



Workplace Diversity, Equity and Inclusion Plan

Town of Newmarket



INCLUSION CHARTER

OUR COMMITMENT
TO **WELCOMING** AND
INCLUSIVE COMMUNITIES

The **Inclusion Charter for York Region** is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination.

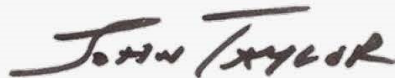
The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to inclusion, whereby all people feel they belong and have access to the same opportunities.

THE TOWN OF NEWMARKET


Together with other participating organizations, the Corporation of the Town of Newmarket is committed to taking action to achieve the vision of the Charter in our organization and in the community.

The Town of Newmarket commits to nurturing and embracing diversity in creating an environment for extraordinary public service. The Town promotes equity, accessibility, and inclusion through our thoughts and actions in support of our growing community. This Charter positions us to build our community together by inspiring personal, social, and economic development aligned with our core values: Courage & Creativity; Accountability & Accessibility; Respect & Integrity; and Excellence.

Endorsed by:



John Taylor
Mayor



Jag Sharma
Chief Administrative Officer

This 2nd day of April, 2019.



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Message from the Strategic Leadership Team (SLT)

The Strategic Leadership Team recognizes that supporting Diversity, Equity and Inclusion is not only the right thing to do, but also, because it makes our team stronger. Inclusion is fundamental to feeling like you belong and are valued, whether it is in your community or here in your workplace at the Town of Newmarket. Sometimes, it means finding the courage to speak up, to be heard, and to share opinions or experiences. Other times, it means active listening with an open mind, being empathetic, and creating a safe, respectful space where people feel comfortable sharing. This Plan reflects the path that we are on to continue our journey to make Newmarket *even* better.

We all play an important role in making Newmarket a great place to work. This Plan is one of the ways that we can all take action to address and remove systemic barriers. It is only through a collective understanding and focus that we can continue to create an environment for extraordinary public service. I am proud to be part of an organization that prioritizes diversity, equity and inclusion.

- **Ian McDougall, Chief Administrative Officer**

I've had the good fortune through my life of not having to be overly concerned with inclusion by having access to higher education and employers who respected me. Hard work was certainly involved in building my career, but it is not lost on me that white male privilege exists and has benefited me throughout my life. I want to do what I can to erase that as a factor in our organization where equity, fairness and competency should determine your career success.

- **Peter Noehammer, Commissioner of Development and Infrastructure Services**

As a young girl, my Ukrainian parents encouraged me to try non-traditional jobs such as picking fruit for market, driving a meat delivery truck and operating a paving roller. Those and other experiences (such as working as an *au pair* in France) taught me valuable life lessons that helped me in my career journey. I was fortunate to attend Law School, and I took on a number of part time jobs to help pay my way. Since then, I've enjoyed a rewarding professional career in law and local government administration. One of my biggest challenges has been trying to balance the needs of raising a family while working. I value and appreciate the leadership, support, empathy and respect that I received from the Town as I faced that challenge. I feel privileged to be part of an organization that embraces excellent values and creates an environment where diversity, equity and inclusion of all staff are promoted, recognized and celebrated.

- **Esther Armchuk (she/her), Commissioner of Corporate Services**

About six years ago I had the very good fortune to grow my awareness through an Indigenous led training program that informed me of the trauma of our colonial past – residential schools, segregated health care, government assimilation programs and societal injustice. I dove into the Truth and Reconciliation Commission (TRC) Report and the 94 calls to action. I was so moved by what I learned that I immediately began to look for opportunities to address TRC recommendations, in particular [#57](#).

Like many, my broader DEI journey has been propelled forward by the summer of 2020 and the Black Lives Matter movement. While I thought I was largely immune from biases or racism my assumptions were challenged and caused me to reflect deeply. As a civil servant I must seek to do better and ensure my work reflects the entire community, inclusive of all regardless of race, religion, sexual orientation, etc. We must not let the summer of 2020 be just a moment in time, we must work to maintain the forward movement and oppose elements in our society that try to regress. We must scrape beneath the veneer of civility and be brave enough to call out language, policy and behaviour that is harmful and undermines DEI expectations. In many ways, my journey has only begun.

