

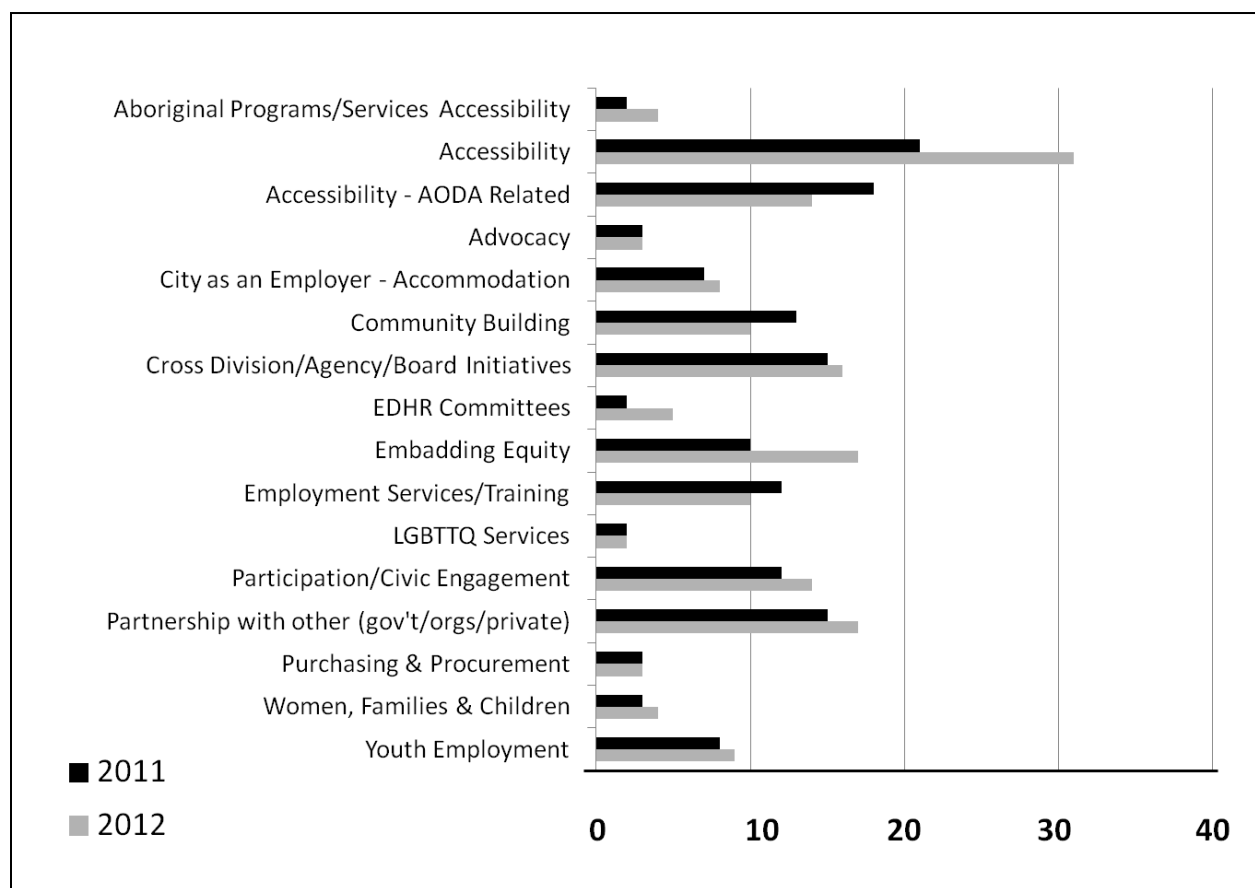
Appendix 4

Qualitative Indicators – Division-Specific Good Practices

These initiatives were identified by divisions as good practices that have created positive results on the lives of diverse people and communities and have made a difference for clients of internally focused divisions.

The following three tables are a summary and comparison of 2011 to 2012 data.

