

Minute Nos. 98, 102 and 109 as recorded in the Minutes of the meeting of the Council of The Regional Municipality of York held on June 28, 2018.

Inclusion Charter for York Region

98 Inclusion Charter for York Region

Bruce Macgregor, Chief Administrative Officer, presented the Inclusion Charter for York Region, a community initiative with a common commitment to creating inclusive communities in York Region.

The Inclusion Charter for York Region was developed in collaboration with the Municipal Diversity and Inclusion Group and the Community Partnership Council. Over 1,800 residents and organizations were consulted throughout its development.

A ceremonial signing of the Inclusion Charter took place, with Council recessing for 5 minutes to take a group photo.

It was moved by Mayor Scarpitti, seconded by Mayor Hackson that Council receive the presentation.

Carried

(See Minute Nos. 102 and 109.)

102 Inclusion Charter for York Region

It was moved by Mayor Scarpitti, seconded by Mayor Hackson that Council receive the communication from Serena Newhall, CIFAL Atlanta Executive Director dated May 21, 2018 and refer it to Report No. 1 of the Commissioner of Community and Health Services regarding "Inclusion Charter for York Region".

Carried

(See Minute Nos. 98 and 109.)

109 Report No. 1 of the Commissioner of Community and Health Services – Inclusion Charter for York Region

It was moved by Mayor Scarpitti, seconded by Mayor Hackson that Council adopt the following recommendations in the report dated June 12, 2018 from the Commissioner of Community and Health Services:

1. Council endorse the Inclusion Charter for York Region (Attachment 1).
2. The Regional Clerk forward this report to York Region Rapid Transit Corporation, Housing York Inc. and York Telecom Network requesting their Boards to endorse the Inclusion Charter for York Region (Attachment 1).
3. The Regional Clerk forward this report to the local municipalities, York Region Accessibility Advisory Committee, York Regional Police Services Board, Community Partnership Council and the Municipal Diversity and Inclusion Group.

A recorded vote on the adoption of the recommendations was as follows:

For: Altmann, Armstrong, Barrow, Davison, Dawe, Emmerson, Ferri, Hackson, Heath, Hogg, Jones, Li, Pellegrini, Quirk, Rosati, Scarpitti, Singh, Spatafora, Taylor, Van Bynen (20)

Against: (0)

Carried Unanimously

Report dated June 12, 2018 from the Commissioner of Community and Health Services now follows:

1. Recommendations

It is recommended that:

1. Council endorse the Inclusion Charter for York Region (Attachment 1).
2. The Regional Clerk forward this report to York Region Rapid Transit Corporation, Housing York Inc. and York Telecom Network requesting their Boards to endorse the Inclusion Charter for York Region (Attachment 1).

3. The Regional Clerk forward this report to the local municipalities, York Region Accessibility Advisory Committee, York Regional Police Services Board, Community Partnership Council and the Municipal Diversity and Inclusion Group.

2. Purpose

This report seeks Council endorsement of the Inclusion Charter for York Region. Endorsement of the Charter affirms an organization's commitment to inclusion and support for a shared vision for York Region.

3. Background and Previous Council Direction

Development of an Inclusion Charter supports Council's strategic objective to making our communities more welcoming and inclusive

Emerging from the work of the [Community Partnership Council](#) which leads strategies to welcome newcomers to York Region, the inclusion charter model was identified as an effective way to respond positively to rapidly changing demographics within the Region. Through its 2015 to 2019 Strategic Plan, Council made a commitment to make our communities more welcoming and inclusive.

In 2016, the York Region Municipal Diversity and Inclusion Group was formed to develop the Inclusion Charter. The group is co-chaired by York Region and York Regional Police and includes members from local municipalities, hospitals, school boards, agencies, conservation authorities and the United Way Greater Toronto. Members are listed in Attachment 2.

Each of these 20 participating organizations has endorsed or has plans to endorse the Inclusion Charter. Together we will collectively take actions that demonstrate our commitment to inclusion.