- **Jeff Payne, Commissioner of Community Services**



The Plan's Purpose

Human Resources in collaboration with the Inclusion, Diversity, and Equity Advocacy (IDEA) Group have developed a Diversity, Equity and Inclusion (DEI) program which aligns with the corporate strategic priorities. The Town's DEI program also aligns with the values and principles of both Newmarket and York Region's **Diversity and Inclusion Charters**.

One of the main objectives of the DEI Plan is to enhance staff knowledge on the concept of diversity, equity and inclusion which will position us well in the face of changing demographics in the community and within the Corporation.

Staff will have the tools and resources to recognize and embrace each other's **Dimensions of Diversity** (differences and similarities) in culture, faith, gender, sexual identity/orientation, accessibility, family status, ethnicity, work status, personality, education, age, etc.

This Plan is a resource for you!



Dimensions of Diversity



Primary Dimensions:
Mostly things that you were born with and that are visible.

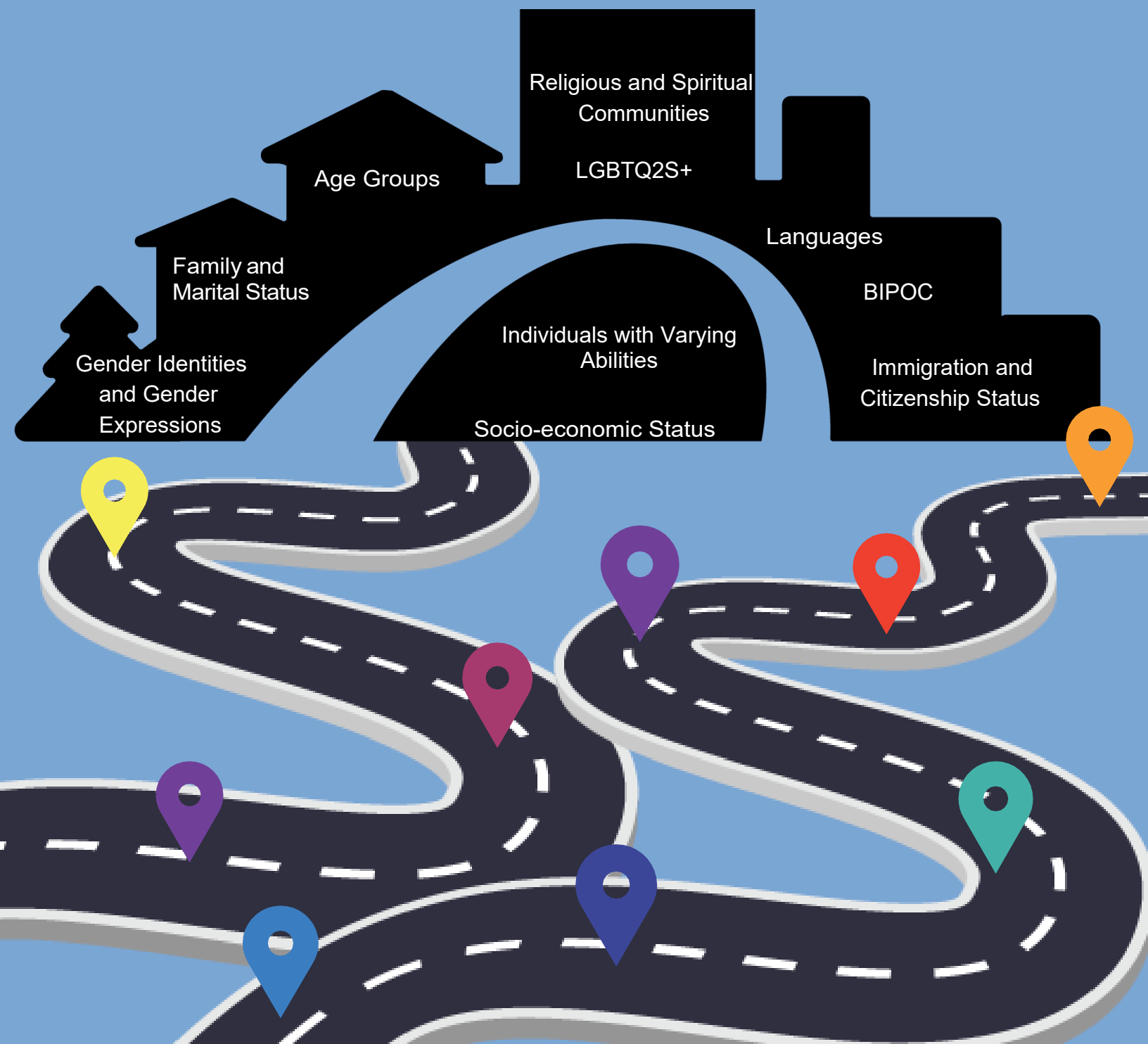
Secondary Dimension:
May be less visible and can change over time.

