

# Tools, Tools and More Tools

Come Together Alberta Conference  
May 17, 2018

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# Welcoming and Inclusive Communities

Offer **tools, education and guidance** to help municipal governments implement policies and practices to overcome issues of social exclusion.



*Welcoming & Inclusive Communities*  
**Together we shine**

A Welcoming and Inclusive Community is one that is free from discrimination, where all residents are able to participate fully in all aspects of the social, political, cultural and economic life of the community.



## Measuring Inclusion Tool

Evaluating your strengths and weaknesses to understand your current environment.



# Welcoming and Inclusive Communities Toolkit

A guide for developing a strategic plan for inclusion.





## Planning Together: Guide to Municipal Immigration Action Planning in Alberta

Taking steps to  
attract and retain  
immigrants.



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**Engaging Ethnocultural Communities:  
A Guide for Municipalities**

Templates and Tools for Alberta's Municipalities



# Engaging Ethnocultural Communities: A Guide for Municipalities



**So you want to form a WIC committee?**

**A how-to guide on creating a successful terms of reference for your municipality's welcoming and inclusive communities committee**

Guide for creating a terms of reference for a successful WIC committee

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## Campaign Kit

Posters, sign boards, media and branding tools.



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## WIC Glossary of Terms

Diversity and inclusion work has a long history in Canada. People have been working for centuries to create societies where every human being has the opportunity to live a safe, healthy and fulfilled life. As this work evolves over time, so does the language we use to describe what we're working towards. A common language can help us avoid confusion and misunderstanding, especially if our different experiences cause us to interpret terms differently. Just talking about terms can start conversations or get people to share their ideas – an important step in creating welcoming and inclusive communities.

A lot of the terms in this glossary refer to social groups (e.g. people with disabilities, white people, LGBTQI people). As groups who have faced discrimination gain space in society to speak about their experiences, they sometimes take the names they have been called for years (e.g. Eskimo) and rework them into positive terms that are more accurate and give them a sense of pride and dignity (e.g. Inuit).

And it's not about political correctness. Using the names that people have chosen for themselves not only shows respect, but language affects how we think about something, and positive language is one way to build positive interactions.

We welcome you to use the terms in this glossary – but know that some people may prefer one term over another. Be open to learning, and if you're not sure, ask people, "How would you like to be addressed?"

# WIC Glossary of Terms

AUMA webinars on  
[bit.ly/AUMA\\_YouTube](http://bit.ly/AUMA_YouTube)



Hiring and retaining immigrant employees

Supporting newcomer community engagement

What is GBA+

Using a strategic framework to guide inclusion work

Understanding the refugee experience

How to support transgender employees

What is Islamophobia and how to counter it

# Resources from other organizations

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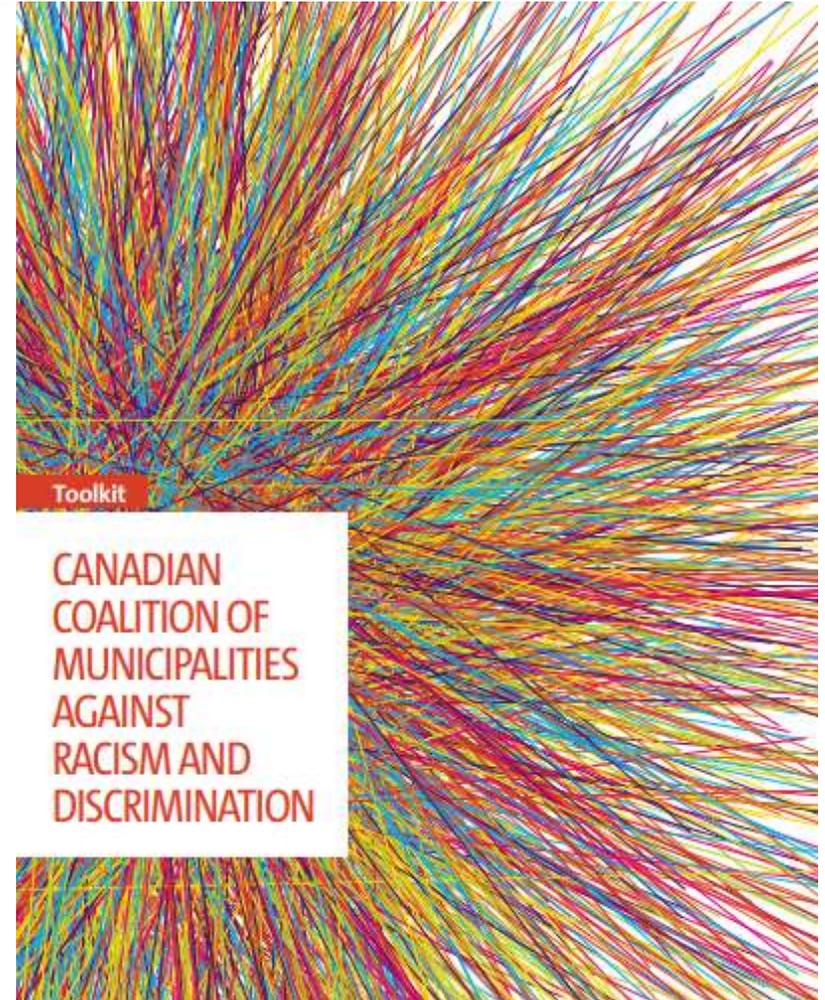
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# Canadian Coalition of Municipalities Against Racism and Discrimination Toolkit (a product of UNESCO)

