

<h2 style="margin: 0;">C1.4 Diversity and Inclusion</h2>	
PURPOSE	To ensure that clients, especially those from diverse populations, are considered and supported in operations, service delivery, and can access the agency without barriers.
SCOPE	All of Unison
POLICY SPECIFIC DEFINITIONS	<p>Diverse Populations Individuals, who are diverse according to their race, religious beliefs, colour, place of origin, gender, age, mental or physical disability, ancestry, marital status, and family status, source of income, sexual orientation and in any other manner that these individuals may have experienced discrimination. <i>Alberta Human Rights Commission</i></p>
POLICY or INFORMATION STATEMENT	<p>Unison services are aligned with the agency’s mission, vision and values which mandate sensitivity to diverse populations and their inclusion in agency services and operations. Unison clients are to be served without discrimination and in accordance with the <i>Alberta Human Rights Act</i>.</p> <p>Approaches to Diversity and Inclusion:</p> <p>1. Consideration of Diversity Unison and its staff will always be respectful of the diversity of individuals. All attempts will be made to incorporate consideration of physical needs, culture, language, religion, and spirituality into aspects of service delivery, where possible.</p> <p>Considerations include, but are not limited to:</p> <ul style="list-style-type: none"> • Understanding of family structures as they relate to culture. • Recognition of disabilities relating to activities, healing, medicine, special needs requirements, diet, etc. • Inclusion and provision of services specific to sub-populations of diverse cultures or circumstances. <p>To the extent allowed by program structure, Unison staff will ensure that services reflect the diversities within the community and in the individuals accessing services. When possible, the program will make adaptations including those for disabilities (mobility, sight or hearing impairments, etc.) and ensure that the program space is reflective of the Unison client population.</p> <p>2. Review of Policies and Practices Unison diversity policies and practices are reviewed at least every four (4) years to ensure that activities, services and programs are conducted in a manner that is sensitive to and respectful of the cultural and spiritual diversity of persons served.</p> <p>3. Review of Demographic Data Unison will annually review demographic data on the cultural diversity of persons served. Through formal data analysis and informal means (satisfaction surveys, etc.), information regarding culture and diversity is gathered from clients.</p>

Unison utilizes this data to ensure that program practices support the diverse needs of clients. The results of this commitment may be reflected in the planning of cultural activities at the agency or program level, training of staff or changes in policy and practice to provide equal opportunity.

4. Reasonable Accommodation

Unison will provide “reasonable accommodation” for all individuals, including clients, employees, volunteers, users and the general community. Reasonable accommodation includes the following considerations:

- Accommodation for religious, cultural, and ethnic diversity.
- Physical access to facility.
- Provision of adaptive tools where possible.

5. Consideration of Client Demographics in Facility Composition

The agency ensures that the following components are incorporated into agency facilities:

- An atmosphere that is pleasant and conveys dignity and respect for the person served.
- Living or activity areas that are furnished to meet the needs of their occupants.
- Bathrooms that are conveniently located, hygienically maintained and appropriately partitioned for privacy.
- Areas where individuals can study, dine, play, and meet with family members and significant others.
- Private offices or rooms that is available for the interviewing or counselling of clients and families.
- Environments will be reflective of culture and the demographic group to which specific programs serve.

6. Connection with Culturally Knowledgeable Persons

As part of the intake process into Unison services, all persons served will be asked if they want to be connected to a resource person from their cultural community (indigenous or other). Program staff will make attempts to ensure the connection is made in one or more of the following ways:

- In person
- By phone
- By other means (i.e. internet).

All attempts, contact and supports related to cultural connections provided to the person served will be documented and maintained in the client’s file.

7. Diversity Training

Unison makes available three (3) hours of diversity training within nine (9) months of hire for employees (including supervisors), contractors, and volunteers directly involved in client service that highlights the following:

- The historical effects of racism and cultural insensitivity on persons served.
- The importance of culture in forming beliefs and attitudes.
- Cross-cultural competence.
- How to conduct assessments and design effective interventions.
- Impact of poverty, homelessness and other socio-economic factors.
- Role and impact of sub-cultures in diversity.
- Other diversities as defined by demographic data analysis.

8. Indigenous Awareness Training

	<p>New employees, contractors, and volunteers who directly working with indigenous clients must receive 6 hours of training within 9 months of hiring. This training must highlight the following:</p> <ul style="list-style-type: none"> • Definitions and history of indigenous persons. • Effects of colonization and government policies and legislation (Indian Act). • Current issues of indigenous persons including racism, community impact of life off and on reserve. • Impacts of the systemic racism on individuals and communities. • Recommendations of the Truth and Reconciliation Commission of Canada <p>Employees who have:</p> <ul style="list-style-type: none"> • Received prior training • Have current knowledge or involvement with an indigenous community • Belong to an indigenous community <p>Will demonstrate on-going learning of indigenous culture by annually spending 6 hours:</p> <ul style="list-style-type: none"> • Attending cultural and educational events • Learning from historical interpretive centres • Attending lectures and workshops • Experiential learning • Meeting with an elder or other knowledge keeper • Having guest speakers attend staff functions
PROCEDURES	
RELATED POLICIES	
ADDITIONAL RESOURCES	

Date of Last Review / Revision:	
Effective Date:	August 1, 2023
Approval Level:	CEO
CAC Standards:	5.1.7, 5.1.8
Imagine Canada Standards:	A15