

Diversity, Equity and Inclusion Policy

Last Updated August 2013

1. Purpose

Newcomer Centre of Peel (NCP) is committed to having a workplace that respects diversity. Our diversity encompasses differences in race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability, language, experience and physical, mental and language ability. We believe that the wide array of perspectives that results from such diversity promotes innovation, creativity, and success. Moreover, we recognize that each individual brings their own unique experiences, capabilities, and characteristics to their work, and as such, provides NCP with valuable knowledge and key insights into the community. Diversity management benefits board members, managers, staff, clients, and our organization as a whole. We value such diversity at all levels of the organization in all that we do.

2. Scope

This Policy applies to all Staff, supply teachers, volunteers, internship students, clients, visitors, board members, and any other people who work with NCP.

3. Principles

In keeping with the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code, NCP recognizes and understands that diversity is a basic and fundamental characteristics of Canadian society. We believe that all stakeholders (clients, staff, community partners, family members, students, volunteers, board members) benefit from a diverse organization. This is reflected in excellent customer service to our clients, increased human resource potential, stronger partnerships, meaningful employment, and an enhanced reputation locally, regionally, nationally and internationally. NCP will anticipate and respond to the changing needs of the Region of Peel, and continuously re-examine current approaches, when appropriate.

4. Policy

NCP is committed to meeting the legal, professional, moral and ethical obligations towards diversity. We ensure that the principles of diversity are reflected and considered throughout all levels of the organization. This includes Human Resources policies and practices, financial and strategic planning, research, training, marketing and communications.

NCP shall:

- Recognize and support diversity as a key component to client-centered service
- Build meaningful and responsible relationships with our stakeholders
- Provide leadership and accountability pertaining to diversity
- Provide a safe environment, free of stigma, discrimination, and harassment
- Make every attempt to reasonably accommodate (physically or otherwise) the diverse needs of our clients
- Develop community programs and services and give priority to individuals in marginalized communities with the ability to be sensitive to the needs of diverse groups

- Deliver programs and services in such a way that systemic barriers to full participation and access are eliminated and so that positive relations and attitudinal change towards marginalized groups are promoted
- Create communication materials that present a positive and balanced portrayal of people's diverse experiences.

Managers shall:

- Model behavior that is respectful, sensitive, professional, and considerate of issues surrounding discrimination and harassment of staff, clients and other stakeholders
- Handle all instances where racism, ageism, sexism, and other forms of discrimination exist within our organization in a confidential and respectful manner for all parties involved.

Staff shall:

- Treat all people with respect and dignity, and strive to create and foster a supportive environment in which all individuals realize their potential within NCP, regardless of differences

5. Diversity Practices

NCP acknowledges and works to remove systemic barriers that limit access to our services and programs related to information referral, employment, childcare, community engagement and partnerships, language development, administration, and human resources.

NCP will be accountable to all its stakeholders for preserving the intent and purpose of this Diversity Policy through appropriate reporting.

All managers and staff undergo diversity training. Diversity training involves raising awareness of issues and challenges surrounding diversity and diversity management skills.

NCP provides a safe and supportive environment for our staff and clients. We encourage:

- Open communications and transparency
- Diversity-related initiatives from all staff
- Information sharing of resources
- Networking opportunities

6. Complaint Procedure

Individuals who believe that they have experienced harassment or discrimination in the NCP context are encouraged to use the following policies and procedures to have their concerns or complaints addressed:

- Clients and community members may refer to the NCP Client Complaint policy
- Staff, volunteers and students may refer to the NCP Anti-Harassment and Anti-Discrimination policy