

## **Status Report - Action Plans on Access, Equity and Human Rights, 2007-2008**

<b>Date:</b>	June 11, 2008
<b>To:</b>	Executive Committee
<b>From:</b>	Shirley Hoy, City Manager
<b>Wards:</b>	All
<b>Reference Number:</b>	

### **SUMMARY**

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This is the fourth status report provided by the City Manager on the achievement of City Divisions with respect to the implementation of Access, Equity and Human Rights Action Plans in 2007 and initiatives being undertaken in 2008. In 2009, Divisions will report on 2008 implementation and submit new Action Plans for 2009-2011.

The Access, Equity and Human Rights Action Plans presented in this report are based on the following strategic directions: leadership and advocacy, economic participation, public education and awareness, service delivery, building strong communities and accountability. Appendix 1 provides an Executive Summary of Action Plans and Appendix 2 provides detailed Action Plans submitted by City Divisions.

### **RECOMMENDATIONS**

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The City Manager recommends that:

1. City Divisions continue to develop Access, Equity and Human Rights Action Plans for 2009-2011;
2. a status report be submitted on 2008 Access, Equity and Human Rights achievements in 2009;

3. City Agencies, Boards, Commissions and Corporations (ABCC's) be requested to advise City Council on their access, equity and human rights initiatives and accomplishments in 2009.

## **Financial Impact**

Implementation of access, equity and human rights activities has been incorporated within the approved budgets and resources in City Divisions.

## **Equity Impact Statement**

Divisional Action Plans and corporate initiatives identify, remove and prevent barriers faced by diverse groups with the overall goal of full participation by residents in all aspects of civic life. Through this planning and reporting mechanism, City Divisions develop and implement Action Plans, increase staff knowledge and expertise to address access, equity and human rights issues and assess the impact of initiatives undertaken to remove barriers and create opportunities.

## **DECISION HISTORY**

Council directed City Divisions to develop and report on Access, Equity and Human Rights Action Plans with the approval of the recommendations outlined in the Final Report of the Task Force on Community Access and Equity (1999) and the City of Toronto Plan of Action for the Elimination of Racism and Discrimination (2003). Both reports are available on the Reports/tools web page of the City's Diversity site [www.toronto.ca/diversity](http://www.toronto.ca/diversity).

Council received status reports on the implementation of access, equity and human rights initiatives in 2002, 2003, 2004 and 2006. Many access, equity and human rights initiatives previously reported to Council have continued. (<http://www.toronto.ca/legdocs/2006/agendas/council/cc060725/pof6rpt/cl007.pdf>). In addition, the Auditor General has provided reports to Council on the progress of implementing Council's direction.

## **ISSUE BACKGROUND**

The City's achievements in access, equity and human rights have resulted from on-going attention and concerted action. Since amalgamation took effect 10 years ago, each successive term of Council has seen new steps being taken to implement the principles of access, equity and human rights.

Immediately following amalgamation, City Council established a community based Task Force whose recommendations harmonised access, equity and human rights policies and programs across the City and established community engagement mechanisms. Five advisory committees and four working groups were established to advise on the implementation of the recommendations. Council also requested the City Manager to

report regularly on the progress of implementation and asked the Auditor General to attest to this. Between 1998 and 2000, City Council approved a number of policies such as Workplace Human Rights and Harassment, Hate Activity, Employment Equity, Same Sex Spousal Benefits, the Provision of Attendant Care at Public Meetings. Council also established an Audit Reference Group to provide input to the Auditor General's review of sexual assault cases.

The second term of council witnessed a high level of advocacy relating to race relations and disability access, along with on-going implementation of the Task Force recommendations. Led by an eight member Council Reference Group, Council's advisory committees and working groups engaged in a focused citywide consultation to develop a Plan of Action for the elimination of racism and discrimination.