Join the 70+ municipalities across Canada that have made a commitment to work to end racism and discrimination.

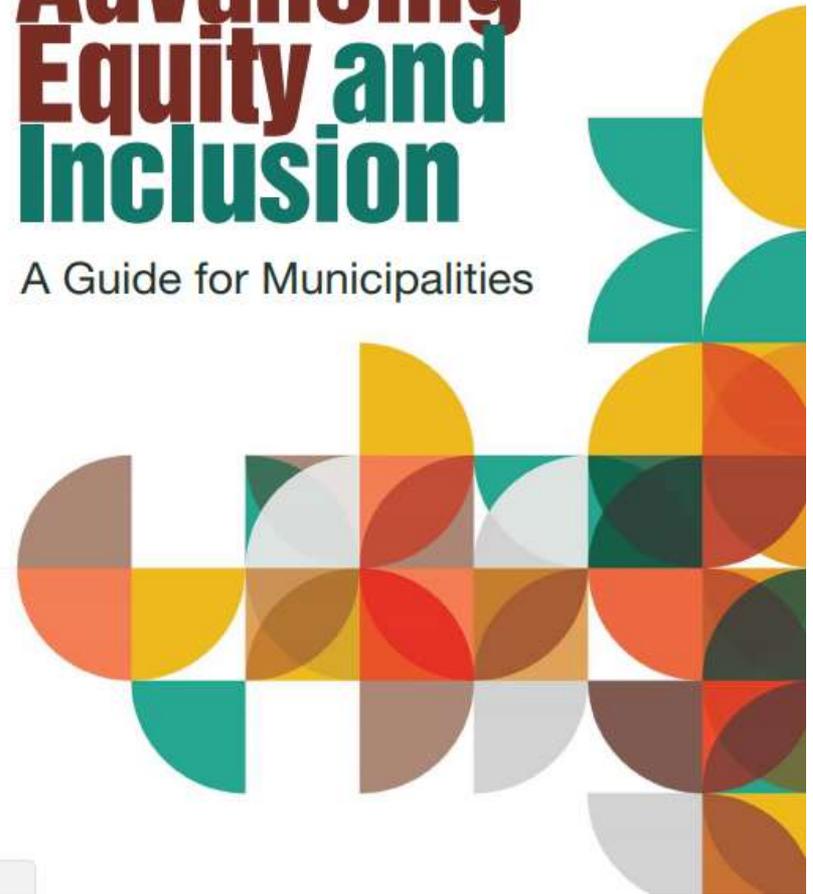


# Advancing Equity and Inclusion: A Guide for Municipalities

Centre for All  
Women Initiative

## Advancing Equity and Inclusion

A Guide for Municipalities



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Take the GBA+ course



GENDER-BASED ANALYSIS PLUS

This course is designed as a basic introduction to GBA+. You will learn to define the key concepts of GBA+ and recognize how various identity factors can influence the experience of federal government initiatives. You will learn to identify how GBA+ can enhance the responsiveness, effectiveness and outcomes of federal government initiatives while applying some foundational GBA+ concepts and processes.

