. Organize fundraisers and work events with marginalized groups:	
	2.3.1. Does this event promote community spirit?	
	2.3.2. Is this event impactful?	
	2.4. Provide necessary accommodations to satisfy all employees (see #8)	
	2.5. Reach a minimum diversity standard with all staff	

3. Illustrate and highlight diversity among personnel on organization website:			
	3.1. Create a dedicated website section of biographies/articles that reflects an individual's story, experiences, and ideas. This section will have a clear accessible link from the front page		
	3.2. Article Criteria:		
	3.2.1. Does this article give a different perspective?		
	3.2.2. Does it truly capture the individual's lenses?		
	3.2.3. Does it share the daily experiences and challenges of the individual?		
	3.2.4. Does it inspire? Does it open up conversation?		
	3.2.5. Does it keep the true history alive?		
	3.3. Highlight specific individual stories on the front page of the website		
4. Esta	blish dedicated management and staff positions to advance DEI objectives:		
	<b>4.1.</b> Create an educated task force, with backgrounds in cultural studies, different lived experiences, and changing perspectives to prioritize DEI objectives:		
	4.1.1. Dedicate weekly meetings to discuss DEI goals and how to take action		
	4.1.2. Dedicate budget to meet such goals		
	4.1.3. Dedicate company time to taking action to meet goals:		
	4.1.3.1. Conduct surveys and interviews with employees		
	4.1.3.2. Conduct surveys and interviews with community		
	4.1.3.3. Write and publish articles regarding DEI and stories from the community and employees		
	4.1.3.4. Create workshops for DEI learning:		
	4.1.3.4.1. Support meetings		
	4.1.3.4.2. Bias training		
	4.1.3.4.3. Communication training		
	4.1.3.4.4. Cultural competency / Sensitivity training		
	4.1.3.4.5. Leadership training with an emphasis on DEI		
	4.1.3.5. Develop a DEI training plan:		
	4.1.3.5.1. New members/employees must take a DEI course		
	4.1.3.5.2. Mandatory updated training on DEI yearly for all employees		

5. Reform hiring practices to actively encourage applications from diverse candidates:			
	5.1. Make job listings more approachable by removing unnecessary qualifications:		
	5.1.1. Will this be needed for the job?		
	5.1.2. Can this be easily trained?		
	5.2. Re-evaluate necessary skills needed:		
	5.2.1. Will this be needed for the job?		
	5.2.2. Can this be easily trained?		
	5.3. Re-evaluate the time and experiences really needed for the job. Consider the validity of education and experience from outside of Canada:		
	5.3.1. Is there education from an accredited institute?		
	5.3.2. Does the experience line up with roles and tasks of the job?		
	5.4. Consider how candidates will adopt to company culture:		
	5.4.1. Will this employee feel tokenized?		
	5.4.2. Will this employee feel belonging?		
	5.4.3. Will this employee require any necessary accommodations?		
6. Desi	esign the hiring process to enhance accessibility and opportunity for diverse applicants to succeed:		
	6.1. Mandate a visibly diverse hiring panel		
	6.2. Mandate training for all hiring managers on implicit/explicit biases and equitable hiring		
	6.3. Provide necessary accommodations to potential hires:		
	6.3.1. Arrange for interpreters (different languages and sign language)		
	6.3.2. Arrange for caretakers for children		
	6.3.3. Remove possible technological barriers:		
	6.3.3.1. Provide access to paid programs		
	6.3.3.2. Provide laptop / tablet for interview		
	6.4. Create a guideline for the interview to avoid any biases that may come up		
	6.5. Release interview questions beforehand:		
	6.5.1. Will this reduce stress and anxiety for the applicant?		
	6.5.2. Will this prepare applicants for any triggers that may come up in the interview?		

	6.6. Hiring Criteria Questions:	
	6.6.1. How will this individual blend with the organization's culture?	
	6.6.2. How will this individual affect the community and organization's image?	
	6.6.3. Does this individual hold the values of DEI?	
	blish human resource management measures to support, promote and retain personnel from diverse ounds:	
	7.1. Celebrate holidays of different religions and cultures within the organization	
	7.2. Recognize days of reconciliation (National Day for Truth and Reconciliation)	
	7.3. Create a resource directory so employees can find and communicate with DEI resources from a variety of organizations	
	7.4. Ensure HR representatives are trained to find resources relating to DEI:	
	7.4.1. Establish a network to communicate with different DEI organizations for expert advice in promoting diversity within the organization	
	7.5. Provide confidential consultation with employees and HR personnel regarding DEI problems:	
	7.5.1. Open communication	
	7.5.2. Punishment-free	
	7.6. Install a strict anti-discriminatory policy:	
	7.6.1. Policies discuss tolerance on racism, homophobia, ableism, etc.	
	7.6.2. Policies discuss punishment when this is violated	
	7.7. Standardize performance evaluations to avoid any biases for promotions, etc.	
8. Phys	sically re-structuring the workplace so that it accommodates those of different identities (ex. religions):	
	8.1. Focus on a proactive rather than a reactive approach in setting up an organization:	
	8.1.1. Braille in the workplace to identify bathrooms, different offices, etc.	
	8.1.2. Gender free washrooms	
	8.1.3. Video/Picture/Audio alternatives to texts	
	8.1.4. Designated prayer room	
	8.1.5. Ramps and automatic doors throughout the building	
	8.1.6. Menstrual leave	
	8.1.7. Paid leave days for specific religious/ cultural holidays	

