



Key Terms and Definitions

The following terms used in the Staff Report are more fully defined here.

Barrier - Physical, mental, emotional, cultural or social elements that result in inequity when trying to access an opportunity, service or space. More specifically, when facets of a person's identity result in the experience of inequity. For example, anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. This may include a physical barrier, an architectural barrier, an information or communications barrier, an attitude barrier, a technological barrier, a policy, or a practice. Barriers are not limited to people with disability. Other equity-deserving people, especially Indigenous and Black people, also face barriers. Barriers are created and upheld by social, economic, and political systems and must be considered based on the unique intersectional circumstances individuals face.

Bias - Ingrained ideas, opinions, preferences, prejudices, stereotypes, assumptions or inclinations that are formed without reasonable justification. Bias influences perception, expectation, judgement, and behaviour. Bias is often formed and presented unknowingly, referred to as unconscious or implicit Bias.

Data - The raw material used to represent information, or from which information and records can be derived, represented as text, numbers, graphics, images, sound, or video. It is important to note that data is not neutral and the impacts of inequitable data practices are significant, may create negative impacts and perpetuate barriers. How data is collected, who collects it, how it is being used can all influence the application, presentation and production of data.

There are many types of data, including, but not limited to:

Disaggregated Data - Data that is broken down and examined by socio-demographic groups such as gender, race and neighbourhoods. Disaggregated Data can be used to identify and address differences between groups.

Population-level data - Population-level data provides information about all Toronto residents or specific groups of residents (e.g. children, seniors or low income people). This includes population-level census data, administrative, income, education and health datasets and survey data collected, analyzed, shared and reported by other levels of government or sectors. When population-level data is broken down by socio-demographic groups, it can help to

understand who lives in the city, current needs and living conditions of specific groups of residents, and differences between groups.

Program and service data - Program and service data provides information about the people accessing City services¹. When City programs and services collect socio-demographic data, and this data is broken down by socio-demographic groups, it can help to identify who is accessing a program, who is being left out, who is benefiting from a program and who is not.

Service equity data - This type of data is focused on the Toronto resident population. The goal of the collection, analysis and use of this data includes making evidence-based decisions that identify and remove barriers to access and ensure fair distribution of services and equitable opportunities for all residents of Toronto. Service equity data supports systemic analysis by looking at how individual experiences are shaped by design and implementation of systems. An example of service equity data would be the City's [Street Needs Assessment](#).

Socio-demographic data - Socio-demographic data describes personal characteristics and social identity. Characteristics such as age, language, race, First Nations, Inuit, Métis identity, Canadian-born or immigrant, disability, gender, sexual orientation, income and place of residence are all examples of socio-demographic data.

Data for Equity - Within the context of the City of Toronto, Data for Equity refers to the use of disaggregated data that is broken down by sociodemographic groups to understand needs, identify equity and prosperity goals, develop programs and policies that serve all residents more equitably, monitor progress, and assess equity impacts. This includes:

- The use of existing population-level data that provides information about the socio-demographic characteristics, social and economic circumstances and experiences of all Toronto residents
- The collection and use of data through City of Toronto programs and services, which provides information about the people who access those services
- The collection and use of needs assessment and program evaluation data, which provides an understanding of service needs, barriers, experiences and impacts to help inform service planning
- The collection and use of public consultation data that provides insights into the needs, barriers, preferences, and values of Toronto residents to help inform policies, projects and services.

Data Governance - The exercise of authority and control (planning, monitoring, and enforcement) over the management of data assets.

¹ City of Toronto program and service data may also be referred to as "administrative data"

Employee Journey - The employee journey encompasses all touchpoints and interactions an employee has with the organization, including talent acquisition, onboarding, learning and development, talent management, retention, and offboarding/exits. Each stage contributes to a positive and equitable employee experience.

Equity - Equity denotes fairness and justice in process and in results. Equitable outcomes often require differential treatment and resource redistribution based on unique needs, as a result of historic and ongoing barriers and disparities. The intention is to achieve a level playing field among all individuals and communities. This requires recognizing and addressing barriers to provide opportunity for all individuals and communities to thrive. Equity, unlike the notion of equality, is not about sameness of treatment but acknowledges differences in experiences, due to systemic, historic, and other barriers.

Equity-Deserving Groups - Communities that face significant collective challenges participating in society because of institutional and societal barriers to equal access, opportunities, and resources. This includes racialized people, persons with low incomes, persons with disabilities, refugees, asylum seekers, immigrants and newcomer, older adults (seniors), youth, women, and 2SLGBTQ+ folks. This term replaces “equity-seeking groups”.

Equitable Practice - A practice that involves acknowledging the differences between groups and making changes in the policies, procedures, and operational functions that consider those differences and seek to remove any intended or unintended barriers. Equity work recognizes that everyone has different circumstances and seeks to allocate the appropriate resources and opportunities needed to reach an equal outcome for all.

Equity work is two pronged and can be applied from two different lenses (processes and outcomes). These two lenses also influence each other, as without changing processes, outcomes cannot be changed in a sustainable way.

- **Equity of outcomes** - This type of equity focusses on the result. This involves providing support and/or resources to individuals or groups who have historically been disadvantaged or underserved, to level the playing field.
- **Equity of processes** - These are the structures, criteria, requirements, approaches and paths that we take while working towards an equitable outcome. These are not neutral and can also have embedded, unintended barriers. A process, after all, is designed by people who comes with their own biases and beliefs.

Therefore, whether you are working on a process and/or outcomes, it is important to always conduct an equity impact analysis, using probing questions from the [Equity Lens Hub](#), and based on a root cause analysis of outcomes, processes should be adapted to be responsive to the experiences of Indigenous, Black and equity-deserving groups.

Inequity - Unfair and avoidable differences in service access, experiences, impacts and outcomes.

Indigenous Data Governance - Refers to the right of Indigenous peoples to control data from and about their communities and lands, articulating both individual and collective rights to data access and to privacy. May also be referred to as First Nation, Inuit and Metis (FNIM) Data Governance.

Indigenous Peoples - The original inhabitants of a particular place. In what is now known as Canada, Indigenous Peoples refer to those who are First Nations, Métis and/or Inuit.

Intersectional approach - Intersectionality is the way in which people's lives are shaped by their multiple and overlapping identities and social locations which, together, can produce a unique and distinct life experience for that individual or group. Using an intersectional approach is essential to gaining a strong understanding of who is most affected by a program or service, who is facing service barriers and who is not benefiting from a program. An intersectional approach to data analysis includes breaking down data by more than one socio-demographic characteristic.

Inuit - The Inuit are Indigenous Peoples whose territories lay within the circumpolar arctic regions of the world. This includes Canada's far north regions of Nunavut, the Northwest Territories and northern parts of Labrador and Québec. The word Inuit means "people" in the Inuit language, Inuktitut.

Métis - French term meaning "mixed blood." The Canadian Constitution recognizes Métis people as one of the three Aboriginal Peoples. Métis means a person who self-identifies as Métis, is distinct from other Aboriginal peoples, is of Historic Métis Nation ancestry, and is accepted by the Métis Nation.

Systemic Barrier - A barrier embedded in the social or administrative structures of an organization or society which excludes certain individuals or groups from full participation.