On May 2017, the course was updated to include new content and engaging new micro-learning videos that explain important GBA+ concepts.

[Begin the GBA+ Course](#)

Status of Women Canada,  
Government of Canada

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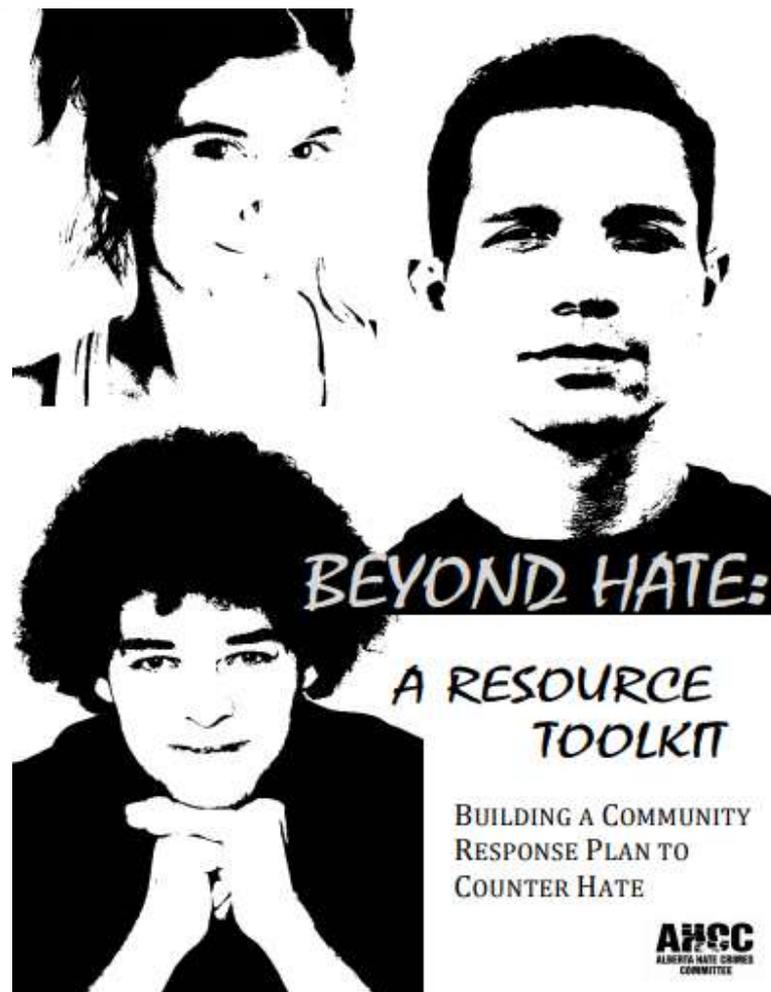
# Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Parks Services

## BC Recreation and Parks



# Beyond Hate: A Resource Toolkit for Building a Community Response Plan to Counter Hate

## Alberta Hate Crimes Committee





Free online course,  
taught from an  
Indigenous perspective,  
on Indigenous history  
and issues in Canada.

Indigenous Canada

Faculty of Natives Studies, University of Alberta

<https://www.ualberta.ca/admissions-programs/online-courses/indigenous-canada>

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# Truth and Reconciliation

Commission of Canada

94 Calls to Action by the Truth and Reconciliation Commission of Canada

[www.trc.ca](http://www.trc.ca)

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## Engaging with Elders: A Co-created Story

# Engaging with Elders: A Co-created Story

Guidance on culture  
and protocols in  
Calgary's Indigenous  
communities

Native Counselling  
Services of Alberta



10/25/14 - Treaty 7 flag raising at Calgary City Hall

Made possible with funding by:



Human Rights  
Education and  
Multiculturalism  
Fund

With the support of:



Native Counselling Services of Alberta

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# Creating Authentic Spaces

A GENDER IDENTITY AND GENDER EXPRESSION TOOLKIT TO SUPPORT THE IMPLEMENTATION OF INSTITUTIONAL AND SOCIAL CHANGE



Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit to Support the Implementation of Institutional and Social Change

[www.the519.org](http://www.the519.org)

