

Employment Accessibility at the City of Toronto

Presentation by the Manager of Diversity & Inclusion
People & Equity Division

September 2, 2021



Purpose



People & Equity is reporting back to TAAC on four employment/employee related motions, that focus on access to employment and employee experience:

Access to Employment:

- [EX 11.22](#) requests P&E to provide an update on the specific recruitment tactics that will be used with different disability communities
- [EX 15.14](#) requests (in part) for P&E to explore opportunities to better support access to employment opportunities for persons with disabilities
- [EX 7.29](#) requests (in part) for P&E to provide an update on Persons with Disabilities Employment Strategy, Employment Accessibility at the City.

Employee Experience:

- [EC 14.4](#) requests in part, for P&E to develop an outreach model and determine an appropriate pilot strategy, for the purpose of providing support and referrals to relevant services, to inform workers with disabilities of their employment rights
- [EX 7.29](#) requests (in part) for P&E to provide an update on the current representation rates of City employees who self-disclose as having a disability and what the city is doing to better allow for self-disclosure.

Access to Employment Background



The City recognizes that building an inclusive workforce that reflects the population it serves at all levels within the enterprise will promote public trust and confidence.

- Aligned with the City's Workplace Culture themes and the Council-adopted Workforce Equity and Inclusion Plan, the City is committed to building a "public service that reflects the population we serve, and that values and champions diversity, accessibility, inclusion and respectful behavior."
- A targeted strategy to address employment for People with Disabilities, to support the Workforce Equity and Inclusion Plan, that includes a Diversity Action Plan to be utilized to steer and drive the achievement of increased diverse representation across the Toronto Public Service

Access to Employment:

Key Focus Areas of the Accessibility Employment Strategy



Build a **compelling value proposition** to attract People with Disabilities talent at all levels in the organization and encourage self-identification, highlighting the benefit of disclosure: **“What’s in it for me?”**

Leverage **“best in class” recruitment and retention practices** to develop a sustainable and innovative People with Disabilities Talent Programming— ensuring we have an **accessible recruitment and selection** process, and embed a customized onboarding approach

Partner with internal stakeholders and external organizations to cultivate engaging recruitment training programs and initiatives

Access to Employment: Our Strategic Framework



Engage with internal/external partners for Recruitment/Retention Strategy Development

Enhance branding for Persons with Disabilities and Next Generation Talent

Support divisions in expanding access to development opportunities for staff with Disabilities

Strengthen and empower the Employees with Disabilities Network (EDN)

Leveraging data to support evidence-based decision making and accountability

Access to Employment: Strategic Direction



Engage with Internal Partners for Recruitment/Retention Strategy Development

- Ongoing partnership with:
 - Recruitment and People & Equity Relationship Management team to **understand City Divisions needs** and opportunities for promoting recruitment and retention of People with Disabilities
 - Employee Disability Network to better **understand the candidate/employee experience** (People with Disabilities)
 - Disability Management team for accommodation related inquiries in all stages of the candidate/employee lifecycle
- Implement “**best in class**” **recruitment practices** by reviewing benchmark practices with companies leading in recruitment of People with Disabilities



Enhance Branding for Talent Attraction

- **Develop an employee value proposition** with benefits specific to People with Disabilities Candidates
- **Enhance the City’s job opportunities website** to showcase the City commitment to hiring People with Disabilities
- Create **social media campaign strategies** that include employee features and career stories

Access to Employment:

Strategic Direction, *continued*



Maximize External Partnerships

- Ongoing engagement with City's Equity Unit & Human Rights team to **establish relationships with new community-based diversity organizations** that support People with Disabilities
- **Enhance partnership agreements** and identify opportunities to enhance promotion of City jobs to People with Disabilities (i.e. career fairs, customized networking, etc.)
- Continuously identify and **participate in People with Disabilities recruitment events** throughout the year to source candidates



Enrich Candidate Experience & Management

- Continuously leverage relationship with the Employee Disability Network to **identify talent acquisition champions** to attend recruitment events as brand ambassadors
- Create a customized onboarding practice for People with Disabilities to ensure a positive experience

Access to Employment: Strategic Direction, *continued*



Identify Training Opportunities for Recruitment Staff and People Managers

- **Provide key competency training for Recruitment Staff and People Managers**
- Engage Recruitment Staff and People Managers in **expanded and targeted training**
- **Enterprise engagement in People with Disabilities awareness, learning and training** to create an inclusive workplace and debunk misconceptions and stigma
- Roll out **Diversity Recruitment Action Plan** to enable both Recruitment Staff and People Managers