# Equity

#### What is EQUITY?

Equity is different from equality. Equity recognizes that not all start from the same place, and provides appropriate support and resources depending on needs. In an equitable solution, not all factors may receive the same support. The end goal of equity is to even the playing field.

	rr organization has a membership fee, lower the financial barrier to entrance by establishing different ries of membership:	
	1.1. Provide free, or reduced memberships for younger people (18-25 yrs) and seniors (65+ yrs)	
	1.2. Introduce a "pay-what-you-can" system:	
	1.2.1. Sliding scale payment systems allows people to contribute only what they are reasonably able to, without causing undue financial burden	
	1.3. Provide a grant to members who show a drive for DEI. Give those committed to DEI roles within the organization a free membership or other perk or incentive	
2. Prior	itize the commitment to equity through strategic budget allocation and program implementation:	
	<b>2.1.</b> Allocate a budget for salaries supporting DEI committee roles, and for education and training within your company	
	2.2. Revisit why implementing equity within your business structure is crucial to your organization	
	2.3. Finding the value in implementing equitable business practices is the first step in implementation:	
	2.3.1. How does prioritizing equity support your diverse employees and consumers, make them feel valued, increase new membership/hires?	
3. Estal solving	olish a dedicated DEI committee to identify and address systemic inequities in the company and work towards	
	3.1. Establish employment positions within the organization that are specific to DEI implementation. Support this with budget allocation	
	3.1.1. Members should be diverse. Internal and external job postings should be used to gather a diverse pool of applicants	
4. Revie the pos	ew hiring practices to ensure all candidates are given equal opportunities to show why they are the best fit for ition:	
	4.1. Review job descriptions:	
	4.1.1. Consider whether current qualifications are necessary	
	4.1.2. Give candidates the chance to explain the value of their lived experience during interviews	
	<b>4.2.</b> Ensure hiring panel members are diverse, trained on biases and conducting accessible, equitable interviews	

# Equity

5. Establish a transparent monitoring, evaluation, learning, and accountability system for reviewing progress in implementing DEI policies:		
	5.1. Hold individuals accountable for learning what equity means and why it is important	
	5.2. DEI committee:	
	5.2.1. Hold accountable for sourcing and implementing necessary workshops or providing online courses for all company employees to take, to increase awareness of equity implementation in businesses	
	5.3. Decision makers:	
	5.3.1. Complete a yearly review of equity-focused policies, goals and/or processes in collaboration with the DEI committee to evaluate company progress	
	5.4. Make all evaluations accessible to all employees and the public	
6. Partı	ner with organizations that specialize in DEI, to deliver more effective DEI programs and services:	
	6.1. Seek guidance from other organizations or resources:	
	6.1.1. What are other organizations doing?	
	6.1.2. What is the result of this?	
	6.1.3. How do their employees and the public feel about this?	
	6.1.4. What aspects of their DEI practices can you adopt into your organization?	
	6.2. Research training programs that specialize in education about equity, or DEI training in general. If your company has not provided employees with robust and up-to-date DEI training, this should be a priority	
	ute a transparent mechanism for DEI-related complaints and redress with appropriate oversight and tability measures:	
	7.1. Provide an online forum where anyone can submit a suggestion or complaint about the company's DEI activities. This should be anonymous and easily accessible to employees and the public	
	7.2. Review of any submissions by the DEI committee and incorporate feedback into DEI practices	
	duce a clear and accessible channel for community engagement and feedback regarding DEI policy and	
	<ul> <li>(You may find it effective to combine this forum with the forum recommended in recommendation #7)</li> <li>8.1. Create a dedicated section of the organization's website where the public can ask questions of the organization's DEI practices and find relevant DEI resources:</li> </ul>	
	8.1.1. Include company DEI goals, values, mission statement	
	8.1.2. Make visible for employees/members and the public	
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9. Invest in community welfare by supporting charities, food banks, settlement services, and other initiatives to reduce social inequities:		
	9.1. Research to find appropriate annual/cyclical fundraisers to promote within the organization	
	9.2. Reach out to organizations/initiatives focusing on equity for partnerships or mentorship. Aim to support a wide variety of initiatives	
	anize events, workshops, and training programs to raise awareness and induce action within the organization, st the membership, and external stakeholders. Where appropriate, offer incentives for effective participation:	
	10.1. Make equity-related training available for all members of the company. These trainings should be reviewed for relevance annually, and updated as necessary	
	10.2. Create a culture of continuous learning to nurture growth and curiosity around equity	
	10.3. Share resources on a page online including a list of interesting books written by diverse authors	
	10.4. Provide a platform where employees can share impactful resources of their choosing with others in the organization	
	anize specific events and activities around international and national observance and awareness days for alized groups:	
	11.1. Make the company policy on days off for religious holidays clear and accessible	
	11.2. Include (Eid, Ramadan, Yom Kippur, Dia De Los Muertos, etc.) in monthly calendars to increase knowledge of important dates globally	
12. Init	iate and support wider campaigns against social and systemic injustices against marginalized groups:	
	12.1. Research appropriate campaigns and create partnerships	
13. If applicable to your company, design inclusive and participatory processes for marginalized groups in the community to be part of broad strategic planning or other appropriate decision-making processes:		
	13.1. Increase diversity of employee pool:	
	13.1.1. Establish a DEI working group for community members	
	13.1.1. Attend high-level mission, vision, and value direction conversations with the DEI committee to provide a community lens	

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