Over 1800 residents and organizations were consulted during development of the Inclusion Charter for York Region

The Inclusion Charter is the result of extensive consultations and discussions with individuals, employees, organizations, boards, councils and groups. Community consultations in 2015, 2016 and 2017 informed the Charter model, with over 1800 people and organizations part of the Inclusion Charter's development.

In [January 2017](#), Council supported undertaking further community consultation on the Draft Charter before bringing it back for endorsement by the Region and community partners.

Consultations were conducted using a variety of engagement tactics to reach a broad range of groups and perspectives, including “pop-up” booths at community events and festivals in all nine local municipalities, online surveys, social media and targeted community conversations with groups such as Parents and Friends of Lesbians and Gays and the Chippewas of Georgina Island Band Council. Engagement efforts concluded with consultation with the Community Partnership Council and twenty individual interviews with each member organization of the Municipal Diversity and Inclusion Group.

The collaborative approach to development of the Inclusion Charter has gained international recognition

The United Nations Institute for Training and Research – International Training Centres for Authorities and Leaders - has participated in the Charter initiative since 2017. The [United Nations Agenda 2030 for Sustainable Development](#) defines goals to guide the decisions of UN member states in the years ahead including creating inclusive communities. To promote the Agenda, United Nations Institute for Training and Research provides training tools to governments and other stakeholders through its global network of International Training Centres for Authorities and Leaders.

International Training Centres for Authorities and Leaders, Atlanta division, recognizes the collaborative approach used to develop the Inclusion Charter as a leading practice model communities around the world could use to become more inclusive. International Training Centres for Authorities and Leaders Atlanta is the North American hub of United Nations Institute for Training and Research and the Charter bears its logo to recognize this support.

The Inclusion Charter initiative reflects best practices in other jurisdictions

Best practice research informs development of the Inclusion Charter for York Region. Organizations and agencies across all sectors are embracing diversity and inclusion values and strategies as a best practice to enhance business performance, social inclusion and respond positively to demographic shifts. Some jurisdictions, including the Region of Peel and City of Toronto, have adopted a diversity and inclusion charter model to help build inclusive communities.

4. Analysis and Implications

Community feedback confirmed support for the Charter initiative with suggestions to make the model even stronger

Participating organizations were of the view the Charter should be an inspirational document that both expressing a common vision and allowing them to reflect their own mandates, strategies and communities they serve. Feedback suggested the Charter

should reference existing legislation that supports this work. Feedback collected from the consultations was considered and incorporated into the Inclusion Charter. It was also heard the Charter should focus more on inclusion, rather than diversity: diversity highlights our differences, while inclusion promotes an environment where differences are embraced and everyone feels included. For this reason, the name changed from a Diversity and Inclusion Charter to an Inclusion Charter.

York Region's unique commitment statement supports the organization's ongoing inclusion activities

The Inclusion Charter for York Region is ready to be endorsed by participating community partners. The community partners on the Municipal Diversity and Inclusion Group all agree with this unique new model and layout.

The Inclusion Charter (Attachment 1) is designed to include a common commitment to inclusion by all participating community partners, which is set out in the first two paragraphs. In addition, the common commitment notes that the Charter is also grounded in federal and provincial legislation that promotes human rights and accessibility:

The Inclusion Charter for York Region is a community initiative that brings together businesses, community organization, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to inclusion, whereby all people feel they belong and have access to the same opportunities.

The third paragraph is tailored by each community partner to express its commitment statement. By having their own customized paragraph, each community partner is able to align their specific mandates, strategies and communities with a common commitment expressed in the first two paragraphs. As a community partner in this initiative York Region has developed a commitment statement to be included in the Charter.

The Region's statement in the third paragraph aligns with and promotes Council's commitment to inclusion in the community and the workplace.

Together with other participating organizations, The Regional Municipality of York is committed to taking action to achieve the vision of the Charter in our organization and in the community. The Region celebrates its growing and diverse population as a source of strength, vitality and economic opportunity.

The Region's commitment to inclusion enhances our ongoing work to attract and retain the best talent, promote innovation and provide an excellent customer experience.