Division-Specific Qualitative Indicators – Good Practices Categories and Number of Initiatives Reported



Total	2011	2012
# of Divisions Reporting	24	21
# of Indicators	16	16
# of Initiatives	146	168

Yearly Comparison of Division Specific Qualitative Initiatives

Indicator Category	2011	2012			
	# of Initiatives	# of Initiatives	Ongoing	Cancelled /No Data	New/Newly Counted
1. Accessibility	21	32	20	1	12
2. Embedding Equity	10	17	10	-	7
3. Partnership	15	17	15	-	2
4. Cross Division/Agency/ Board Initiatives	15	16	15	-	1
5. Accessibility – AODA	18	14	14	4	-
6. Participation/Civic Engagement	12	14	12	-	2
7. Community Building	13	10	10	3	-
8. Employment Services/Training	12	10	10	2	-
9. Youth Employment	8	9	8	-	1
10. City As an Employer-Accommodation	7	8	7	-	1
11. EDHR Committees	2	5	2	-	3
12. Aboriginal Services	2	4	2	-	2
13. Women, Families and Children	3	4	3	-	1
14. Advocacy	3	3	3	-	-
15. Purchasing/ Procurement	3	3	3	-	-
16. LGBTTTQ Services	2	2	2	-	-
TOTAL # INITIATIVES	146	168	136		32

Highlights and Leading Examples

The following list includes examples of qualitative divisional initiatives from each of the 16 indicator categories. It is not an exhaustive list of all 168 initiative reported.

Embedding Equity – 17 initiatives

Equity is built into policies and practices and measures of accountability are developed and implemented so that equity becomes an integral and essential part of corporate and divisional policies and practices.

- The Corporate Learning & Leadership Development section of Human Resources manages the delivery of the following *training courses related to equity, diversity and human rights*: Implementing the Accessibility for Ontarians with Disabilities Act (AODA); Implementing the AODA – Customer Service Standard eLearning Training Module; Human Rights in the Workplace; Managing Human Rights Today; and Working in a Diverse Workplace.

- SSHA-AHO is developing a *Complaints Resolution Process* to capture details of the nature of complaints and resolutions. This will provide an opportunity to work with agencies to address practices and policies regarding access to services. A *Customer Service Tracker* was developed as a consistent divisional approach to the handling of customer service contacts. It is an automated system that increases the efficiency of managing and administering customer service contacts, such as complaints; thereby providing a more responsive and coordinated approach to customer service.
- The EDHR Division in the City Manager's Office developed the *Guide to Good Practice: Providing Equitable Service to Individuals of all Abilities* as a strategic corporate statement for use by City divisions. The *Guide* was adopted to assist city staff in taking steps to reduce or eliminate barriers that limit equitable access to services for people of different abilities including dementia, diminished capacity, and a range of mental health issues. The Guideline provides information for employees to keep in mind when interacting with, and/or providing service to, residents and their diverse needs.
- Strategic Communications continues to implement a *Communications Planning Policy*. In addition to improving coordination and consistency, the policy ensures that in a communications plan for any new or significant City initiative, the target audiences are identified early on and that appropriate tactics are developed to meet the information needs of diverse groups. This includes appropriate use of diverse images/photos, accessible images/PDFs/video, and availability of alternate formats.
- Toronto Public Health's *Climate Change Adaptation and Health Equity Report* outlines climate change trends and focuses on the impacts in vulnerable communities. Climate change impacts are described and vulnerable and high risk populations are identified. Case studies of resilient community responses are provided. The project assisted with increased awareness of equity dimensions amongst climate change researchers and policy experts.

Cross Division/Agency/Board Initiatives – 16 initiatives

These are initiatives where divisions and City agencies and boards work collaboratively with a common objective to fulfil identified outcomes. These initiatives draw on the resources and expertise of individual divisions, agencies and boards, and produce results not obtainable by divisions working alone. Many of these initiatives also improve the employment outcomes for priority groups, which is of added value to the City and residents.