Organizational Dimensions:
Where you fit in the organization

Cultural Dimensions:
Cultural norms may impact preferences and/or behaviour.

Roadmap to Diversity, Equity and Inclusion

One of the first steps in educating and promoting diversity, equity and inclusion awareness is to acknowledge our current workforce and community diversity. As an example to understand some of our target areas, consider that communities in Newmarket include people from the following groups that also make up our workforce:



Inclusion, Diversity and Equity Advocacy (IDEA) Group

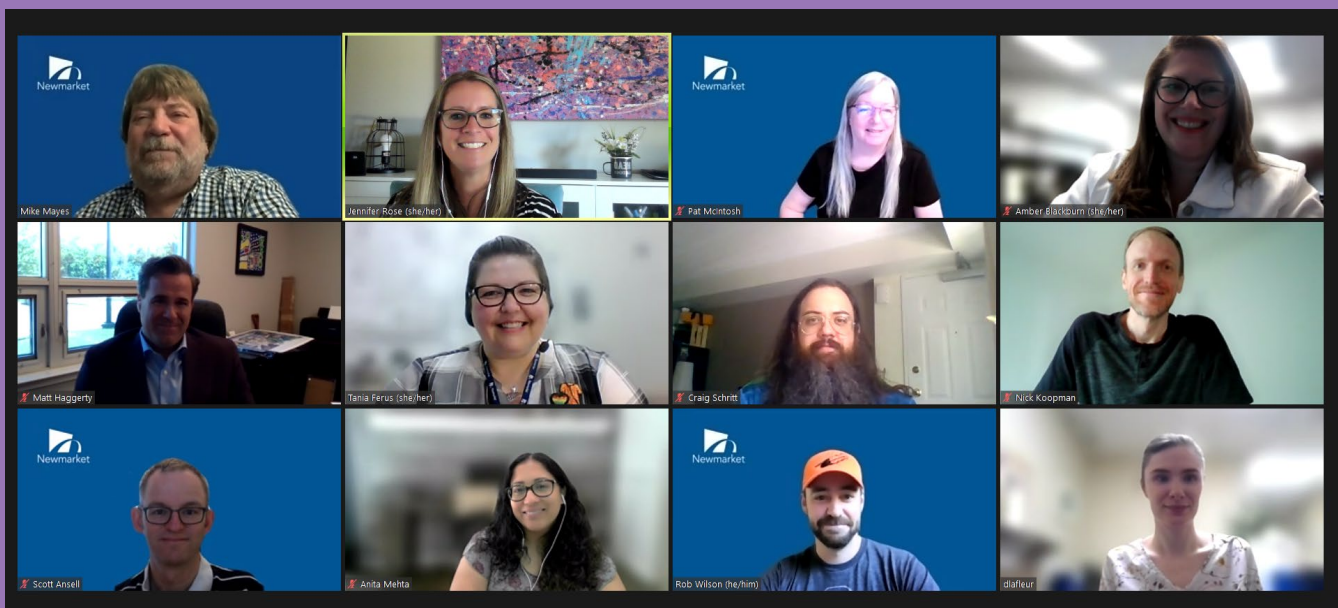


GROUP

The IDEA Group was formed in July 2018 and is comprised of a multi-faceted group of staff from all levels within the organization, who share a common interest which contributes to the success of the Group. The Group's members volunteer their time to educate and build diversity, equity and inclusion awareness within the Corporation.