Over 1,000 residents participated in this consultation process which resulted in Council's groundbreaking Plan of Action on the Elimination of Racism and Discrimination (2003) and has since been used as a model by other cities across Canada. In 2003, M. Doudou Diene, the United Nations Special Rapporteur on Racism visited Canada and his March 2004 report commended the approach taken by the City of Toronto. City Council stepped up its advocacy role with respect to legislation to address disability issues. Council also advocated for policy, programs and funding to provide services for immigrants and refugees. The first annual Accessibility Plan was submitted to the Province in 2003 in compliance with the Ontarians with Disabilities Act.

In the third term of Council post-amalgamation, building strong communities and employment initiatives were priorities. Priority neighbourhoods were identified and cross disciplinary neighbourhood action teams were established. Outreach was undertaken to address community safety, engage youth and provide youth employment opportunities. Funding through the Community Partnership and Investment Programs was increased, along with services to address the housing needs of the Aboriginal community and LGBTTT seniors. *Accessibility Design Guidelines* were prepared to guide the renovation and construction of City facilities. These Guidelines continue to be used as a resource by the development industry. To further improve the ability of people with disabilities to live independently, transit improvements were made across the City.

In 2005, Toronto was a co-host of the 10<sup>th</sup> *International Metropolis* conference which was attended by approximately 1,300 delegates from over 40 countries. Conference participants examined the effect of increasing diversity on the economic, social, cultural and political aspects among the world's cities. The Federation of Canadian Municipalities (FCM), with Toronto acting as a lead, launched a campaign to increase women's participation in the political process. The Mayor's Roundtable on Access, Equity and Human Rights was established to provide advice on introducing an "equity lens", expanding mentoring and internship programs, improving access for designated groups to the City's procurement process. The Roundtable also provided advice on increasing the participation of equity-seeking groups in the governance structures of agencies, boards, commissions and corporations.

## COMMENTS

This report summarises the accomplishments of City Divisions in 2007 regarding the implementation of access, equity and human rights Action Plans and advises on the implementation underway in 2008. In 2009, Divisions will report on their 2008 accomplishments along with three year action plans to cover 2009-2011.

With respect to the City's Agencies, Boards, Commissions and Corporations (ABCC's), the primary activities with these bodies have focussed on the relationship framework with the City, the preparation of human rights policies, and diversity initiatives regarding appointments to their governing bodies. In the coming year, work will be initiated with a selection of ABCC's in order to advise City Council on their access, equity and human rights initiatives and accomplishments.

### 2007 Implementation

During the current term of Council, Divisions prepared Access Equity and Human Rights Action Plans while continuing to integrate equity principles into their work.

The City Manager's reports to Council have included equity impact statements, while Employment Equity initiatives have been expanded with the introduction of a mentoring program for Black African Canadian employees and increased efforts to complete the employment equity workforce survey. The *Profession to Profession* mentoring program for internationally trained professionals has been continued in co-operation with community partners. Early in 2008, the City worked with CUPE Local 79 to hold an equity conference targeted to shop stewards.

To focus on the integration of equity principles and barrier removal, a number of divisions have established internal working groups and have begun to identify indicators to assess the outcomes and impact of their initiatives. City staff are participating on standard development committees arising from the Provincial Accessibility for Ontarians with Disability Act 2005 (AODA) to address customer service, transportation, employment, information and communication, and the built environment. Staff are also participating in discussions on the development of an Urban Aboriginal Economic Strategy.

The City worked closely with external bodies such as Toronto Region Immigrant Employment Council (TRIEC), Consortium of Agencies Serving Internationally Trained Persons (CASIP), Centre for Excellence in Research on Immigrant Settlement (CERIS) and the Maytree Foundation to improve employment access by internationally trained professionals and to carry out research on various topics relevant to immigrant settlement and integration and to achieve diversity in appointments to governing bodies.

In co-operation with the FCM and the Canadian arm of UNESCO, the City participated in establishing a national network of cities working to reduce racism and discrimination.

Support was also provided to FCM's efforts to increase women's participation in public life. As Toronto is well known for its leadership on diversity issues, on an annual basis, over twenty five international delegations and study tours come to examine the City's policies and practices in access, equity and human rights.

The following examples illustrate the outcomes of actions undertaken in 2007.