- Emergency Medical Services continues to deliver a *primary care paramedic training program* in collaboration with Toronto Employment and Social Services (TESS) and Parks, Forestry and Recreation (PFR). TESS assists with a recruitment strategy while PFR provides access to fitness centres for the candidates enrolled in the program. The program objective is to mitigate the financial barriers that prevent potential applicants from gaining paramedic employment opportunities. This program provides a career pathway for people who would otherwise not have been financially able to do so. A number of the candidates are foreign educated professionals with a medical or nursing background. In 2012, 15 participants started the program and 10 have secured employment in the field.

- Arts and Museum Services in Economic Development and Culture continue to partner with Toronto Public Libraries (TPL) in the *Museums and Arts Pass Program* sponsored by Sun Life. This program allows TPL card holders to go to their local library, pick up a pass and take their family to the museum or gallery for free (on a first-come, first-served basis) which increases awareness and knowledge of the histories of diverse communities in Toronto.
- TESS continued its partnership with Toronto Public Health, Parks, Forestry and Recreation, Toronto Public Library and Children's Services to deliver *Investing in Families*. The initiative is designed to improve the economic, health and social status of families receiving Ontario Works benefits in several high-needs communities across Toronto.
- TESS also partners with Human Resources, Parks, Forestry and Recreation, and Facilities Management to address PFR and Facilities *hiring needs* and to increase access for residents to hard-to-fill, ongoing opportunities.

Partnership (with Other Orders of Government/Organizations/Private Sector)-17 initiatives
 These are initiatives that City divisions work collaboratively with other governments, organizations or the private sector to pool resources and expertise to meet common social and economic objectives for Toronto residents.

- The Affordable Housing Office (AHO) works with private and non-profit stakeholders to develop innovative housing solutions such as initiatives in the *Housing Makes Economic Sense – Private Sector Housing Roundtable Report* adopted by City Council in 2012. AHO also partners with other organizations on activities that promote housing as a human right.
- The *Immigrant and Refugee Housing Committee* (IRHC) managed by SSHA continues to have increased participation and engagement by service providers and academics. IRHC facilitated service coordination among the service sectors to develop further capacity in housing and settlement services. IRHC meetings provided over 25 items of presentations on related programs, changes to legislation, research, and training and educational discussions on emerging issues.
- TESS also delivers the *HOPE project*, which continues to be a highly successful initiative. It is a service integration initiative focused on providing vulnerable clients access to financial and community supports. Geared to the homeless population, HOPE provides at-risk clients one-on-one support in gaining access to Ontario Disability Support Program (ODSP). This initiative is a collaborative approach between orders of government and community stakeholders to ensure that homeless clients are: able to access appropriate income support programs; linked to appropriate community agencies to address their health care and housing needs; connected to necessary supports to maintain themselves in the community.
- Fire Services continues their partnership with Centennial College for the delivery of the Ontario Fire Marshal's curriculum program, *Pre-Service Firefighter Education and Training Program*. Graduates of the program receive an Ontario Firefighter diploma, which will move their application to an enhanced status when applying to the TFS Operations Firefighter recruitment and selection process. The intention of the program is to: 1) mitigate the high

financial barriers associated with the three-semester college program, and 2) address the number of available diverse potential candidates eligible to apply and be successfully hired. Centennial College has the most diverse student population of all Ontario colleges and has many bursaries available to new students. Under this partnership, this program offers bursaries restricted to enrolments from women, Aboriginal People and racial minorities.

- SDFA's *Prevention Intervention Toronto* (PIT) is a community program to engage at-risk youth and reduce and prevent the proliferation of gangs in three priority neighbourhoods. The project has enabled the City to support 312 high-risk youth to achieve positive outcomes, and learn about the most effective methods in preventing and reducing youth gang activity by supporting high-risk youth and their families. The project evaluation is timely in order to support City staff in critically analyzing Toronto's youth development system.
- SDFA's *Community Crisis Response Program* (CCRP) is a coordinated program of municipal services, police, community organizations, faith communities and residents to assist a neighbourhood's response and recovery from violent and traumatic incidents. It works across Toronto providing support and resources to impacted communities and uses local assets to meet diverse community needs. The CCRP is activated when a violent incident occurs in any neighbourhood in Toronto.

