



POLICY AND PROCEDURE MANUAL

SECTION: Human Resources

POLICY: HR 21

DATE: June 2025
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DIVERSITY, EQUITY, and INCLUSION

Diversity statement:

Contact Brant is committed to actively building a culture where diversity, equity and inclusion are valued through continued learning and discussion. We know through experience that different ideas, perspectives and backgrounds help us improve the well-being of children, youth and families. Our organization is enriched by collaborating with diverse community groups and partners.

PREAMBLE:

Contact Brant's human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of our culture, as well as our reputation and company's achievement. We believe we are stronger when we not only celebrate our many differences, values and voices, but include them in practice.

We embrace and encourage our employees' differences in age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, religion, sexual orientation, socio-economic status, and other characteristics that make our employees unique.

Definitions:

The following definitions are from the [Ontario Human Rights Code](#):

"Diversity": is the presence of a wide range of human qualities and attributes within an individual, group or organization. Diversity includes such factors as age, sex, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

"Discrimination" is treating someone unfairly by either imposing a burden on them, or denying them a privilege, benefit or opportunity enjoyed by others, because of their race, citizenship, family status, disability, sex or other personal characteristics.

"Duty to accommodate": Under the *Ontario Human Rights Code*, people identified by *Code* are entitled to the same opportunities and benefits as everybody else. In some cases, they may need special arrangements or accommodations to take part equally in social areas such as employment, housing and education.

“*Equal opportunity*” aims to ensure that all people have equal access, free of barriers, equal participation and equal benefit from whatever an organization has to offer. Note that equal opportunity extends beyond employment.

“*Equity*” is fairness, impartiality, and even-handedness. A distinct process of recognizing differences within groups of individuals, and using this understanding to achieve substantive equality in all aspects of a person’s life.

“*Inclusion*” is appreciating and using our unique differences – strengths, talents, weaknesses and frailties – in a way that shows respect for the individual and ultimately creates a dynamic multi-dimensional organization.

POLICY:

Contact Brant is committed to the principles of diversity, equity and inclusion in all aspects of our organization. This means our organization will actively work to understand and remove barriers to equity and inclusion, be they systemic, physical, or otherwise. In addition, we are committed to ongoing learning and development in the areas of equity, diversity, and inclusion so that we can apply an “equity lens” in all areas of our business.

Contact Brant will adhere to the *Ontario Human Rights Code* and the *Accessibility for Ontarians for Disabilities Act* at all times.

PROCEDURES:

- 1.0 Contact Brant will treat people equally, striving to be a culturally safe organization:
 - 1.1 We will promote a culture of respect and inclusion. Our actions will show that we value diversity inclusive of persons in terms of (but not limited to) age, sex, race, gender, ethnicity, physical and intellectual ability, religion, sexual orientation, and education.
 - 1.2 We will demonstrate equal treatment and opportunity for employees including, but not limited to, rate of pay, overtime, hours of work, holidays, benefits, discipline, performance evaluations, and advancement opportunities.
 - 1.3 Discrimination will not be tolerated.
 - 1.4 Our actions will create an environment where all persons are able to share their ideas, beliefs, and skills.
 - 1.5 We will regularly examine our culture and the various barriers that work against equity, diversity, and inclusion to implement strategies to overcome them, including but not limited to:
 - Review policies and procedures annually
 - Examine language in written formats (documents, website, etc.)
 - Support the DEI Committee to lead this work
 - Request employee input and feedback through various channels.
 - 1.6 Provide training and continuous learning opportunities for all staff in equity, diversity and inclusion

- 1.7 Seek applications from persons of various backgrounds
- 1.8 Provide accommodations at all stages of employment as needed.
- 1.9 Provide an accessible office building that has gender-neutral and accessible washrooms
- 1.10 Provide employee benefits that include coverage for Social Work
- 1.11 Post signage throughout the office that we are a safe space
- 1.12 Respect how individuals prefer to be identified, whether that is person or identity first. Utilize gender-neutral language within interactions and communications.
- 1.13 Identify that we are allies to the LGBTQ+ community by considering introducing ourselves using the preferred pronouns to be addressed by and displaying pronouns in our signatures.

2.0 Managers are responsible for:

- Promoting a culture of respect and inclusion
- Providing an open door for employees to voice any concerns or barriers they may be experiencing, and responding to their concerns
- Providing staff with support, as well as accommodations as required
- Establishing a culture that welcomes every staff
- Recognizing staff for their accomplishments
- Actively working to bring people together so they may share ideas, talents and opinions
- Actively working to build a diverse workforce.
- Understanding the sensitive nature of the information that may be shared during conversations about equity and diversity
- Respecting the privacy and confidentiality of employee information, at all times. Refer to the Privacy and Confidentiality Policy.
- Addressing complaints related to surrounding equity, diversity and inclusion. Refer to Workplace Anti-Violence and Workplace Anti-Harassment policies.

3.0 Employees are responsible for:

- Promoting a culture of respect and inclusion
- Complying with policies
- Bringing forward ideas, suggestions, or issues regarding equal treatment of people and building a more culturally safe organization.