This group has been formed to develop, support implementation, evaluate, and update the Plan which supports the Town's mission of "Making Newmarket Even Better" and the Employee Value Proposition of "Building our community together".

New members are always welcome to join the Group and our goal is to be as diverse as possible so we represent all employees. Speak with your supervisor if you are interested in being part of the IDEA Group.



Members (top to bottom, left to right): Mike Mayes, Jennifer Rose, Pat McIntosh, Amber Blackburn, Matt Haggerty, Tania Ferus, Craig Schritt, Nick Koopman, Scott Ansell, Rob Wilson, Dora Lafleur.

Not Pictured: Barb Bacchus, Melanie Cerritos, Elizabeth Hawkins, Jeremy Inglis, Ian McDougall, Pauline Pierce, Janet Raponi, Kiran Saini, Heather Weaver.

Framework

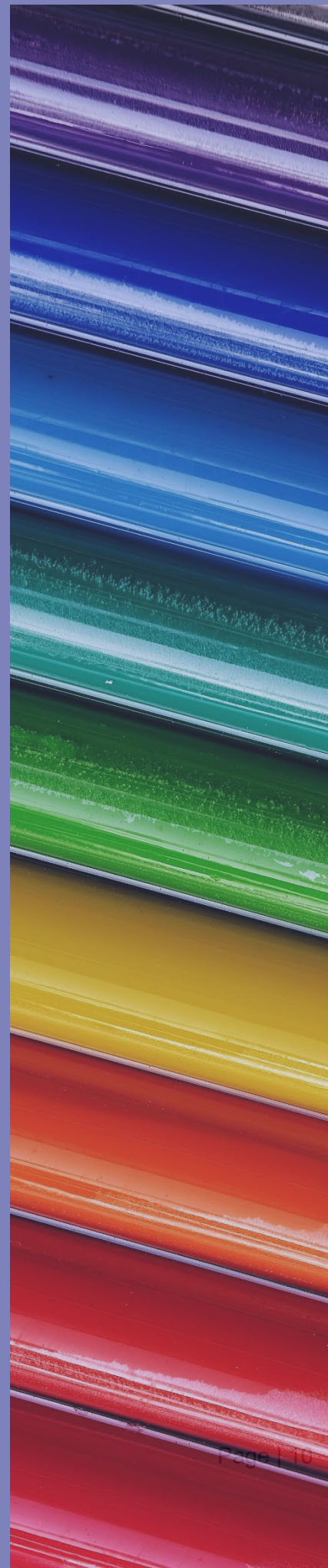
Vision

To be one of the most inclusive and equitable Municipal employers, where diversity is celebrated and services to the community are enriched. Well Beyond the Ordinary!

Goals

A Diversity, Equity and Inclusion Plan will:

1. Foster an open, inclusive, safe environment for employees that will contribute to an enhanced sense of cohesiveness and belonging. A welcoming culture will enable employees, who come from all backgrounds to feel comfortable bringing their authentic self to work.
2. Identify and address systemic barriers within the Corporation.
3. Have a diverse, talented workforce that is reflective of our community.
4. Strengthen the Corporation's capacity to work with diverse communities and ensure our programs and services meet the needs of everyone.



Implementation

Activities related to Goal 1:

- DEI activities at staff forums/events such as Coffee with the CAO, Town Halls, NewsMarket, and Newmarket Minute;
- Ensure the Town's language interpretation staff list is updated and maintained;
- Create awards and programs that provide recognition of diversity, equity and inclusion activities that positively impact the Corporation's culture and foster a welcoming environment for staff;
- Arrange annual Places of Worship tours;
- Advertise the Multi-Faith/Days of Significance Calendar;
- Promote use of the Inclusive Language Guide;
- Promote staff awareness and participation of internal and external events and initiatives (e.g. Black History Month, Mindful Project and Pride Parade);
- Celebrate dimensions of employee diversity;
- Expand from the traditional catering services by engaging a variety of community businesses that offer ethnic food;
- Investigate quiet/prayer rooms at all Town facilities.