Design Metrics and Reporting

- Partner with Data & Analytics to **track candidate self-identification data** throughout the recruitment process using data generated via Success Factors

Accomplishments

Targeted D+I Specialists:

**Specialists
with lived
experience**



Terri Lynn Hulett
Accessibility Talent Specialist
Person With a Disability



Ronald Peters
Snr. HR Specialist
Person With a Disability

**Specialists
with lived
experience**

Internal & External Talent

Attraction Strategy

- Identify and source Persons with Disabilities talent
- Dedicated resource to lead and deliver on Accessibility Talent Strategy

Workforce Engagement

- Engaging and closely collaborating with the Employee with Disability Network (EDN)
- Creating awareness to debunk misconceptions and stigma around disability and disclosure

Accomplishments *continued*

Strategic External Partnerships

Diversity focused external partnerships with both community led organizations and academic institutions are developed to increase the [Attraction, Sourcing and Selection](#) of diverse talent from the disability communities and other equity-deserving groups.



Accomplishments *continued*

Virtual One on One PWD chats

 **Ronald Peters**
Human Resources Consultant at City of Toronto
3mo • Edited •

To commemorate the International Day of Persons With Disabilities I am offering one on one "virtual" coffee chats to members of the disability community in the Greater Toronto Area. This offer is for persons interested in a quick resume review and a chat about career goals. Register here: <https://lnkd.in/gprKXvR>

Notes:
The meetings will take place over the next several weeks and will be available for up to a maximum of 20 persons.
The virtual chats, at this time, are for Professionals with Disabilities only.

#inclusiverecruitment #personswithdisabilities #virtualchat



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237 • 53 comments • 5,092 Views

PWD Student Job Fair

 **Ronald Peters**
Human Resources Consultant at City of Toronto
3mo •

Hali Farah and I are representing the **City of Toronto** at a Virtual Employer Meet and Greet event for Students with Disabilities being hosted by **York University**. Some amazing talent so far with a variety of academic backgrounds.



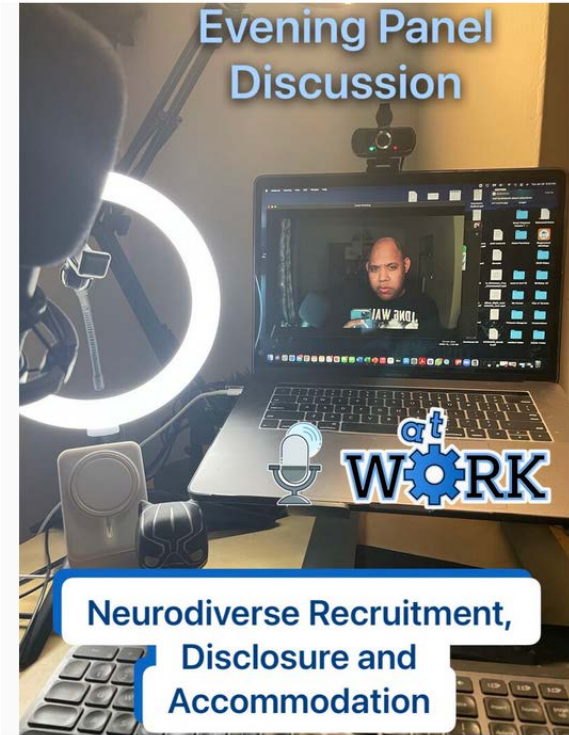
**READY
WILLING
& ABLE**

Neurodiversity
Recruiter Workshop

PWD Student Webinar

 **Ronald Peters**
Human Resources Consultant at City of Toronto
1mo •

I was happy to represent the **City of Toronto** on a panel with colleagues from **Specialisterne Canada** and **Distinctability**. Great discussion on topics like employment resources for neurodiverse students and disclosure/accomm ...see more



Evening Panel Discussion

at WORK

**Neurodiverse Recruitment,
Disclosure and
Accommodation**

103 • 10 comments

Accomplishments *continued*

Online Branding



We're Hiring Client Service Worker

Multiple roles

The successful candidate has:

- Degree/Diploma/Experience in social services or a related field
- Experience directly assisting persons with psycho, social, physical and emotional needs
- Experience in addressing the needs of homeless clients



We're Hiring Director, Development Process & Performance

We are looking for:

- A Change Management Leader
- A Strategic Thinker
- A Problem Solver



City of Toronto Summer Internships

*For
University and College Students*

There are multiple roles that cater to a variety of academic disciplines including:

- ✓ Public Policy and Research
- ✓ Business/Communication
- ✓ Technology
- ✓ Urban Planning
- ✓ ...and much more

Apply Today
Link in the description above

No. of roles: Various
Duration: 16 weeks
Application Deadline: March 22, 2021
Note: Students must be returning to school in September 2021



We're Hiring Accessibility Talent Specialist

The successful candidate has :

- Experience supporting the recruitment of persons with disabilities and other diversity groups
- Excellent relationship building skills with the ability to engage and communicate persuasively with stakeholders
- Lived experience as a person with a disability (will be considered a significant asset)



We're Hiring Supervisor, Quality Assurance

The successful candidate has:

- ✓ Experience developing policies and procedures within the social services field
- ✓ Excellent problem solving and program evaluation skills
- ✓ The ability to lead and develop individuals and teams



Next Steps



Enable hiring managers and recruitment staff

- Build equity and inclusion capabilities for Strategic Recruitment Staff and People Managers
- Engage external and internal stakeholders and organizations to execute training programs and initiatives
- Use data and metrics to hold City staff accountable and evaluate effectiveness of training programs and initiatives

Develop key external partnerships

- Work with community organizations focused on employment and training for people with disabilities

Understanding the employee experience

- Leverage experiences of existing employees with disabilities to better understand the candidate/employee experience

Create awareness

- Support, promote and strategically engage with the Employee Disability Network (EDN)
- Encourage leaders to disclose and debunk the myths and misconceptions associated with employees with disabilities
- Provide engaging and effective training for Recruitment Staff and People Managers

Access to Employment: Execution Timelines



Q4 2021

Building
Connection

- Stakeholder engagement
- Socialize the framework and action plan and obtain input
- Complete foundational training

Q1 2022

Go to
Market

- Build the City's Brand to attract people with disabilities
- Participate in job fairs, networking opportunities with community partners and academic institutions

Q2 2022

Workforce
Engagement

- Destigmatize myths about individuals with disabilities
- Work with the Employee Disability Network on tailored engagement activities for staff with disabilities

Q3 2022

Workforce
Development

- Recruitment staff and People Managers continue targeted training
- Strengthen employee programs and processes to ensure that they are reflective of our inclusive culture (accessible and equitable)

Employee Experience: Representation Rates

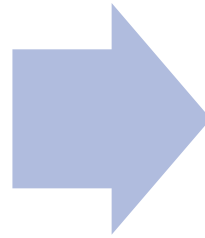


- The City uses the Count Yourself In survey for of all employees in the Toronto Public Service
- The survey allows us to obtain accurate, up-to-date data on the Toronto Public Service and determine if our public service is reflective of the population and communities we serve.
- This information also informs internal programs to ensure a public service that is engaged, diverse and inclusive.
- Based on the most recent CYI data:
 - 5% of employees disclosed having one or more disabilities within the City of Toronto Workforce.

Employee Experience: Employment Rights



The City strives to ensure that potential and new employees are made aware of their employment rights whenever possible.



The City currently:

- Provides information and instruction for applicants about their right to accommodation as part of the application process
- Provides information and instruction for new employees about key policies and resources about their employment rights

Employee Experience: Employment Rights, *Continued*



The New City Employment Orientation onboarding process includes:

- Key policies about employee rights and protections (e.g., Corporate Access and Privacy, Employment Equity Policy, Human Rights Anti-Harassment/Discrimination Policy, Musculoskeletal Disorder (MSD) Prevention Policy, Occupational Health and Safety, Protection of Privacy Policy, Workplace Violence Prevention policy)
- Mandatory training (through ELI) which includes among other topics: Protecting Privacy on the Job, Health and Safety Orientation, Domestic/Intimate Partner Violence for Supervisors, Worker Health and Safety Awareness, WHMIS 2015, Accessibility 101, Human Rights 101
- Links to unions and associations so the employee is aware of their right to access and join such associations
- Workplace Wellness resources (with links to EHR, EAP, leave policies, etc.)

Thank you