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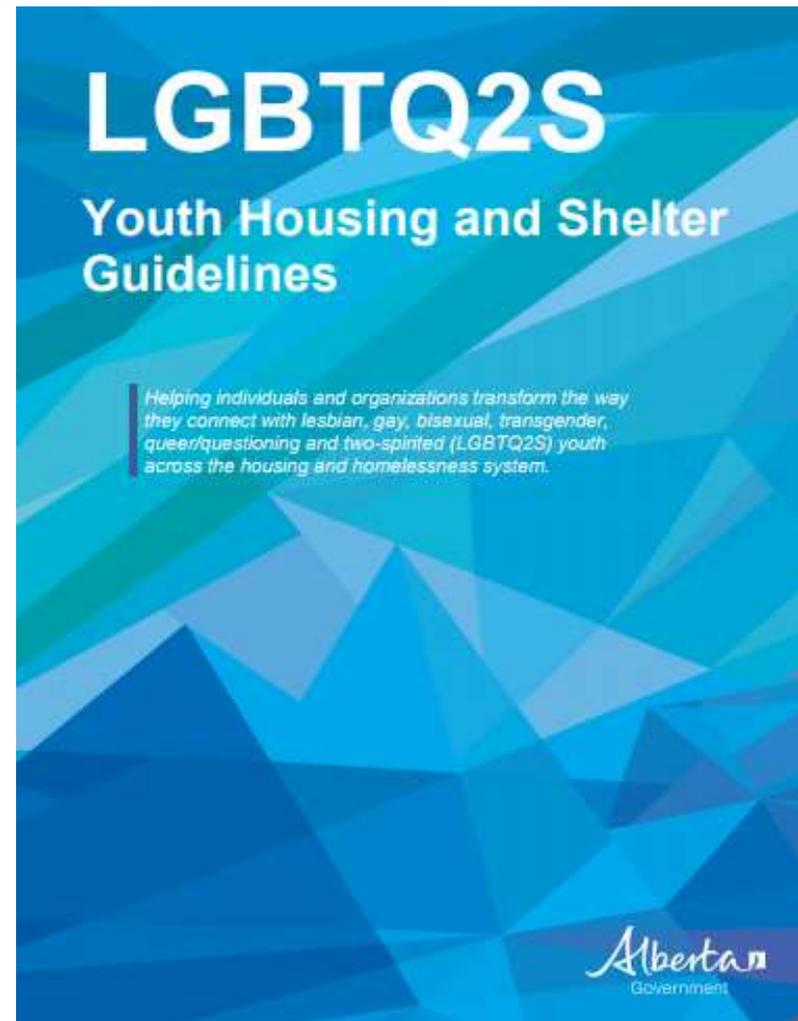
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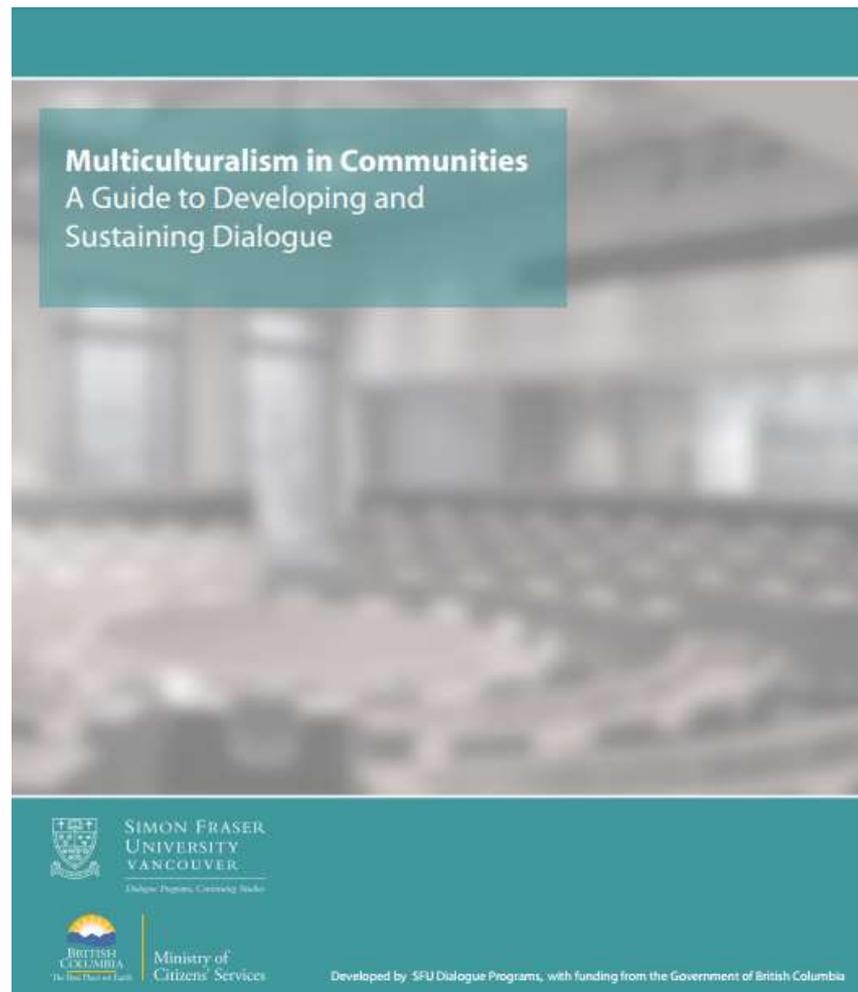
# LGBTQ2S Youth Housing and Shelter Guidelines

