

EQUITY
RESPECT
HARMONY
PROSPERITY

Diversity Our Strength

 **TORONTO**

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Achieving, Access, Equity, Diversity and Human Rights Goals

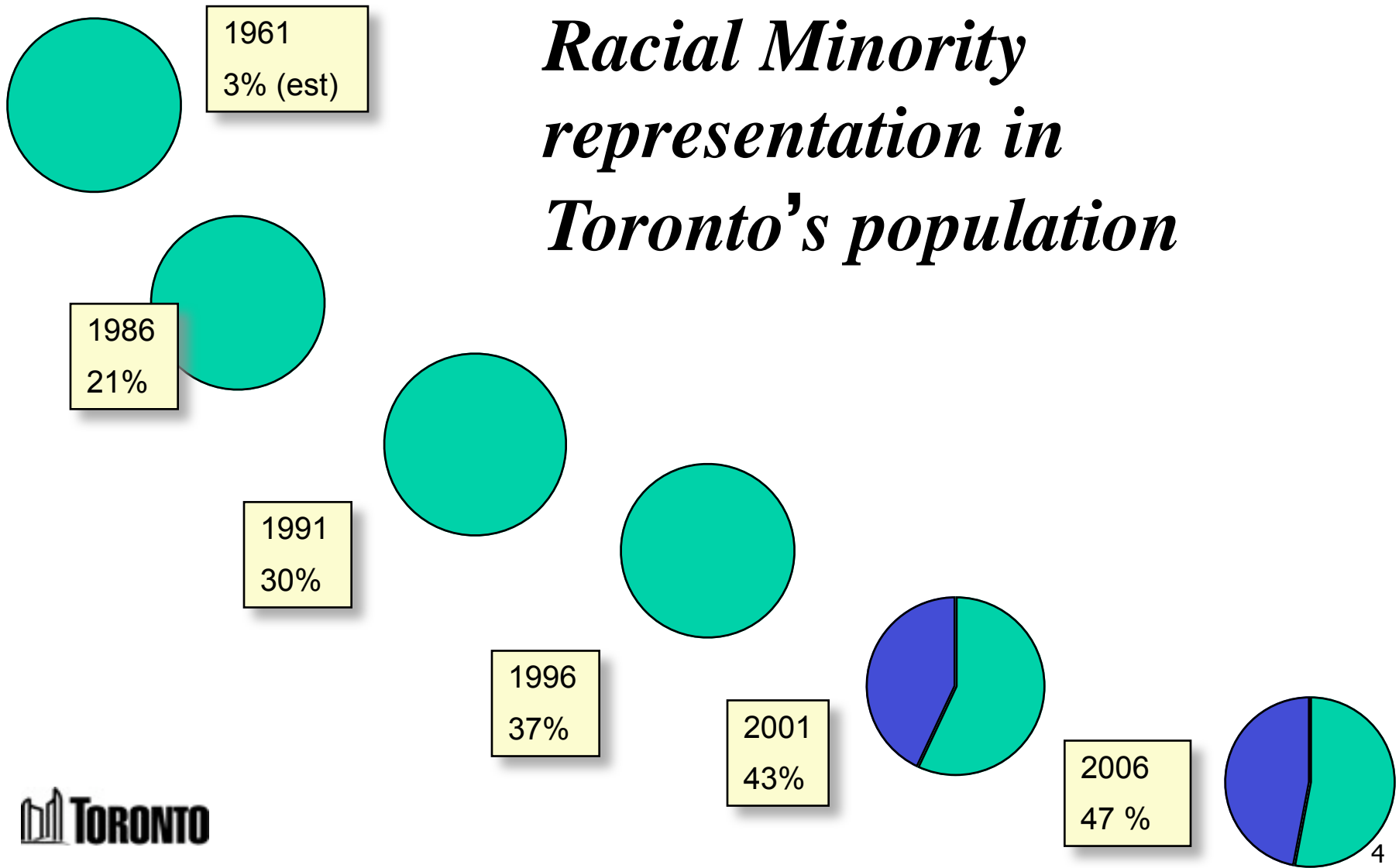
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Diversity Profile

- Significant growth of Aboriginal population – estimated 70,000
- 49% of Toronto residents were born outside of Canada - from over 200 countries & regions
- 43% of Toronto residents are racial minorities
- Over 90 religious groups in Toronto
- Over 140 languages and dialects regularly spoken
- 52% of Toronto residents are women
- 10% of Canada's population is estimated to be lesbian or gay
- App. 17% of Toronto's population have some form of disability



Racial Minority representation in Toronto's population



City of Toronto Approach

- **City of Toronto approach is comprehensive.**
- **Access, equity and human rights principles, policies and programs reflect City's roles:**
 - **Leader and Advocate**
 - **Employer**
 - **Service provider**
 - **Community partners**