The Inclusion Charter is designed for signature by the senior leaders of participating community organizations. York Region's Charter lists Wayne Emmerson, Chairman and Chief Executive Officer and Bruce Macgregor, Chief Administrative Officer as co-signatories, demonstrating the commitment of York Region both as a government and an employer.

To re-enforce and reflect this commitment, corporations/boards of York Region including York Region Rapid Transit Corporation, Housing York Inc. and York Telecom Network also endorse the Charter with the customized York Region statement.

York Region will achieve the vision of the Charter by building on existing strategies, plans and actions

The vision of the Charter will be accomplished through actions incorporated into existing strategies and plans. Some actions currently underway include:

- Review and update of applicable corporate policies to reflect inclusionary practices
- Establishment of quiet rooms across Regional facilities as a designated space for prayer, reflection or meditation
- Launch of an online diversity calendar to promote awareness and understanding of diverse celebratory days

York Region is participating at the Protocol and Diplomacy International – Protocol Officers Association Annual Education Forum in July 2018. The Region has been invited to present the Inclusion Charter and the process to develop it. This international forum brings together protocol professionals from all sectors including national and local governments, academia, corporate, military, cultural institutions and trade organizations.

Multiple research projects provide foundation for ongoing community collaboration and actions that promote inclusion

To enhance our understanding of the diverse groups living in the Region, York Region has entered into various research projects including:

- **The Black Experience Project** – This research study explored the experiences of Black individuals in the Greater Toronto Area, including York Region. The aim of the research was to provide valuable information to inform policies and other initiatives to contribute to the health and vibrancy of the Black community in Toronto and the Greater Toronto Area. Findings point to successes that should be acknowledged and celebrated, as well as anti-Black racism and the obstacles

and challenges it presents. York Region and York Regional Police are currently analyzing York Region specific data with findings available summer 2018.

- **Building Migrant Resilience in Cities** - This is a partnership project located in seven regional and urban areas in Ontario and Quebec. It is funded by Social Sciences and Humanities Research Council and led by York University. York Region is a Co-chair of the York Region Network project which focuses on legal residents of Canada who have lived here for 10 years or less. Its main objective is to discover factors that encourage the successful settlement of newcomers and pilot strategies that promote these factors. Research findings from all participating networks will be available within the next three years.
- **Immigration Database Study** - York Region has commissioned a study based on Statistic Canada's Longitudinal Immigration Database. This study will help us understand the contribution of immigrants in York Region communities and to better plan for the programs and services that would leverage immigrants' rich educational, professional and cultural potential. Research findings will be available by the end of 2018.
- **Social Capital Study** - York Region is currently partnering with the United Way Greater Toronto, Peel Region and the Environics Institute for Survey Research on a study that will measure social capital in Toronto, York and Peel by examining the extent to which residents feel connected to, and actively engaged with, their neighbours and community organizations, and how well they trust their neighbours. Trust and engagement are critical to a good quality of life, a healthy population, safe streets and economic prosperity. This study will help increase our understanding of social capital in York Region in support of Council's commitment in its 2015 to 2019 Strategic Plan to make our communities more welcoming and inclusive. Research findings will be available in 2019.

Some of this research emerges from actions of the Region's Newcomer Strategy. These and other research opportunities will not only provide much needed social indicators to inform and measure the progress of inclusion in our community, they will also shed light on how best to collaborate with groups and individuals.

Endorsement of the Inclusion Charter is also underway in the community

To date, a number of the Municipal Diversity and Inclusion Group members have endorsed the Charter, including the Town of Georgina, York Region District School Board, Markham Stouffville Hospital, Southlake Regional Health Centre, United Way Greater Toronto, York Region Children's Aid Society and Toronto and Region Conservation Authority. Endorsement activities will continue into 2019. The full endorsement schedule is outlined in Attachment 2.

Endorsement of the Charter will also be expanded to interested businesses, community organizations and agencies who share a commitment to inclusion. In this way, the shared commitment will spread across all sectors and result in stronger impacts in the community. By endorsing the Charter, Council will join other community partners with a shared commitment to taking action to achieve the vision of the Charter in our organization and the community.