#### Civic participation and leadership

- Applications under the Public Appointments Policy increased to 1231 from 515 in 2004, with an increase by youth applicants from 2 per cent to 18 per cent. In addition, the response rate to the diversity survey increased from 61 per cent to 95 per cent.
- The new Procedures Bylaw provides that the use of an interpreter is not counted in a presenter's time limit. Notices for public meetings of committees and City Council and all agendas state that special assistance is available for members of the public.
- The City has a leadership role in the FCM campaign to increase women's participation in public office and is a founding member of UNESCO's Canadian Coalition of Municipalities against Racism. Currently, 26 Canadian cities have joined the Coalition.

#### Economic Participation

- 2,556 youth were hired for summer employment, of whom 619 lived in priority neighbourhoods.
- Eighty-one (81) per cent of the internationally trained professionals participating in the "Profession to Profession" mentoring program obtained employment in their field after completing the program. Fifty-nine (59) City employees from 21 Divisions and 10 professional groups volunteered as mentors.
- The City provided 13 internships through Career Bridge Internship Program to internationally trained professionals.
- A pilot mentoring program targeted to Black African Canadian Employees (BACE) was established. Ten senior managers volunteered to be mentors under this Employment equity initiative.
- The employment equity workforce survey for management and excluded staff achieved a response rate of 78 per cent.
- Over 1,000 Internationally Educated Professionals (IEP) participated in the 2007 IEP conference sponsored by the City of Toronto in partnership with the federal and provincial governments, professional and regulatory bodies and community partners involving 80 volunteers, 70 speakers, and 120 exhibitors. The conference focused on five key employment sectors important to the City's economy: engineering and related professions; information and communications technology; human resources, sales and marketing; finance and accounting; and healthcare and related professions.

### Community Capacity

- Funding was provided to 453 projects in priority neighbourhoods under the Community Partnership and Investment Program to support community-based anti-racism, access and equity projects, youth engagement and services to facilitate newcomer youth and families.
- The City's Partnership Opportunity Legacy Fund invested \$7.6 million in facility upgrades, new youth spaces, library expansion, new recreation facilities and multi-purpose community space.
- The City allocated approximately 20 per cent of \$34.58 million from the new federal homelessness funding to services and programs targeting Aboriginal people. This funding will develop employment skills to assist the homeless and those at risk of homelessness with a continuum of vocational assessment, career and work planning, skills training and employment support services.
- The 2007 Homelessness Prevention Program and Homelessness Partnership Initiative supported 1,200 participants, including youth, Aboriginal people and women.

### Access to services and communications

- Accessibility audits using the City of Toronto Accessibility Design Guidelines are continuing. Based on the audit findings, a capital program with a budget and implementation plan authorized by Council will be developed for essential retrofits of identified facilities. Standards and tools are also being established to improve web accessibility and utilise assistive technology for City employees and members of the public with disabilities.
- 1,629 translations in 41 languages and 23 interpretation projects were processed. 38 City programs used the Language Line Service to provide information about services;
- Homes for the Aged continues to implement gay-positive services for lesbian, gay, bisexual and transgender residents, families and partners, and offer faith services in all religions by chaplains and volunteers;
- The educational program on city government for students and ESL/newcomer groups was expanded in 2007 to include francophone residents.
- There was an emphasis on ensuring gender balance and women specific activities in sports and recreation programs. A Toronto Accessible Sports Council was launched with recreational strategies aimed at Toronto's diverse communities.
- The corporate learning program has started to integrate access and equity in corporate programs. A number of Divisions continued to provide service-specific diversity training. For example, Public Health has implemented mandatory diversity training for all management and staff.

Details of the 2008 access, equity and human rights program being undertaken by City Divisions are included in Appendices 1 and 2.

## **Conclusion**

This Status Report demonstrates that continuous improvement in integrating the principles of access, equity and human rights in City operations and that the City is making progress in achieving its diversity objectives.