Participation/Civic Engagement – 14 initiatives

These are initiatives that engage and involve residents in the City's decision-making processes and in the social, economic, cultural and political life of the City.

- Children's Services has a number of initiatives that provide *support and resources to community networks*. The Child Care Advisory Committee has de-centralized into four district advisories resulting in increased participation by more than 100%. Municipal Child Care Supervisors regularly attend District Advisories and Networks. Toronto Child and Family Network launched in 2012 which is a new structure developed to broaden participation across sectors in order to enhance service delivery to children and families.
- The SSHA *Shelter Provider Reference Group*, which is composed of representatives from all shelter sectors (men, women, families, youth, co-ed) meets every 6 weeks to discuss issues related to shelter provision and meeting the needs of homeless individuals. SSHA also surveyed shelter providers on the changes to the Interim Federal Health Program for health coverage of refugees in the shelter system. All 33 shelters that have a high rate of refugee claimants participated in the survey.
- The Toronto Environment Office *Live Green Toronto Community Animators Program*, a component of the Live Green Toronto initiative, ended on December 31, 2012. During its four years of operation the program reached out to communities and residents in a number of priority groups. For example, one element of the program focused on reaching out to and engaging low income residents living in multi-residential towers in four targeted neighbourhoods. Residents in these neighbourhoods became engaged in tree plantings, community gardens, waste reduction efforts and much more. Things done to make the program accessible included translation of written materials into 8 languages; close

captioning of educational videos; putting in place an Access and Diversity Animator to support all the other Animators; and targeted outreach to priority communities.

- TESS continues to use *Client Advisory Groups* as the predominant method in which the division engages with service users on an ongoing basis. The sessions are used to share information and consult service users regarding service and access issues.
- The *Toronto Region Champion Campaign (TRCC) Protégé Program* is a program developed by the City in response to the call of the Federation of Canadian Municipalities (FCM) to increase the number of women in elected office. Administered by the EDHR Division, the program matches young women from diverse communities with the City's women councillors so that the young women gain hands-on experience and become familiar with the job of a municipal councillor. The 2012/13 program received over 50 applications from young women and 30 were accepted as mentees to 15 women councillors. There are now five pilot projects modelled on this program across Canada.

Accessibility – 32 initiatives

These are initiatives that provide accessible and equitable programs and services to diverse clients and residents. These programs and services can include: multilingual and translation services, cultural sensitive programs, accessible location of service delivery, information sessions and training.

- SDFA's *Corporate Grants Information System* began exploring potential criteria for collecting and "tracking" diversity elements and data on Grantium, a grants management system. Considerations include the types of data we want to capture/collect and how diversity data can be used for planning purposes. Community Resources is developing a plan for integrating the grant application assessment process and identifying reporting needs to help analyze funding distribution, allocations, impact, etc.
- In all event marketing campaigns, Special Events in Economic Development and Culture include *multi-lingual advertising* representing the top 10 languages spoken in Toronto. Niche and community publications reflecting the diversity of Toronto's are integrated in the campaigns. Accessibility symbols are used in printed materials and on the web for all programs to designate barrier free venues. Event volunteers who speak other languages wear an identifying badge. The effectiveness of this outreach is visible in the diverse audiences at major City-produced events such as Nuit Blanche, Cavalcade of Lights and the Summer and WinterLicious programs.
- SSHA provides *multi-lingual assistance for tenants*. For example, the City-funded Tenant Hotline provides multi-lingual telephone counselling for tenants in Toronto about tenants' rights and responsibilities and community referrals. It helps tenants to keep their housing secure, enforce maintenance and repairs, and resolve problems with their landlord. The Hotline responds to an average of 10,000 tenants a year with an increasing number requesting multilingual assistance. SSHA also provides funding for an outreach and education program that conducts workshops and information sessions on current tenancy legislation (the *Residential Tenancies Act*) for tenant groups who are newcomers, and

provides written translated materials most frequently spoken by tenants. Seven workshops were delivered to over 200 newcomer tenants from June to December 2012.