Government of Alberta



# Multiculturalism in Communities: A Guide to Developing and Sustaining Dialogue

Simon Fraser University



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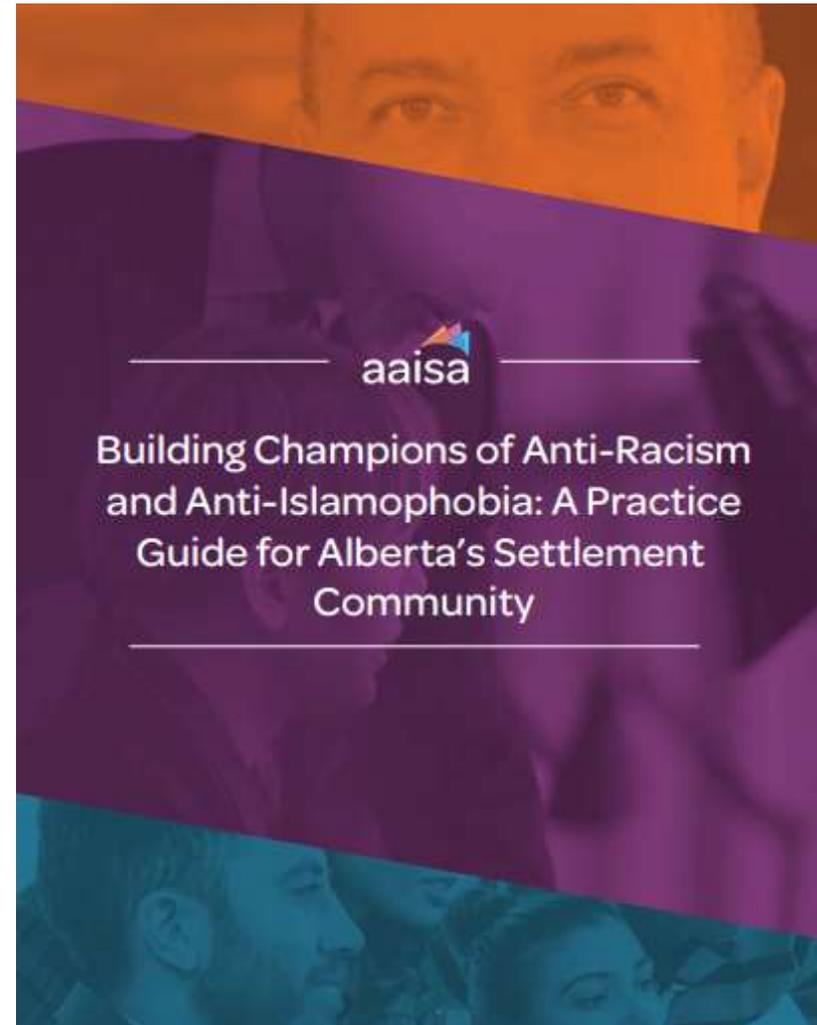
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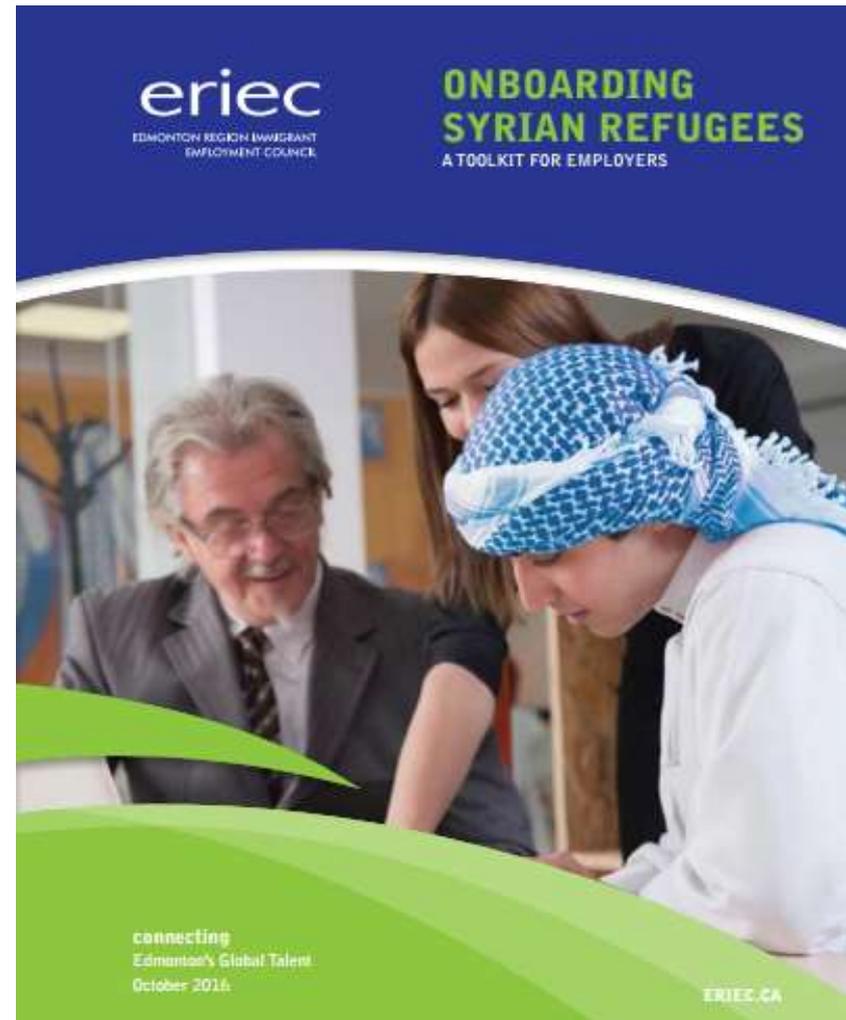
# Building Champions of Anti-Racism and Anti-Islamophobia: A Practice Guide for Alberta's Settlement Community