## **CONTACTS**

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## **SIGNATURE**

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Shirley Hoy  
City Manager

## **ATTACHMENTS**

- 1. EXECUTIVE SUMMARY OF ACTION PLANS**
- 2. DETAILED DIVISION ACTION PLANS**

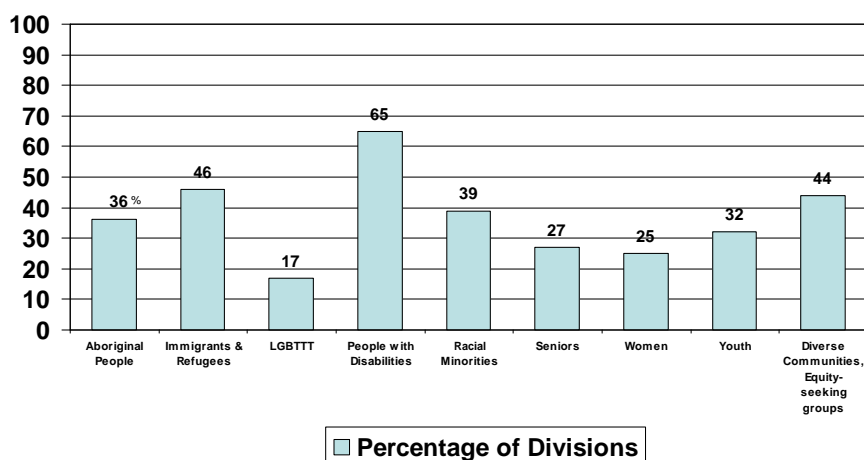
## APPENDIX ONE

### Executive Summary of Action Plans

City Divisions use a reporting template to submit action plans. The Action Plan reports identify the priority groups which are targeted by new initiatives and on-going activities. In addition, Divisions also identify the strategic direction being addressed by the Action Plan.

The priority groups addressed by Action Plans are: Aboriginal people, immigrants and refugees, lesbian, gay, bisexual, transgender, transsexual and two spirited people (LGBTTT), people with disabilities, racial minorities, seniors, women and youth. Action Plans can address more than one priority group. Sixty five per cent of City Divisions have initiatives addressing people with disabilities. Almost half of the Divisions (46 per cent) identify immigrants and refugees as a priority group. Thirty-nine (39) per cent of Divisions include racial minorities and 32 per cent address youth in their Action Plans. Twenty-five (25) per cent of Divisions have specific initiatives for women while 27 per cent include seniors and 17 per cent the LGBTTT population. Forty-four (44) per cent of Divisions refer to priority groups in general terms.

### Priority Groups Identified in Divisional Action Plans



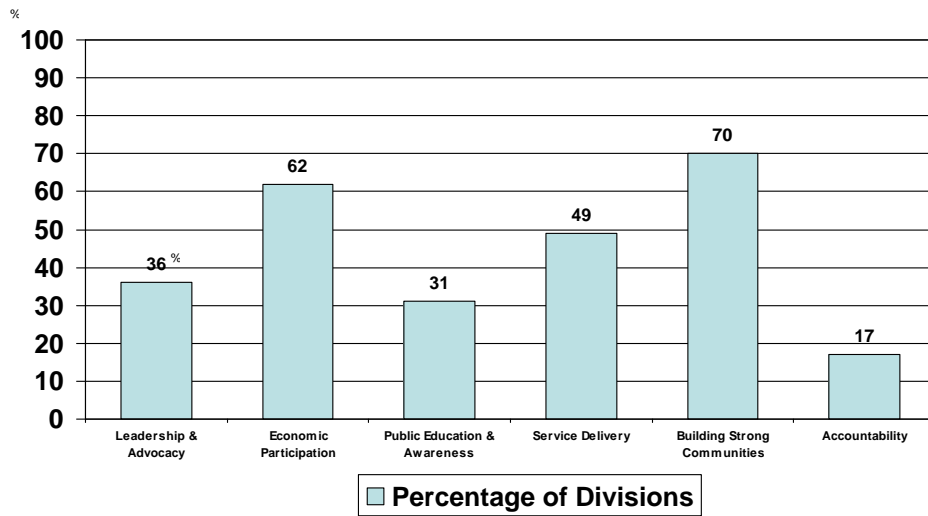
Although Divisions have identified activities to address all strategic directions outlined in the Plan of Action for the Elimination of Racism and Discrimination, emphasis has been placed on “economic participation” and “building strong communities”.