- 311 provides a number of services to increase accessibility. These include:
 - Making services available in the *channel of choice*. Service is available in up to 180 languages, via phone, TTY, email, fax, mail, Web/Online, Mobile App and Twitter. Mobile App and Twitter channels were added in 2012.
 - *Tours of the 311 Contact Centre* shares knowledge and expertise with residents, businesses, community partners and other public organizations. In 2012, 311 Toronto hosted 8 tours for other divisions, other Cities, international delegations, other levels of government, and private businesses.
 - *Outreach activities*: 311 Toronto attends community events to share information about the City and 311 services. In 2012, they held a seniors' information fair, an open house for students with special needs, a South Asian community event, and events hosted by other City divisions such as Parks, Forestry and Recreation, Public Health and Corporate Human Resources.
- One of the principles of the *City-wide Parks Plan* is "Equitable Access for All Residents". It is expected to include recommendations related to access by people with disabilities and underserved groups. A number of related achievements were reported by Parks, Forestry and Recreation (PFR) in 2012:
 - In Sept 2012, the *Welcome Policy fee subsidy* program converted to a dollar based credit system, giving participants more options in how to use their subsidy. The number of active families increased by 40%, number of active individuals increased by 36% and the number of overall registrations under the Welcome Policy increased by 40%.
 - *Adapted Programs and Integrated Services in Community Recreation* increased their adapted sport program offerings in 2011/12. Local residents are more aware of Women's Hockey times and female attendance has increased by 30% over 2011; there were fewer reported cases of harassment of female players by males, or harassment of staff from males wanting to use women's ice time.
 - The division offered over 100 different programs citywide for newcomer families and youth under the *Toronto Newcomer Initiative*.
 - Eight presentations were made internally and externally to increase *awareness of serving people with disabilities*.

Accessibility – AODA Related – 14 initiatives

These are activities that remove or reduce barriers for people with disabilities and meet the requirements of AODA.

- City Clerk's Office reported a number of initiatives that include:
 - Establishing a *corporate standard print and web format* that is AODA compliant and working on a *policy and operational procedures for the production of City material* that will satisfy the 2014 compliance target. Work is already being done for print media conversion, such as material converted into Braille.

- *Online translation of information* on Toronto Meeting Management Information System (TMMIS) – researched software options/tools to provide self-service online translation of content on TMMIS. Implementation of the preferred tool is scheduled for 2013.
 - Ongoing work to ensure content on TMMIS and toronto.ca/council is W3C and AODA compliant and compatible with multiple browsers on both desktop and mobile platforms (this includes production of agendas and minutes in HTML format).
 - Using a *larger display font* to assist readers with visual impairments during motion display at City Council meetings.
 - Redesigned and improved all *polling materials to be more accessible* and user friendly for voters. All ballots are written in plain language, use 12 point font and utilize white space.
- Strategic Communications ensures *online images and PDFs are fully accessible and readable by assistive technologies*, including screen readers. Waterfront Toronto's web site provides text/fonts with several sizes, and photos and information are tagged allowing readers who are blind or visually impaired (with correct software) to access information audibly.
 - SDFA's website is also *web accessibility device friendly*. SDFA have undertaken to produce the first of many *captioned videos* that will provide another way for residents to access web resources. The first video was completed for the launch of WELLBEING TORONTO v2 as an instructional video. SDFA will also be actively pursuing the inclusion or modification of their databases to include more robust and accurate reporting on disability demographics. This will include the production of reports based on the Census and National Household Survey.
 - PFR uses an Authorized IT Staff (A.I.S.) email as a *communication vehicle for the public* to provide general feedback on products, services, programs related to people with disabilities and other PFR services.
 - The EDHR Division successfully coordinated and developed a *multi-year accessibility plan* (MAP) aligning the City's accessibility policies with AODA legislation. The Plan was posted online in December 2012.

