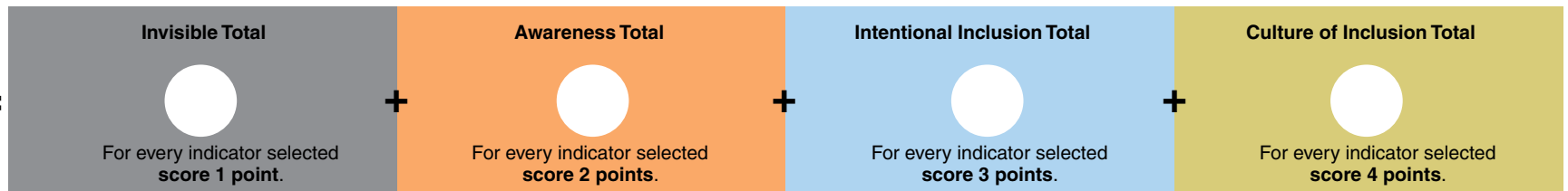


## E. Employee Engagement & Education

When municipal employees receive training and support about inclusion, they are more prepared to respond the needs of a diverse public as well as foster an inclusive workplace. The knowledge and perspectives of employees and residents with lived experience can be valuable to inform planning and decision-making to ensure services are delivered in an inclusive manner.

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
<b>Availability of training</b>	There is no diversity and inclusion training available for staff	Inclusion and equity training is available, but it is infrequent and only available to select positions	Inclusion and equity training is regularly available for all staff, on a voluntary basis	Competencies in inclusion must be demonstrated in annual performance reviews and when applying for jobs/promotions
<b>Scope of training</b>	There is no diversity and inclusion training available for staff	Employee education programs primarily focus on 'culture' but ignore other forms of diversity that are common in the community	Employee education focuses on a range of dimensions of diversity that is representative of the demographics of the community	Employee education covers dimensions of diversity plus training on human rights, respect, equity, privilege, and unconscious bias
<b>Employee understanding</b>	Generally, staff don't understand the value of inclusion and are unskilled or uncomfortable working with staff or residents who are different from them	Staff are aware of the value of inclusion, but are still resistant to diversity training, as they see it as taking time away from 'real work'	Employees are beginning to understand their own biases, stereotypes, or privilege because of education programs	Most staff can detect and challenge bias in their own and others' written and oral communications and consciously make changes to be more inclusive
<b>Workplace culture</b>	Staff do not talk about the different or unique aspects of their lives at work (e.g. no talk about invisible disabilities, few 'out' LGBTQ+ staff)	Staff sometimes talk about the unique aspects of their lives at work, but usually only with a few people in their department	Staff commonly talk about the unique aspects of their lives (e.g. sharing of culture, LGBTQ+ staff are 'out') with many staff across departments	Employee spouses and partners that are from a marginalized population enthusiastically attend staff events that are open to guests
<b>Reporting discrimination</b>	There is no discussion about discrimination and there is no formal process to bring forward concerns on discrimination	Staff are informally encouraged to report incidents of discrimination, but there is no formal process in place	There is a formal process to bring forward concerns on discrimination	There is a formal process to report discrimination and positive action is taken to address issues



Match your score on the rating scale