Members of the Municipal Diversity and Inclusion Group will work together to develop collective actions to enhance inclusion within the broader community of York Region

Development, monitoring and reporting of these collective actions will be coordinated through York Region's support of these committees. Regional Council will receive scheduled updates on actions taken and results.

An ongoing comprehensive communications strategy has been developed, including posters, social media and online. Each community partner has a customized Charter to post, implement and promote within their own organization, including York Region. Communication materials will be available to other organizations wanting to endorse the Charter.

5. Financial Considerations

Development and implementation of the Inclusion Charter for York Region is being completed using existing staff resources and costs are managed within approved operating budgets.

6. Local Municipal Impact

All nine local municipalities will develop their own unique commitment statement as part of the process of endorsing the Inclusion Charter. To date, one of the nine municipalities has endorsed the Charter, with the remaining expected to endorse by 2019.

7. Conclusion

York Region has taken an active role in developing the Inclusion Charter for York Region in collaboration with the Municipal Diversity and Inclusion Group and the Community Partnership Council. Together, member organizations and the community recognize that the Inclusion Charter offers an effective model for implementing positive change for our increasingly diverse populations across all municipalities.

Minute Nos. 98, 102 and 109 – Inclusion Charter for York Region

June 28, 2018

The Council of The Regional Municipality of York

For more information on this report, please contact Lisa Gonsalves, Director, Strategies and Partnerships, at 1-877-464-9675 ext. 72090.

The Senior Management Group has reviewed this report.

June 12, 2018

Attachments (2)

#8576253

Accessible formats or communication supports are available upon request

INCLUSION CHARTER

OUR COMMITMENT
TO **WELCOMING** AND
INCLUSIVE COMMUNITIES

The **Inclusion Charter for York Region** is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination.

The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to inclusion, whereby all people feel they belong and have access to the same opportunities.

THE REGIONAL MUNICIPALITY OF YORK

Together with other participating organizations, The Regional Municipality of York is committed to taking action to achieve the vision of the Charter in our organization and in the community. The Region celebrates its growing and diverse population as a source of strength, vitality and economic opportunity. The Region's commitment to inclusion enhances our ongoing work to attract and retain the best talent, promote innovation and provide an excellent customer experience.

Endorsed by:

Wayne Emmerson
Chair and CEO

Bruce Macgregor
Chief Administrative Officer

This 28th day of June, 2018.



Municipal Diversity and Inclusion Group Member Organizations:

Municipalities	Endorsement of Inclusion Charter for York Region (as of June 26, 2018)
The Regional Municipality of York (York Region) – (Co-chair)	To be endorsed June 2018
Town of Aurora	To be endorsed July 2018
Town of East Gwillimbury	<i>To be endorsed August 2018</i>
Town of Georgina	Endorsed May 2018
Township of King	<i>Endorsed June 2018</i>
City of Markham	<i>To be endorsed September 2018</i>
Town of Newmarket	To be endorsed 2019
Town of Richmond Hill	<i>To be endorsed September 2018</i>
City of Vaughan	To be endorsed 2019
Town of Whitchurch-Stouffville	<i>To be endorsed 2019</i>
York Regional Police (Co-chair)	<i>To be endorsed September 2018 (Presentation to York Regional Police Services Board received April 2018)</i>
School Boards	
York Region District School Board	Endorsed May 2018
York Catholic District School Board	<i>Endorsed June 2018</i>
Hospitals	
Markham Stouffville Hospital	Endorsed March 2018
Southlake Regional Health Centre	Endorsed June 2018
Mackenzie Health	<i>To be endorsed Summer 2018</i>
Agencies	
United Way Greater Toronto	Endorsed June 2018
York Region Children's Aid Society	Endorsed May 2018
Authorities	
Lake Simcoe Region Conservation Authority	<i>Endorsed June 2018</i>
Toronto and Region Conservation Authority	Endorsed May 2018

Note: This schedule is subject to change

May 21st, 2018

Dear Distinguished Members of York Regional Council:



Thank you for this opportunity to present CIFAL Atlanta's support for the *Inclusion Charter for York Region*. CIFAL Atlanta is a member of a network of 17 country-based training centers located across the globe that were founded by the United Nations Institute for Training and Research (UNITAR) to strengthen the capacities of government authorities, the private sector, and civil society stakeholders.