Community Building – 10 initiatives

These are initiatives that support a strong community based sector and facilitate access to services that promote social outcomes for vulnerable, marginalized and high-risk communities and members of racial minorities, sexual minorities, women, people with disabilities, Aboriginal Peoples, seniors, youth and newcomers.

- *Arts Services Programs* in ED&C continues to outreach to underserved communities, such as youth, newcomers, seniors, LGBTIQ groups through their programming. The Unit communicates directly with these groups through outreach partners to remove barriers to participation. Such programs build capacity in the communities, enhance youth employability and strengthen a sense of belonging and social cohesion.

- Through local *Shelter Support Liaison Workers*, TESS provides local offices with information on housing and homelessness to support effective service delivery and monitor processes in place for vulnerable Ontario Works (OW) clients. This includes providing opportunities for workers to attend the monthly Housing and Homelessness Services Network. In 2012, Shelter Support Liaison Workers continued to visit shelters in their catchment area to complete intakes, issue drug cards and vision vouchers, and provide OW information.
- *Investing in Neighbourhoods* is a TESS initiative whereby TESS offers the opportunity for non-profit agencies to create positions for OW clients, and build the capacity of both agencies and communities. TESS funds the positions by providing 100% of the salary for up to one year. Through this initiative, the participating agencies' service delivery capacity is increased and as such, the social capital capacity of local neighbourhoods is also increased.
- TESS recognizes the importance of *supporting clients with mental health and/or addictions* in the recovery process. For some clients, the participation in treatment is a critical and necessary step before employment focused activities can be considered. The Toronto Community Addictions Team (TCAT) is delivered by St. Stephen's Community House to provide intensive case management to addicts who over-use detox centers and emergency rooms. TESS participates on the steering committee and supports the project by providing information from a TESS perspective.
- The *Live Green Toronto Community Grants Program* is another key element of the Live Green Toronto initiative. It is designed to provide financial assistance to community and neighbourhoods in taking local action to improve the environment. By its very nature this program has supported a diversity of priority groups in being able to participate in making Toronto a greener city. In the delivery of the program, materials have been translated, there has been targeted outreach to priority groups by Divisional staff and Animators, and support provided to those groups in preparing projects that could receive funding.

Employment Services/Training – 10 initiatives

These are services that assist unemployed and under-employed residents with employment support services and training.

- TESS offers *recruitment, labour market information and training support to local employers* to hire OW and non-OW residents. TESS also works directly with job seekers through its 19 Employment Centres in Toronto and through a vast network of employment service providers located across the city. The division offers dedicated representatives who meet with employers to understand their unique hiring needs and workplace culture. TESS works with employers to determine the best way for them to source and recruit qualified, motivated and diverse candidates to meet immediate and future workforce needs.
- In 2012 a total of 3,719 participants completed a *variety of employment programs* through TESS. Target groups included Aboriginal people, immigrants and refugees, people with disabilities, women and youth. For example, the Pre-

Employment Development (PED) Course – Oasis Addiction Recovery Society's CAMH /OASIS PED helps clients find and maintain a suitable job in the near future. The 8 week course is designed to prepare the participants to develop acceptable working habits and confront issues such as self-esteem, confidence, emotional and physical condition. The course is followed by four months of follow up in-person or by phone. To date, 12 clients have completed the course.

- As the recipient of the recent Toni Pini Award, Toronto Fire Service was invited to host the *2012 Diversity workshop on Recruiting & Retaining Diversity in the Fire Services*. Over thirty GTA and Provincial Fire Departments were invited to attend the two-day workshop that featured both a Youth and Community panel designed to engage the participants directly and share their cultural knowledge, perspectives, needs, networks, and creative ideas about how to more effectively work with them in partnership to recruit and retain a qualified, diverse, inclusive and safety-conscious Fire workforce. The information shared at the workshop assisted the Fire Department with a broader understanding of their communities and a more valued approach to meeting diversity within their workforce.

Youth Employment – 9 initiatives

These initiatives focus on the hiring of youth and/or students at the City of Toronto.