Alberta Association of Immigrant Serving Agencies



# Onboarding Refugees: A Toolkit for Employers

## Edmonton Region Immigrant Employment Council



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# Welcoming Communities: A Toolkit for Municipal Governments

## Federation of Canadian Municipalities

**Welcoming Communities**

357 COMMUNITIES | 35,147 SYRIAN REFUGEES | 12 MONTHS

November 2015 to November 2016

A toolkit for municipal governments

**FCM**



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Conseil canadien pour les réfugiés  
Canadian Council for Refugees

## Private Sponsorship of Refugees Toolkit

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# refugee *Alberta*

A project of **aaisa**

## I Want To Help.

Learn the facts, how to volunteer, where to donate, and find tools for private sponsorship.

## I Am An Organization.

Find resources and information to help your agency serve refugees.

## I Am A Refugee.

Learn more about your settlement and integration journey in Alberta.

Funded by:  
 Immigration, Refugees and Citizenship Canada

Financé par :  
Immigration, Réfugiés et Citoyenneté Canada

[refugeealberta.ca/organizations/](https://refugeealberta.ca/organizations/)

# RefugeeAlberta.ca

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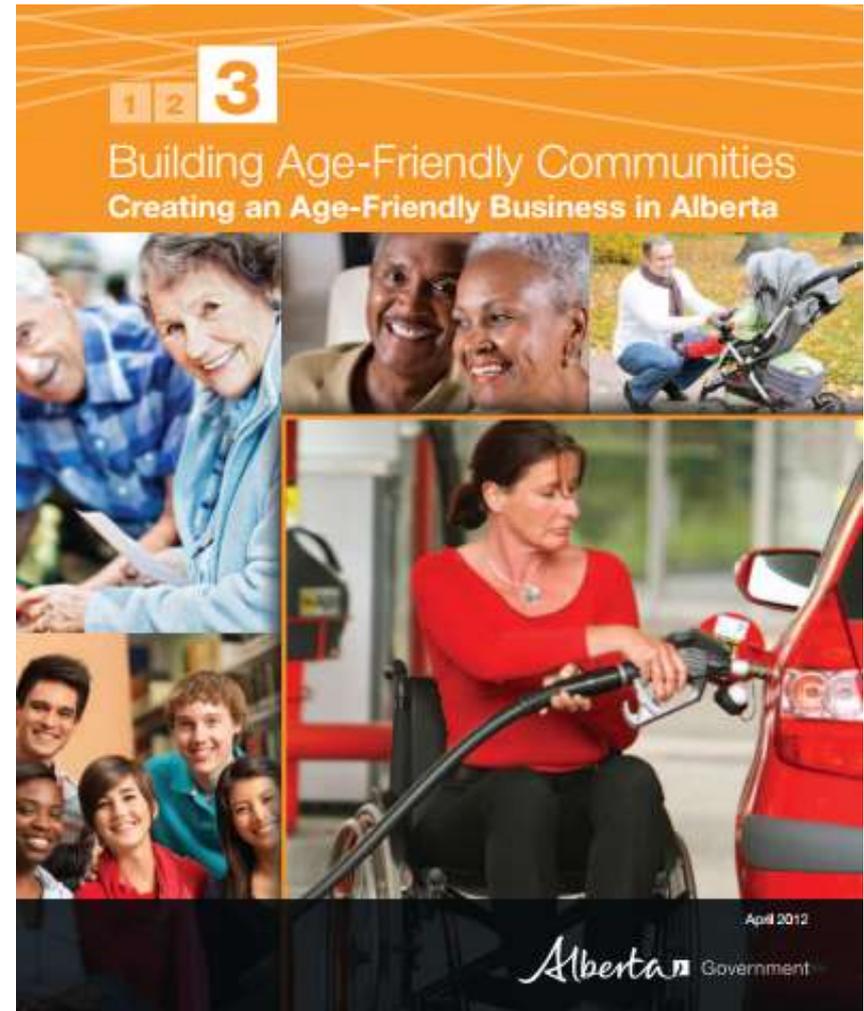
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# Building Age-Friendly Communities: Creating an Age-Friendly Business in Alberta

Government of Alberta



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# [ SOCIAL ISOLATION of Seniors ]

Vol. 1: Understanding the issue and finding solutions

Vol. 2: Ideas Exchange Event Toolkit

Employment and Social Development Canada

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# Inclusion in our school systems

Creating Welcoming,  
Caring, Respectful and  
Safe Learning  
Environments

The Walk Around:  
**Teacher Companion  
Tool**