As a UNITAR Associated Fellow and the director of CIFAL Atlanta, I recognize the critical role that Inclusion Charters like this play in promoting peaceful and inclusive societies.

York Region's Inclusion Charter initiative is wholly aligned with the core of what the UNITED NATIONS Sustainable Development Goals (SDGs) are meant to represent in communities throughout our world. Adopted by the United Nations in 2016 they have been designed to achieve the extraordinary goals of fighting inequality and injustice, ending poverty and combatting climate change by the year 2030. The SDGs apply to *all* nations and do not differentiate between "developed" and "developing" countries. Each of us has an integral role to play in achieving the SDGs.

The interrelationship between the SDGs and the *Inclusion Charter for York Region* is evident. For example, the Charter represents a commitment to creating an inclusive environment with equality for all and an environment where everyone has an opportunity to develop to their full potential and participate freely in society. Like the SDGs, the Charter is dedicated to aligning organizations for the creation of inclusive environments that celebrate all diversity and strive for equality to allow for full participation and freedom. In addition, the Charter clearly advocates for diversity and inclusion across the community to ensure a welcoming environment whereby all people feel like they belong and can access the same opportunities as others. Finally, the Charter promotes peaceful, accountable and transparent institutions and legislation that support human rights and accessibility, thereby effectively protecting the rights of all citizens in the York region.

CIFAL Atlanta has been involved in and supported the *Inclusion Charter for York Region* process since May of 2017 when a CIFAL Atlanta board member and I had the distinct pleasure of visiting York Region and experiencing the unsurpassed hospitality received by many of your colleagues from within the Regional Municipality of York, York Regional Police and multiple members of faith-based organizations within your community. Since that time, we have been kept abreast of the important progress being made in drafting the *Inclusion Charter for York Region*, including the participatory approach used to gain critical community support via community consultations, local events and festivals with community focus groups and meetings with member organizations in your Municipal Diversity and Inclusion Group. CIFAL Atlanta recognizes the collaborative approach used to develop the *Inclusion Charter for York Region* as a leading practice and innovative model that communities around the world could use to become more inclusive and as such, CIFAL Atlanta and UNITAR have lent their logos to the Charter in recognition of this support.

The *Inclusion Charter for York Region* beautifully highlights the exceptional value that York Region places on diversity and the benefits and strengths, both economically and culturally, that it brings to a community. CIFAL Atlanta congratulates York Region on the creation of the *Inclusion Charter for York Region* and fully recognizes its significant contribution to furthering the United Nations Agenda 2030. We look forward to partnering with you at any opportunity to help carry your welcoming message of acceptance, understanding, and respect both within and beyond York Region.

Sincerely

A handwritten signature in cursive script that reads 'Serena Newhall'.

Serena Newhall
CIFAL Atlanta Executive Director

Inclusion Charter for York Region

MAKING OUR ORGANIZATION ^{EVEN} MORE WELCOMING
AND INCLUSIVE

Bruce Macgregor, Chief Administrative Officer
June 28, 2018





DIVERSITY

+

INCLUSION

=

**Engaged and
high performing culture**

Working Together



What makes you feel included in your community?

“Kindness and consideration for my special needs.”

“When everyone is recognized for their culture and heritage.”

“Community activities that I can participate in and meet new people.”

“Inclusive policies that welcome all ages, gender and accessibility needs.”

“Where I am free to be me.”

“Events that reflect people like me, not just the majority.”

“Equal opportunity for all and programs that help everyone.”



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Southlake Regional Health Centre

SOUTHLAKE REGIONAL HEALTH CENTRE

Together with other participating organizations, Southlake Regional Health Centre is committed to taking action to achieve the vision of the Charter in our organization and in the community.

Southlake Regional Health Centre is committed to providing an environment where its People, Patients and Partners feel welcome.

