Inclusive Community Organisations – Resources

Contents

Inclusive Community Organisations – Resources

Module 01 - Community Development Strategies

Location Facilities Checklist

Location Facilities Checklist	✔	Comment
1. There is adequate lighting (especially if you are meeting at night).		
2. The wheelchair accessible parking drop- off is close to the front entrance		
3. Elevators have low buttons, braille markings and are wheelchair accessible		
4. Washrooms have the following:		
a. a wide door and low, easy to open door		
b. sinks and accessories that can be reached by a child		
c. at least one stall that is adapted for a wheelchair and has a grab bar		
5. There is a designated quiet area for reflection, meditation and/or multi-faith prayer.		
6. Public telephones have a coin slot less than 1.23m above floor level and a volume control.		
7. There are designated places where persons using guide dogs can allow the animals to rest and relieve themselves, and drinking water is available for the dogs.		
8. Space is provided to meet any child care needs.		
9. You will be able to meet any technical requirements for audio/visual or other physical aids.		

Inclusive Community Organisations – Resources

Sample Terms Of Reference

The following Terms of Reference developed by the Diversity Committee of the Ontario Healthy Communities Coalition may help you devise your own processes and language:

Terms of Reference

Diversity

Committee

Ontario Healthy Communities

Coalition Date Revised: June 20, 2003

Chair: Rotated by Committee Members

Staff Support: OHCC Diversity Coordinator

Reporting Relationship: The committee will report to the Executive Director. The committee will present an evaluation of the implementation of OHCC's diversity policy and practices to the Board of Directors annually.

Purpose:

1. To ensure that OHCC is a welcoming environment for diverse groups
2. To ensure that OHCC is a true reflection of Ontario's population
3. To develop and evaluate policies, procedures and action plans that will welcome diverse groups in Ontario to the Healthy Communities (HC) movement
4. To encourage HC members to become more inclusive of diverse groups in their communities
5. To share information, network and offer mutual support to provincial, national and international groups who are working around Healthy Communities and are interested in the areas of diversity and inclusion.

Authority: Unless otherwise stated by the Executive Director or the Board of Directors, the committee has no direct authority for the allocation of financial or human resources of the organization.

Meeting Schedule: The committee will meet at least six times per year, with meetings

Inclusive Community Organisations – Resources

scheduled by the committee, or called by the staff support as needed. The agenda for each meeting will be set in collaboration with the designated Chair and staff support.

Composition: Included on the committee will be two or more staff members, Board Members (who sit on the committee in a volunteer capacity) and other community members who may come from the general membership of OHCC (50%). The committee will strive to reflect the diverse population of the Province of Ontario.

Other Resources: The committee may pursue additional human and financial resources to implement the projects of the committee as needed, in consultation with OHCC's Resource Development Coordinator and with the approval of the Executive Director.

Specific Areas of Responsibility:

1. To ensure that OHCC and the HC movement is a true reflection of Ontario's population, thereby bringing diverse perspectives of a healthy community
2. To review the barriers within OHCC that prevent diverse groups from participating
3. To broaden diverse participation within OHCC
4. To raise awareness of the issues affecting those who are marginalized (e.g., through the Community Animation Program)
5. To proactively recruit volunteers to this committee so that it may reflect the diverse population of the Province of Ontario

Inclusive Community Organisations – Resources

Community Demographic Profile

Population	Your Community			Province		
Total – All persons	2001	1996	% Change	2001	1996	% Change

Age	Your Community			Province		
	Male	Female	Total	Male	Female	Total
Age 0–4						
Age 5–14						
Age 15–19						
Age 20–24						
Age 25–44						
Age 45–54						
Age 55–64						
Age 65–74						
Age 75–84						
Age 85 and over						
Median age of the population						
% of the population age 15 and over						

Language	Your Community			Province		
	Male	Female	Total	Male	Female	Total
English						
French						
Other						

Visible Minorities	Your Community			Province		
	Male	Female	Total	Male	Female	Total
Chinese						
South Asian						
Filipino						
Latin American						
Southeast Asian						
Arab						
West Asian						
Korean						
Japanese						
Multiple						
Other						

Inclusive Community Organisations – Resources

Education	Your Community			Province		
(% with)	Male	Female	Total	Male	Female	Total
Less than high school graduation						
High school graduation and/or postsecondary						
Trades certificate or diploma						
College certificate or diploma						
University certificate, diploma or degree						

Income	Your Community			Province		
	Male	Female	Total	Male	Female	Total
Median total income						
% income from earnings						
% income government						
% income government transfers						
% income from other sources						
% low income						

Family Status	Your Community			Province		
	Male	Female	Total	Male	Female	Total
# families						
Marital status						
# lone parent families						
Median total family income						