Activities aimed at building strong communities have been included by 70 per cent of Divisions while 62 per cent address economic participation in their Action Plans. Forty-nine (49) per cent incorporate service delivery as a strategic direction. Leadership and advocacy and promoted in 36 per cent of Action Plans. Thirty-one (31) per cent identify public education and awareness as a strategic direction and seventeen (17) per cent address accountability mechanisms.

## Highlights – Action Plans

# Strategic Directions Identified in Divisional Action Plans



The following is a summary of the activities which are underway or planned to address the City’s Access Equity and Human Rights goals.

<b>1. Leadership and Advocacy</b>
<ul style="list-style-type: none"> <li>• Continue application of the Equity Lens as a tool that helps to ensure City policies and programs result in equitable outcomes for all residents.</li> <li>• Continue Divisional Access and Equity committees, staff teams and community advisory committees to provide leadership and coordination to divisional initiatives.</li> <li>• Develop a communication strategy to report out on division-specific AEHR within the City and externally to the media and residents.</li> </ul>

- Continue to promote effective relations and partnerships with other governments, community organizations and other public, private sector organizations in areas of immigration and settlement, anti-racism, community safety, priority neighbourhoods and increasing accessibility for people with disabilities.

## 2. Economic Participation

### Internal initiatives

- Continue to implement the Employment Equity workforce re-survey of all staff. The survey of management/exempt staff achieved a response rate of 78%.
- Continue implementation of the Black/African Canadian Employment Equity Project. Started the mentoring of 10 Black/African Canadian management/exempt employees by 10 senior managers.
- Implement succession planning program that recognizes diversity and equity-seeking groups.
- Offer job training and mentoring to staff for skills development and occupational advancement.
- Analyse data from job applicants to determine representation of diversity and develop further strategies in outreach and recruitment.
- Integrate training on diversity, non-discrimination and anti-racism in existing corporate and divisional educational programs.
- Provide employees and members of the public with information on meditation rooms for prayers and religious observance in major civic buildings on the City's diversity website.

### External initiatives

- Implement the *Agenda for Prosperity* to build a prosperous and inclusive city where diversity is embraced and all residents have equitable access to the benefits of enhanced economic competitiveness and growth.
- Provide funding to and work with community agencies in training and skills development initiatives for homeless women, Aboriginal people, street youth and seniors. Provide pre-employment programs at City-operated shelters.
- Recruit and match 75 City employees with internationally-trained professionals in the Profession to Profession mentoring immigrants program with the active support of City Divisions.
- Provide 13 Career Bridge internship positions to internationally-trained professionals.
- Provide disadvantaged youth and new Canadians with summer employment, which may lead to long-term and permanent employment.
- Develop community and private and public sector partnership to advance youth employment in priority neighbourhoods.

- Provide funding of \$0.55 million to support initiatives, such as community festivals and special events that support the “strong city with a strong economy” initiative.
- Develop an access directory and gather information about businesses owned by designated groups (Aboriginal people, people with disabilities, racial minorities and women) as resources for the City to improve their participation in the City’s business and procurement programs.

### 3. Public Education and Awareness

- Continue public awareness and education campaigns on human rights issues.
- Develop communication plans and strategies that are sensitive to diverse communities, including accommodation and communication methods preferred by equity-seeking groups.
- Track the demand and usage of services in various languages and formats for planning and evaluation purposes.
- Develop and distribute civic education materials and launch civic engagement web portal to encourage community participation in municipal decision-making.
- Make presentations to ethnic/community press and media associations.

### 4. Service delivery

#### Needs assessments and service reviews

- Evaluate the accessibility of services and events. Review signage in key city buildings. Address online accessibility that affects usage by both the public and staff.
- Conduct customer service surveys at frontline offices and make changes based on clients’ response.
- Make one-on-one contact with residents to assess special needs.
- Implement a series of citywide community arts stakeholder consultations.
- Continue to develop performance indicators to improve service delivery.