Alberta Education

*Teacher Companion*

**2. SOCIAL CLIMATE**

It is a school expectation that I am treated with dignity and respect by:

- School leaders
- Other teachers
- Support staff
- Students
- Families
- Community partners
- Others (e.g., volunteers)

It is a school expectation that I treat others with dignity and respect including:

- School leaders
- Other teachers
- Support staff
- Students
- Families
- Community partners
- Others (e.g., volunteers)

In our school, treating each other with dignity and respect means:

- Interacting positively with others before, during and after the school day.
- Modelling healthy relationship skills and attitudes.
- Addressing bullying behaviours when they occur.

<https://education.alberta.ca/safe-and-caring-schools/safe-and-caring-schools/>

# Inclusion in our school systems

Creating Welcoming,  
Caring, Respectful and Safe  
Learning Environments

The Walk Around:  
**A School Leader's  
Observation Guide**  
Alberta Education

## School Leader's Observation Guide

### 4. HOME-SCHOOL-COMMUNITY RELATIONS

I make it a priority to develop positive relationships with all:

- Students
- Staff
- School families
- Community partners
- Volunteers

I provide leadership for the school community to promote and strengthen partnerships with community partners:

- Members of the school community are made aware of resources and support agencies within and outside of the school.
- School and community members are encouraged to work together to solve problems and provide input on improvements needed.
- School and community members are actively engaged in appropriate decision-making opportunities.
- Transparency characterizes decisions made.
- Staff and community partners work cooperatively to support students' social, emotional, cognitive and/or physical development.
- Opportunities are proactively created for community partners, families and school staff to learn from each other.