- TESS continues to deliver the *Partnership to Advance Youth Employment (PAYE)* program, which is a joint initiative between private sector employers and the City of Toronto. A group of business leaders, including the Toronto Board of Trade, is working to involve employers to increase access to economic opportunities for Toronto youth. In 2012, there were 641 participants and 139 young people secured employment. PAYE also works closely with employers and community agencies to connect aboriginal job seekers and persons with disabilities with employment opportunities.
- A variety of *Arts Services programs* offered through Economic Development and Culture are designed and developed with diverse partners (e.g. Parks, Forestry & Recreation, Respite Services, The Guild Festival Theatre) to help create a liveable community for youth/young adults with varying levels of abilities. Programs build both artistic and leadership skills which help youth integrate with the broader community through participation, performance, and volunteer opportunities that are embedded in the program designs. Examples include:
 - Virtual cultural incubator for youth from underserved populations and geographical locations
 - Design and development of a youth arts business program, *Live Arts Inc.* to incubate and support creative youth entrepreneurs, particularly those in underserved communities
 - Partner with a mature arts organization that provides services and programming in priority neighbourhoods and/or underserved communities. The focus is on providing professional development opportunities for youth staff and volunteers through an apprentice process to enhance their management skills in the community youth arts and cultural sector.

- Human Resources works with SDFA and TESS to *promote youth employment opportunities* through entry-level jobs in priority neighbourhoods. Every year, through the Local 416 collective agreement language, temporary job opportunities/assignments to external applicants are made available to external applicants. The recruitment team links up with TESS to provide remaining available opportunities to under-employed and unemployed residents.

City as an Employer - Accommodation – 8 initiatives

City divisions carry out initiatives to ensure job applicants and employees are provided with appropriate accommodation in the recruitment and selection process and in the workplace.

- Human Resources provides *accommodation in all parts of the hiring process* as required under the City's Employment Accommodation Policy and the AODA Integrated Accessibility Standards Regulation. Launched in 2012, the new recruitment and applicant tracking system (TalentFlow) will be configured in support of AODA Integrated Accessibility requirements in 2013. Other ongoing activities in Human Resources include:
 - Providing advice and guidance to hiring managers on how to accommodate candidates during the selection process
 - Counselling managers who have employees with mental health issues
 - Assisting divisions to accommodate employees with injuries, illness and disabilities so that employees can remain/return to the workplace
 - Providing training to divisions on accommodation and health issues
 - Consulting with Human Rights Office staff when necessary
- Transportation Service's Traffic Safety Unit (TSU) employs two *hearing-impaired staff*. All TSU staff have enrolled in a day long training session with the Canadian Hearing Society and washrooms have been retrofitted with flashing lights in event of a fire alarm or emergency.

Purchasing/Procurement – 3 initiatives

These are initiatives that consider equity, diversity and human rights in their purchasing/procurement processes.

- Fleet Services designed and purchased a *Mobile Dental Clinic for Public Health*. The 12-metre long customized coach bus is a fully accessible, environmentally friendly mobile dental clinic equipped with two dental stations, sterilization centre and a reception area. The dental unit provides free dental services that includes regular check-ups, x-rays, fillings and promotes good oral health to eligible children 17 years of age and under.
- SSHA-AHO promotes the use of *accessibility measures in new affordable housing construction* by employing the accessibility design guidelines it developed in RFPs (e.g. guidelines were adopted by the Province in its 2011 Pan Am Village affordable housing RFP). AHO also administers federal/provincial program funding to repair & modify homes for lower-income residents (e.g. seniors & persons with disabilities) to improve accessibility and to assist them to remain in their homes.

Advocacy – 3 initiatives

- As part of Toronto Public Health's (TPH) *Healthiest Babies Possible Program* (HBP) RDs advocate for nutritionally at risk pregnant women in shelters to help increase access to healthy food during pregnancy. TPH attended four shelter sector meetings plus a joint divisional homeless meeting with SSHA and TESS to increase awareness of the issue. HBP also developed a form for clients to use with their counsellors when in the shelter system. HBP RDs advocated to Daily Bread Food bank to increase staff awareness of issues related to pregnant women obtaining food.