#### Staff and resource development

- Develop and implement service standards and guidelines for staff and client groups to ensure accessible and equitable service delivery.
- Ensure the 3-1-1 Project is capable of meeting or exceeding the requirements of the Accessibility of Ontarians with Disability Act and the World Wide Web Consortium standards.

- Provide staff with online self study in diversity and human rights.
- Promote staff participation in community events and projects as learning opportunities in diversity.

#### Delivery of services and programs

- Recruit staff with additional language abilities for frontline positions.
- Increase access to service information through posting translations on websites.
- Expand the educational program on city government for Grades 5 to 10 and ESL/newcomer groups to include francophone residents.
- Ensure gender balance and women specific activities in sports and recreation programs.
- Develop culturally diverse recreational strategies and a Toronto accessible sports council.

## 5. Building Strong Communities

#### Community partnership and investment

- In 2007, increased the number of projects funded in priority neighbourhoods to 453 from 446 in 2006 with specific emphasis on youth and new immigrants.
- Continue outreach, especially to groups addressing disability issues and civic engagement initiatives and support six capacity-building projects through the Access, Equity and Human Rights Community Partnership and Investment Program.
- Fund youth-led projects to enhance engagement opportunities for youth through the Identify 'N Impact Investment Fund.
- Deliver the 'Investing in Families' program to Ontario Works recipients in priority neighbourhoods.
- Establish gateway services for families in high-need neighbourhoods to facilitate newcomers' transition and social and economic integration.
- Conduct community needs assessment as a part of large-scale development applications, especially in priority neighbourhoods.
- Develop community capacity building tools and resource guides with external partners to assist communities and youth groups in fundraising, management and program innovation and evaluation.

#### Civic engagement and community participation

- Increase participation in local government by improving access to information through a corporate-wide clear language initiative, the internet and the Meeting Monitor initiative and increasing the accessibility of meeting space
- Participate in the community coalition on 'one resident, one vote' campaign.
- Strengthen City's capacity for the civic engagement of diverse communities through inter-divisional networking, training and development of civic engagement practices.

- Implement a new Public Appointments Policy to increase diversity in appointments to Agencies, Boards, Commissions and Corporations.
- Develop and monitor a corporate-wide communication policy that ensures that the city's diversity is addressed in all future communications planning.
- Strengthen relationships with and responsiveness to the Aboriginal community through the Aboriginal Affairs Committee, developing an Urban Aboriginal Strategy and targeting funding to services and programs for Aboriginal people.
- Continue the Youth Strategy Panel to assist the City to develop, monitor and evaluate a Youth Action Plan, which is part of the Toronto Youth Strategy.
- Continue the Disability Issues Committee. Develop a policy on accommodating the communication and physical needs of people with disabilities who participate in City-hosted public meetings.
- Partner with community organizations to promote a gay positive culture in Homes for the Aged. Established the Lesbian, Gay, Bisexual and Transgender (LGBT) Diversity Initiative Steering Committee to support LGBT families and partners.

#### Cultural heritage and expression

- Implement the principles of preserving cultural heritage and accommodating diversity;
- Implement policies on public art, heritage resources, diversity of cultural expression, archaeological heritage and universal accessibility as articulated in the Official Plan.

## 6. Accountability

#### Corporate-wide activities

- Identify data sources and data collection methods to develop indicators to measure progress in the implementation of access, equity and human rights.
- Develop, monitor and analyse corporate indicators related to civic engagement, public education and communications and accountability.

#### Divisional activities

- Undertake studies, quality assurance client surveys and analysis on:
  - the 2006 municipal election, with the objective of removing barriers to participation;
  - applicants on the social housing waiting list, to monitor and review access and equity policies for social housing;
  - access to the Toronto shelter system in relation to age, ethno-cultural background, (dis)ability, gender identity and sexual orientation;
  - drop-in services with specific client groups, including Aboriginal people, women, youth, older people and LGBTTTT people.
- Track program outcomes on an ongoing basis to design, implement and fine tune performance indicators to ensure equitable outcomes.