



1) ORGANIZATIONAL FOUNDATION

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Diversity and inclusion are embedded within the mission and strategy, and are key values.			
b) All levels of the organization (e.g. Board of Directors, leadership, staff and volunteers) demonstrate that diversity and inclusion are aligned with the mission and vision.			
c) All levels of the organization (e.g. Board of Directors, leadership, staff and volunteers) reflect the diverse community and are selected according to specific skills and competencies.			
d) Organizational strategic planning has incorporated diversity and inclusion objectives.			
e) Relevant demographic data from community assessments have been used to establish targets and support planning.			



<p>f) Organizational policies and strategic planning have included input from staff/personnel and is communicated to staff/personnel.</p>			
<p>g) Organizational policies and strategic planning have included input from stakeholders and is communicated to stakeholders.</p>			
<p>h) Outcomes in implementing inclusion practices are promoted, measured, analyzed and reported on regularly for the purpose of improvement and transparency.</p>			
<p>i) Organizational culture provides a positive experience and welcoming, inclusive environment for both employees and clients/persons served (e.g. organizational practices align with the written policies and procedures).</p>			



2) LEADERSHIP

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Senior leaders are role models in their discussions and actions in diversity and inclusion practices.			
b) Leaders support and are actively involved in equity and diversity networks.			
c) Leaders encourage inclusion ideas recommended by employees, volunteers, persons served, and stakeholders.			
d) Leaders respond to challenging discussion issues about equity.			
e) Leaders ensure that policies, including policies and practices of inclusion and equity, are communicated to the Board, committees, groups, staff, volunteers, personnel, and persons served.			
f) Leaders are equipped with inclusive leadership skills needed for diverse work teams.			



3) SERVICE DELIVERY

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Facilities are accessible and allow all users to have full access to services.			
b) Accessible customer services policies and practices (Ontario Regulation 429/07) allow people to be served with independence, dignity, integration and equality of opportunity.			
c) Community consultation and stakeholder input is encouraged and analyzed for equity practices within current services and proposed services.			
d) Consultation mechanisms such as surveys or ratings/measures of services are used to establish needs and satisfaction levels of diverse group service users.			
e) Practices are in place to review the implications for diverse group service users or prospective users, in order to increase, decrease, or reallocate funding.			



f) Written procedures are in place to attend to complaints, comments or suggestions regarding service delivery.			
g) There are adequate resources for full implementation of actions needed or identified to ensure service delivery with diverse and inclusionary practices.			
h) Contracts or partnerships with external organizations or suppliers include requirements to deliver services equitably and without discrimination, and systematic checks ensure that there are no systemic barriers.			

4) PERSONNEL PRACTICES

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Employment practices including recruitment, retention, advancement, compensation and job classifications are fair, equitable and inclusive.			



<p>b) Employment opportunities are advertised using various channels including diverse community networks to encourage applicants from all communities.</p>			
<p>c) Opportunities for advancement and skill development are equally available and based on competency.</p>			
<p>d) Requests for flexible work arrangements for appropriate positions are responded to with consideration and without negative impact to career development, service delivery or job performance.</p>			
<p>e) There are reasonable accommodations made for schedules, holidays or leaves and these are regarded as fully legitimate.</p>			
<p>f) Job descriptions are clear and do not include factors such as appearance preferences. If</p>			



<p>specific characteristics are mentioned, such as gender or age, it is to increase the equitable outcomes of a marginalized population.</p>			
<p>g) Diversity and inclusion are emphasized in continuous training and education, providing employees and leaders with skills in inclusion competency.</p>			
<p>h) Employees and their partners of all genders are included in organizational events and benefits.</p>			
<p>i) Employment practices and policies are regularly reviewed and updated to ensure equity and inclusion are advanced.</p>			
<p>j) Employees are supported in their professional development.</p>			



5) COMMUNICATION

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Current community demographic data is made available throughout the organization.			
b) The commitment to diversity and inclusionary practices is actively endorsed regularly to the public and to stakeholders through all forms of communication.			
c) Mechanisms have been established to ensure and enhance communications available in languages, based on relevant language priorities.			
d) Outreach and public events positively reflect diversity.			
e) Information, publications, and visual or written portrayals of individuals or groups are inclusive, written in plain language and portray positive, inclusive images.			
f) Demographic data is collected for the purposes of improving services through knowledgeable planning and evaluation.			



6) PERFORMANCE IMPROVEMENT

INDICATORS	EVIDENCE	ACTIONS PLANNED	SCORE
a) Leadership develops a performance management framework, such as a Diversity and Inclusion Improvement Plan, and regularly reviews, tracks and updates it for the purpose of advancing equity objectives.			
b) There is an Accessibility Plan, which identifies barriers that may prevent populations or individuals from accessing services, and lists actions for the reduction/elimination of barriers.			
c) Diversity and inclusion plans or progress reports are disseminated through regular reporting and accountability structures, such as the Annual Report, or Annual General Meeting, and these reports are accessible to the public.			
d) Equity, diversity and inclusion work is embedded in staff performance reviews.			



SUMMARY - How is the organization performing across all areas of responsibility?

AREAS FOR SELF-ASSESSMENT	SCORE	NOTES OR ACTIONS PLANNED
1) Organizational Foundation		
2) Leadership		
3) Service Delivery		
4) Personnel Practices		
5) Communication		
6) Performance Improvement		

FURTHER IMPROVEMENT - Some areas may require further attention and a developed action plan.

Additional resources can assist in moving the organization forward towards practical solutions to better serve individuals and diverse communities.

The template below is an example of tracking improvement goals and measures.

GOALS	MEASURES OF SUCCESS	PERSON(S) RESPONSIBLE	TIMELINE