We strive to provide an environment that treats everyone with dignity and respect without regard to race, gender, age, national origin, ethnic background, disability, religion, culture, sexual orientation or gender identity and/or expression.

This commitment is aligned with Southlake's Code of Conduct and the Ontario Human Rights Code, and works in conjunction with the hospital's Mission, Vision, Values and the Ultimate Patient Experience Definition.

In addition to complying with applicable laws, Southlake will:

- Provide leadership and accountability in the area of Diversity & Inclusivity
- Recognize and support Diversity & Inclusivity as a critical component of patient-centred care
- Ensure that Diversity & Inclusivity is reflected and considered throughout all aspects and levels of the organization.
- Provide an environment that is supportive, accessible (barrier free), welcoming, safe and free of harassment and discrimination for all our stakeholders

Endorsed by: _____
Arden Krystal
President and CEO

Annette Jones
Vice President, Patient Experience and
Chief Nursing Officer

This ____ day of _____, 2018.



Toronto and Region Conservation Authority

TORONTO AND REGION CONSERVATION AUTHORITY

Together with other participating organizations, Toronto and Region Conservation Authority (TRCA) is committed to taking action to achieve the vision of the Charter in our organization and in the community.

The Charter supports TRCA's vision to promote an inclusive community that is welcoming of all people and will be accomplished through an inclusion action plan. TRCA celebrates the growing and diverse population that resides within our watersheds as a source of strength, vitality and opportunity and is committed to creating an inclusive organization that attracts and retains the best talent, promotes innovation and provides an excellent customer experience.

Endorsed by: _____
Maria Augimeri
Chair

John MacKenzie
CEO

Endorsed this 25th day of May, 2018.



UNIQUE STATEMENTS



THE REGIONAL MUNICIPALITY OF YORK

Together with other participating organizations, The Regional Municipality of York is committed to taking action to achieve the vision of the Charter in our organization and in the community. The Region celebrates its growing and diverse population as a source of strength, vitality and economic opportunity. The Region's commitment to inclusion enhances our ongoing work to attract and retain the best talent, promote innovation and provide an excellent customer experience.

How May I Best Help You?

Tips on Accessible Customer Service

Accessible customer service is how we do business. It's also the law. York Region is committed to offering its goods, services and facilities in ways that respect the dignity and independence of persons with disabilities, allowing everyone to get the same services, in the same places and in similar ways.

- Do not look or distract a service animal.** It is working and has to pay attention at all times.
- Speak directly to your customer,** not to their support person or companion.
- Avoid touching a person or any of their belongings,** including any assistive device, without their permission or request.
- Remember to put people first.** See a person with a disability rather than "disabled person".
- Remember that many disabilities are not visible and customers are not required to tell you about their disability.**
- Speak in a positive, calm, neutral and slow.** Positive attitude and willingness to help supports excellent customer service.
- Remember that many disabilities are not visible and customers are not required to tell you about their disability.**

Request requests made by customer with a disability and work with them to accommodate their needs.

Start your interaction by asking "How may I best help you?"

RESPECT PEOPLE FIRST AND THEIR ABILITY.

ACCESSIBLE CUSTOMER SERVICE IS ABOUT:

INCLUSION CHARTER

OUR COMMITMENT TO WELCOMING AND INCLUSIVE COMMUNITIES

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Endorsed by:
 Wagner Erimann, Chairman and CEO
 Bruce Maguire, Chief Administrative Officer

This 28th day of June, 2018.

THE GATEWAY

Monday, October 30, 2017

Canadian career OPPORTUNITIES HERE.

York Region 2015 to 2021 Multi-Year Accessibility Plan

An Update to the York Region 2013 to 2021 Multi-Year Accessibility Plan

November

2018 diversity CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20

2017-2021 York Region Newcomer Strategy

Celebrating diversity. Strengthening community.

May 2017

reflection
 prayer relaxation
 meditation

THE 13 FACTORS

of a Psychologically Healthy and Safe Workplace

York Region Seniors Strategy

Thinking Ahead

November 2016

Achieving the Vision in the Community



It is recommended that:

1. Council endorse the Inclusion Charter for York Region (Attachment 1).
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