Positive home-school-community communication is a priority:

- School communications (e.g., website, newsletters, blogs) are updated regularly and share the successes of students, families, staff, and community partners.
- School forms, websites and other communication tools use non-gendered and inclusive language (e.g. Parents, guardians, caregivers, partners, student, "their," etc.)

<https://education.alberta.ca/safe-and-caring-schools/safe-and-caring-schools/>



All of these resources can be accessed at

**wic.auma.ca**

or contact us at [wic@auma.ca](mailto:wic@auma.ca)

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# A more in-depth look at AUMA's Measuring Inclusion Tool



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# Measuring Inclusion Tool

1. Leadership & Accountability
2. Commitment of Resources
3. Planning, Implementation & Measurement
4. Human Resources Policies & Practices
5. Employee Engagement & Education
6. Procurement
7. Municipal Social Services
8. Economic Development
9. Infrastructure & Land Use
10. Citizen & Community Engagement
11. Other Municipal Services
12. Capacity of Community Organizations
13. Non-Municipal Social Services
14. Public Attitudes & Awareness
15. Responses to Incidents of Discrimination

# Levels of Inclusion



# Example

# of  
**Invisible**  
indicators  
selected

3

- Invisible**
- The same group of people attend town halls, take surveys or write letters to the editor
- If there is community participation in decision-making, it is by informal groups of civic and business leaders who are mostly wealthy, white and male
- Consultation meetings are conducted using Robert's Rules or a similar set of procedures with little room for unstructured conversation
- When residents raise issues around discrimination or '-isms', decision makers don't know what to do, get defensive or don't take them seriously
- External communication is available only in English and includes jargon or terminology

## **Awareness**

- Some effort is made to include marginalized voices in consultation; often those engaged are in traditional leadership roles (e.g. the local youth council president)
- Resources are not available to go beyond traditional consultation methods
- While there is some consideration that the audience for municipal communications is diverse, there is no strategy to address this
- The municipality is becoming aware of other local service providers that work with

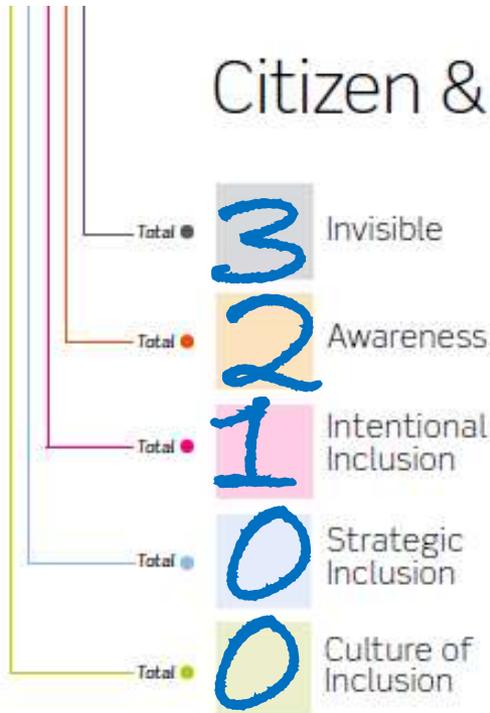
# of  
**Awareness**  
indicators  
selected

2



# Example

## Citizen & Community Engagement Score



### Your Score

Based on your answers, select the level that is most representative of your current state of inclusion for the area of Citizen & Community Engagement.



# Example: Results of your evaluation

## AUMA Measuring Inclusion Tool Municipality's Rated Level of Inclusion by Area of Focus



# More information

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Alberta Urban Municipalities Association

[dreedy@auma.ca](mailto:dreedy@auma.ca)

Website [wic.auma.ca](http://wic.auma.ca)

Webinars [bit.ly/AUMA\\_YouTube](http://bit.ly/AUMA_YouTube)



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