Housing	Your Community			Province		
	Male	Female	Total	Male	Female	Total
# single family dwellings						
Amount paid in rent/mortgage						
Average value of house						

Religion	Your Community			Province		
	Male	Female	Total	Male	Female	Total
Catholic						
Protestant						
Christian						
Orthodox						
Muslim						
Jewish						
Buddhist						

Inclusive Community Organisations – Resources

Organizational Inclusiveness A Self Assessment Tool

Please rank the status of each of the following items on a scale of 0 to 3, according to the ratings shown below:

0 Not yet started   1 Beginning phase   2 Well underway   3 Fully Developed (including monitoring/review procedures)
N/A - Not Applicable / Don't know

A.   Governance

MEASURES	STATUS	COMMENTS
1.Policy		
Vision: The organization's commitment to creating an environment free of barriers to inclusion is incorporated into the policies, guidelines and practices of the organisation		
Standard: **1.1** The organization's commitment to inclusion is understood by all board members, management, staff, volunteers, members and organizational affiliates.		
1. The Board has publicly stated their commitment to being an inclusive organization.		
2. Opportunities for involvement in the development of organizational policies and strategies have been clearly defined for all members of the organization (board, staff, and volunteers) and the community at large.		
3. Principles of diversity, equity and inclusion are contained in the organization's statement of values.		
4. Appropriate resources (staffing, time, financial) are allocated to the development and review of polices relating to diversity, equity and inclusion.		
Standard:1.2 **1.2** Principles of diversity, inclusion and equity are embedded in all organizational policies and practices.		
1. The organization has addressed issues of diversity and inclusion in its strategic plan.		
2. Antidiscrimination and workplace harassment policies are in place.		
3. The organization has assessed its existing policies, guidelines and practices to determine if they contain any barriers to inclusion.		
Standard: **1.3** Progress towards reducing barriers to inclusion is monitored and evaluated. .		
1. The Board has established a policy for monitoring and evaluating progress in eliminating barriers to inclusion.		
2. All members of the organization have opportunities for involvement in evaluating progress made in the areas of diversity, equity and inclusion.		
2. Leadership		
Vision: The board and management provide informed leadership in the implementation of anti-discrimination and workplace harassment policies.		
Standard **2.1** Principles of diversity, inclusion and equity are embedded in all organizational policies and practices.		
1. The Board has clearly outlined its expectations for management on the implementation of diversity, equity and inclusion policies.		
2. The Board has clearly outlined its expectations for management on the implementation of workplace discrimination/harassment policies.		
3. The Board has developed clear guidelines to follow if the policies are breached.		
4. 5. An action plan to eliminate or reduce barriers to inclusion has been established, including steps to monitor and review the plan.		
6. Resources have been explicitly allocated to the effective implementation of diversity, inclusion, equity and workplace discrimination / harassment policies and programs.		

Inclusive Community Organisations – Resources

MEASURES	STATUS	COMMENTS
3. Participation and Decision-Making		
Vision: The participation and decision-making processes are inclusive and reflect community needs and expectations.		
Standard: **3.1** Information about the organization, including its governance structure and opportunities to become involved are communicated effectively to members of diverse communities within the service area.		
1. The organization has developed a communications strategy to inform diverse populations of its activities and invite them to participate.		
2. The organization has developed a comprehensive list of community and ethnic media.		
3. The organization has developed a comprehensive list of community, regional and provincial groups and organizations that deal directly with diverse and / or marginalized populations.		
4. The organization has developed a comprehensive list of other points of access for reaching diverse communities (i.e. places of worship, community centres, social clubs...).		
5. The organization has compiled and updated provincial and regional profiles including demographics and social, economic, health and environmental issues.		
Standard: **3.2** Effective partnerships exist between this organization and other community organizations that reflect the diversity of the population.		
1. The organization has developed effective and inclusive formal and informal working relationships with diverse community groups and organizations.		
2. The organization has developed a two-way consultation mechanism with diverse communities.		
3. Partnerships are actively sought with organizations representing diverse populations.		
4. Partnership agreements include a process for conflict resolution.		
Standard **3.3** Members of diverse communities are equitably represented in the different decision-making levels of the organization (i.e., board, committees and management		
1. The organization has explored the possibility of systemic barriers in the recruitment, selection and retention processes for board, committees and senior management. (e.g., advertising outlets, criteria for selection, interview		
2. The Board has explored the possibility of barriers existing in the way the board and committees function. (e.g., time and location of meetings, accessibility of building, availability of child/elder care, meeting style)		
3. Orientation and training are provided to members as needed to increase their ability to participate effectively.		
4. Time is set aside in meetings for each member to express their perspective and concerns.		
5. Ground rules have been established for how group members relate to one another.		
6. Terms of reference for committees include a process for conflict resolution.		
Standard **3.4** Effective procedures exist to handle complaints about incidences of discrimination.		
1. The organization has explored the possibility of systemic barriers in the recruitment, selection and retention processes for board, committees and senior management. (e.g., advertising outlets, criteria for selection, interview		
2. The Board has explored the possibility of barriers existing in the way the board and committees function. (e.g., time and location of meetings, accessibility of building, availability of child/elder care, meeting style)		

