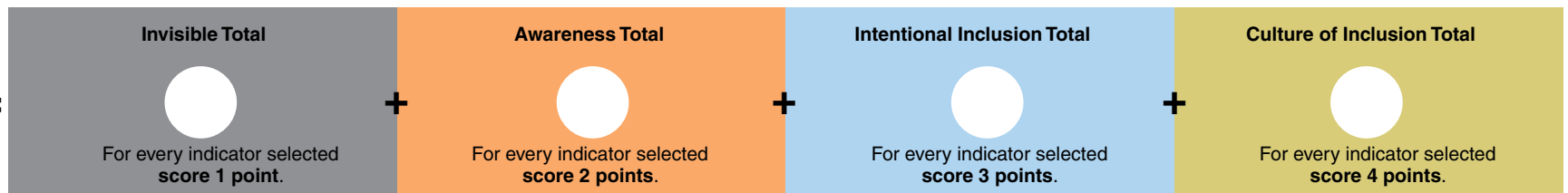


# J. Emergency and Protective Services

All residents benefit when the municipality takes steps to ensure that emergency and protective services is inclusive of the diverse needs of residents. This area of focus is specific to emergency and protective services that are under direct control of the municipal government. As such, this area of focus may not apply to municipalities that receive primary policing support through the Royal Canadian Mounted Police.

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
Service to diverse populations	Emergency and protective services staff are perceived as discriminatory when dealing with certain populations	Emergency and protective services staff don't recognize their biases when dealing with certain populations	Emergency and protective services staff receive training on working with diverse cultures and populations	Emergency and protective services staff treat all residents fairly and inclusively
Violence in cultural communities	The action, or lack of action, by protective services staff to deal with violence in racialized communities causes further isolation of survivors and perpetrators	Leaders are aware that some protective services staff deal with violence in racialized communities differently than other populations, but no action is taken	Protective services staff are becoming more aware of cultural issues that contribute to violence in racialized communities	Protective services are well-trained and able to talk about violence in marginalized communities in a way that supports safety and inclusion for all residents
Language	Emergency and protective services often ignore residents who do not speak English	Emergency and protective services do not have resources to communicate with residents who do not speak English	Emergency and protective services have identified resources to help communicate with residents who do not speak English	Emergency and protective services employ staff that can speak the common languages spoken in the community and translators are available
Gender identity and gender expression	Emergency and protective services staff are not aware of considerations that should be made for gender diverse persons and harm is done to them as a result – either neglect or psychological	Emergency and protective services staff are aware of different needs of gender diverse populations but are not skilled in providing the best services to them	Emergency and protective services staff are educated on differences and needs of gender diverse persons, including their own bias and prejudices towards them	The education to emergency and protective services staff includes training on how to provide proper, respectful treatment for gender diverse persons
Engagement with the public	There is no concern about whether emergency and protective service staff are trusted by the public	Leaders are aware that many marginalized populations do not trust emergency and protective services staff due to past experiences	Emergency and protective services staff proactively meet with community groups and vulnerable and marginalized residents to build understanding and trust	The municipality monitors the public's trust of emergency and protective services staff and takes proactive action to increase trust in the community



Match your score on the rating scale