Activities related to Goals 2 and 3:

- Collect employee demographic data to compare to the community demographics and review for opportunities;
- Include DEI questions in the employee engagement survey
- Review the Recruitment Program with a DEI lens and provide training to hiring panels;
- Research new places to post jobs to reach a more diverse audience;
- Review the Succession Planning program with a DEI lens and providing decision makers guidance using a variety of tools;
- Review Town forms for inclusive language and gender neutrality;
- DEI Update reports annually to OLT/SLT and Council.

Activities related to Goal 4:

- DEI Fundamentals training
- Anti-Black Racism/Anti-Racism training
- Providing and promoting educational sessions
- DEI Lens applications
- Respect in the Workplace training
- Support the Implementation Plan for Dismantling Anti-Black Racism



Evaluation of the Plan

The outcomes and impact of the Diversity, Equity and Inclusion Plan will be measured by reviewing the following sources of information:

Related to Goal 1:

- Reviewing diversity, equity and inclusion initiatives including the number and types of activities, number of participants, as well as feedback from activities;
- Number of new suggested activities brought forward by staff.

Related to Goal 2 and 3:

- Recruitment process reviews (eliminating or reducing biases);
- Statistics on recruitment outreach impact, where are candidates seeing our postings;
- Review and track statistics of employees selected for the Succession Planning program;
- Feedback from questions related to DEI from employee engagement surveys and exit interviews;
- Statistics on employee demographics compared to the demographics of the community, goal for gap reduction;

Related to Goal 4:

- Feedback from the public;
- Review annual Accessibility Report and support areas which require further action;
- Statistics on workplace complaints (such as discrimination and harassment);
- Reviewing number of participants, as well as feedback from training;
- Partner with Council's commitment to the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD - United Nations) Inclusive Communities commitment as per Council adoption in 2014. Report publicly on an annual basis on actions undertaken towards realization of these Common Commitments;
- Diversity, Equity and Inclusion Working Group feedback

How You Can Help!

Consider these tips:

- Understand your dimensions of diversity and their potential impact on others.
- Ensure that others are heard, respected and included; particularly if you are in a position of authority formally or informally.
- Consider your own biases and try to ensure they don't negatively influence how you treat others.
- Adjust your approach so that you can work better with the style of others.
- Avoid participating in behaviour which is hurtful to others e.g. jokes or gossip.
- Use inclusive language to avoid making assumptions. For example, say "happy holidays" unless you know the person celebrates Christmas, use the term "partner" or "spouse" until you know the gender of a co-workers significant other.
- Make an effort to reach out and include people whom you think are different than you, in activities.
- If you feel comfortable doing so, share information about the pieces that make up who you are and invite others to share, if they are willing to do so.
- Go to Town Central to find further resources.



Glossary

Authentic Self: is representing one's true nature or beliefs; true to oneself or to the person identified.

Biases: are a particular tendency, trend, inclination, feeling, or opinion, especially one that is preconceived or unreasoned.

BIPOC: Black, Indigenous, and People of Colour

DI Lens: is a tool to help you see things from a new perspective so we can build a more inclusive and equitable workplace.

Diversity: is about the individual. It is about the variety of unique dimensions, qualities and characteristics we all possess.

Equity: is ensuring all people have fair access to the resources and opportunities needed to succeed. Equity is not the same as equality.

Gender Expression: is how a person publicly presents 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 of expressing gender.

Gender Identity: is each person's internal and individual experience of gender. It is their 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.

Inclusion: is about the collective working well together. It is about creating a culture that strives for equity and embraces, respects, accepts and values difference.

LGBTQ2S+: is an acronym for lesbian, gay, bisexual, transgender, transsexual, queer, questioning, 2-spirit and other identities.

Systematic Barriers: are policies, practices or procedures that result in some people receiving unequal access or being excluded from participating fully in a situation.

Unconscious biases: are social stereotypes about certain groups of people that individuals form outside their own conscious awareness.

Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organize social worlds by categorizing.

Marginalized Groups: are 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.

White Privilege: a set of social and economic advantages that white people have by virtue of their race.

Appendices

DEI Lens

Plan Approved: April 2021

Revised: July 2022

