

Inclusion Charter for York Region

EVEN
MAKING OUR ORGANIZATION [^] 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.”



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.

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 people with a disability are not "disabled" until they are asked for help.**

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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THE REGIONAL MUNICIPALITY OF YORK

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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).
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.