Specialized Services to Equity, Diversity and Human Rights Priority Groups

- Aboriginal Programs/Services – 4 initiatives
 - The EDHR Division continues with developing an action plan on the *City's Urban Aboriginal Framework* (UAF) with input from the Aboriginal Affairs Committee and relevant stakeholders. The UAF is embodied in a Statement of Commitment outlining principles which are important to achieving strong Aboriginal-municipal relations. It will guide the City in its ongoing relationships with Aboriginal communities, discussions with other municipalities and orders of government and will inform all aspects of divisional policy, planning and service delivery.
 - TESS continues to support the *Streets to Homes Program* and provides follow-up support services within a housing-first case management framework to recently housed clients, including Aboriginal people and newcomers to Toronto experiencing settlement issues.
 - The Investing In Neighbourhoods (IIN) *Aboriginal Community Employment Program* supported by TESS resulted in a total of 9 positions being approved with the following agencies: Native Family and Child Services, Toronto Council Fire Native Cultural Centre, Miziwe Biik Aboriginal Employment and Training, and Anishnawbe Health Toronto.
- Women, Families and Children – 4 initiatives
 - TPH continues their *Focus Group Research with Marginalized Women Regarding Children's Health and Hidden Toxic Exposures*. This research identified key children's environmental health issues among mothers who are marginalized due to literacy, poverty and housing issues. Phase 2 is currently underway in partnership with the Canadian Partnership for Children's Health and the Environment and the Christian Resource Centre in Regent Park. This phase will involve efforts to reach "at risk" women in Regent Park with environmental health messages through a knowledge translation model that uses a multi-media approach through peer facilitated Women's Health Circles.
 - The *Investing In Families Program* continues to be an important initiative which improves the economic, health and social status of families receiving Ontario Works

benefits. Employment and Social Services continued its partnership with Toronto Public Health, Parks, Forestry and Recreation, Toronto Public Library and Children's Services to deliver this program.

- LGBTTTQ – 2 initiatives
 - Since 2004, LTCH&S has dedicated itself to creating a gay-positive environment, where the LGBT community is recognized, supported and welcomed. The ongoing use of their LGBT Tool Kit assists all the homes and programs in establishing cultural competencies in providing care and services for LGBT residents, partners and friends, while also creating a welcoming environment for volunteers, staff and the local community. The division conducts an annual LGBT Inclusiveness Audit to qualitatively measure the extent of the implementation and integration of the LGBT toolkit.
 - The Arts Services programs in Economic Development and Culture outreach to LGBTTTQ groups to remove barriers to participation. Such programs build capacity in the community and strengthen a sense of belonging and social cohesion among LGBTTTQ youth.

EDHR Committees – 5 initiatives

- A number of divisions continue to have *internal equity, diversity and human rights committees/working groups* to address issues of importance identified by the divisions in these areas. Some have merged their Customer Service Improvement Teams into Access and Equity teams. These divisions include: Shelter, Support and Housing Administration; Affordable Housing Office; Auditor General's Office; Children Services; City Clerk's Office; Legal Services; Long-Term Care Homes and Services; and Parks, Forestry and Recreation.
- Legal Services has a twelve (12) member *Diversity Committee* and an informal *Human Rights Lawyers Committee*. The Legal Services Diversity Committee meets throughout the year to discuss equity, diversity and human rights issues that may be of impact to Legal Services. The Human Rights Lawyers Committee brings together Employment and Litigation lawyers whose practice has a human rights focus. The committee meets throughout the year to discuss current developments in human rights law and issues that are relevant to the City's divisions, agencies and corporations.
- The EDHR division continues to support two community advisory committees of council, - the *Aboriginal Affairs Committee* and the *Disability Issues Committee*. The division also coordinates the *Inter-Divisional Staff Team on Access & Equity*, a corporate coordinating group for the implementation of City policies and programs related to equity, diversity and human rights.