Inclusive Community Organisations – Resources

B. Programs and Services		
MEASURES	**STATUS**	**COMMENTS**
1. Service Planning		
Vision: Services are barrier-free and appropriate to the needs of diverse communities.		
Standard: **1.1** Participation of diverse communities in identifying needs and planning programs and services is supported and encouraged.		
1. Key members of diverse communities have been invited to participate in the planning of the organization's programs and services.		
2. The organization has obtained information about the needs and interests of these diverse communities.		
2. Outreach		
Vision: Diverse communities in the service area are aware of the organization's programs and services.		
Standard:1.2 **2.1** Effective and appropriate communication strategies are used to increase awareness of programs and services with diverse communities in the service area		
1. An outreach strategy has been developed and appropriate resources allocated to reach the various communities in an equitable manner.		
2. A communication strategy has been developed to provide information to various communities within the service area, including: - Targeted media (TV, audio/radio, print) - Community newspapers - Key informants - Community leaders		
3. The organization has established two-way communication with diverse communities in its service area.		
3. Service Delivery		
Vision: Diverse communities in the service area are aware of the organization's programs and services.		
Standard: **3.1** Programs and services are adapted to take into account and accommodate the values, norms and issues of diverse communities.		
1. Programs and services are adapted to respond to expressed or identified needs and issues; for example, - Meals/childcare/transportation provided - Faith/spiritual practices respected - Meeting times, locations and structures considered		
2. Appropriate linguistic resources are provided to reduce or eliminate language barriers.		
3. The various linguistic groups have been identified within the organization's service area.		
4. The organization has developed an action plan with members of diverse communities to eliminate language		
4. Program Evaluation and Monitoring		
Vision: *The organization's programs and services meet the needs of diverse communities.*		
An evaluation plan is in place to monitor the accessibility, appropriateness and effectiveness of programs and services.		
1. Members of diverse communities have been consulted in the development of an evaluation plan.		
2. An evaluation process has been established to monitor the accessibility, appropriateness and effectiveness of programs and services to diverse communities		

Inclusive Community Organisations – Resources

C. Human Resources		
MEASURES	**STATUS**	**COMMENTS**
1. Staff Recruitment / Retention / Promotion		
Vision: All levels of staff and volunteers reflect the diversity found in the service area.		
Standard: **1.1** An evaluation plan is in place to monitor the accessibility, appropriateness and effectiveness of programs and services.		
3. The organization has explored possible barriers in the recruitment, hiring, promotion and retention of diverse staff, volunteers and partners.		
4. Paid and volunteer opportunities have been advertised in non-mainstream media. (i.e. target media community)		
5. The organization has consulted with members of diverse communities regarding the recruitment process.		
6. The organization has reviewed the interview process for biases (e.g., diversity among the interviewers, bias- free questions).		
7. Mentoring and conflict resolution systems have been put into place to ensure the retention of diverse staff, partners and volunteers.		
2. Board / Staff / Volunteer Training		
Vision: All staff and volunteers are knowledgeable about how social, political, economic and cultural differences affect the ability of diverse groups to fully participate in their communities, and are skilled in working with diverse members of the community.		
Standard: **2.1** All staff, board members and volunteers are given opportunities to participate in diversity, equity and inclusion knowledge and skill development programs.		
1. The knowledge and skills of the board, management, staff and volunteers have been assessed in the areas of diversity, equity and inclusion.		
2. The organization has developed a diversity, equity and inclusion education/training program, attended by all staff, board members and volunteers.		
3. The organization has involved members of diverse communities in the planning, delivery and evaluation of the diversity, equity and inclusion education/ training		
4. The organization keeps its resources current for staff, board and volunteers to update their knowledge and skills on appropriate service delivery to diverse communities		
3. Performance appraisals		
Vision: Improved staff, board and volunteer performance promotes an environment free of all forms of discrimination, workplace harassment and barriers to equity and inclusion.		
Standard **3.1** Evaluation of management, staff and volunteers includes an assessment of their adherence to discrimination and workplace harassment prevention policies		
1. The organization has developed clear guidelines for staff to provide services in an inclusive manner		
2. Indicators of inclusive practice are included in the performance appraisal of staff.		
3. Consideration is given to volunteers' contributions to promoting diversity, equity and inclusion during volunteer		
4. Indicators of diversity and inclusion are included in the performance appraisal of the board of		