City of Toronto's Approach

- **Comprehensive:** key areas: civic leader/policy maker; employer; provider of services; purchaser of goods and services; grant giving agency
- **Integrated:** All City divisions are expected to integrate access, equity and diversity in policies, services and programs
- **Collaborative:** Works in partnership with community groups, public and private sector organizations, labour, business and other orders of government
- **Advocating role:** Advocates to other orders of government

Implementation &

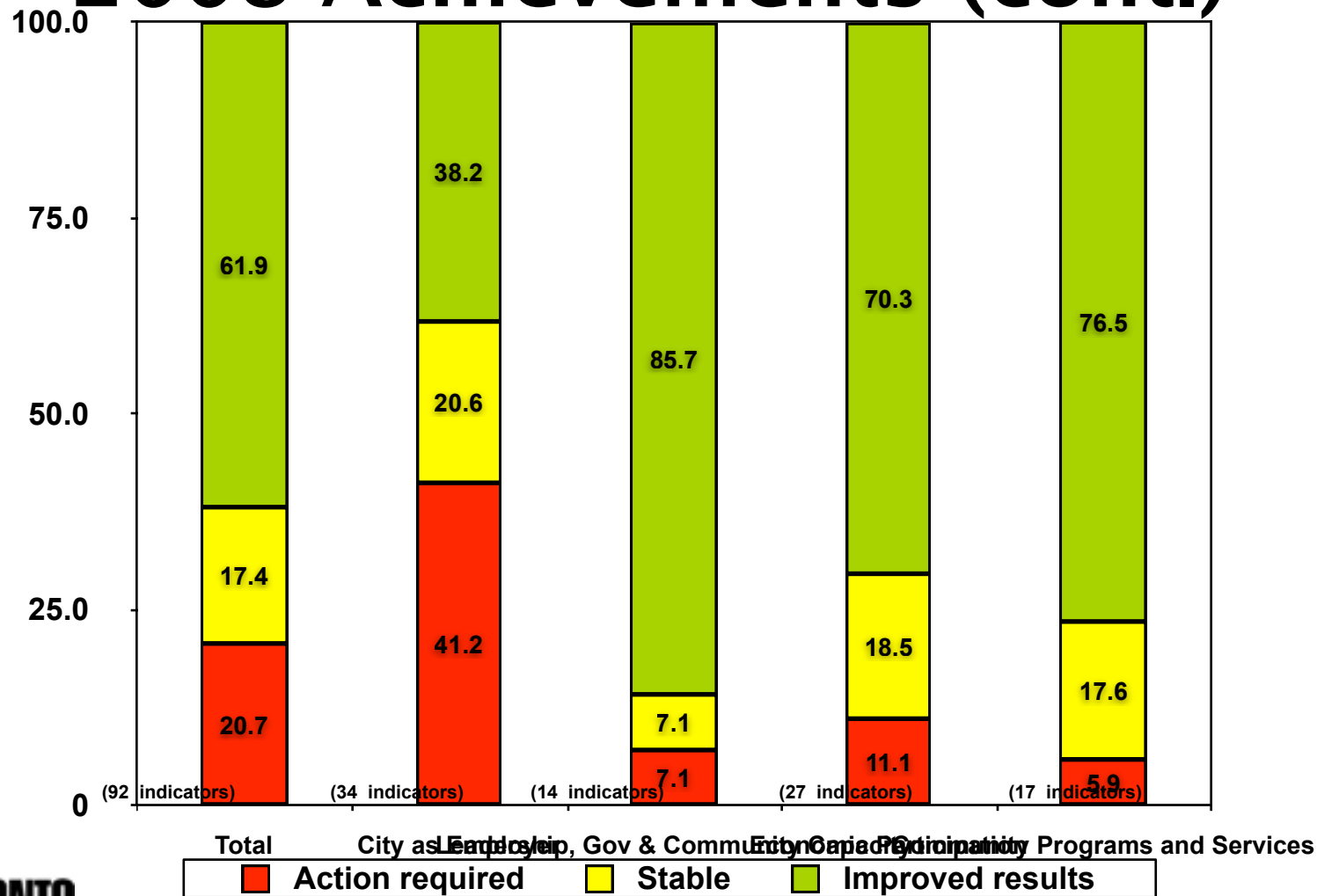
- **City divisions develop, implement and report to Council on Access, Equity and Human Rights Action Plans – supported by Diversity Management and Community Engagement, City Manager’s Office**
- **The City Manager reports Action Plans and progress in implementation to Council. Indicators are used to monitor progress.**
- **Auditor General conducts audit of the City’s access and equity implementation**
- **Service planning in annual budget process includes access and equity objectives and initiatives**
- **Council appointed Advisory Committees on Disability Issues and Aboriginal Affairs. Divisions also establish program advisory bodies.**

Measuring progress towards ...

City Divisions prepare Action Plans. Implementation is measured using indicators from these Action Plans to measure progress towards:

- **achieving a City of Toronto workforce that reflects the diversity of the community**
- **promoting an open and accessible City government which connects with diverse communities and builds community capacity through funding and other support**
- **achieving full participation by all communities in the economic life of the City and establishing a diversity advantage in the global economy**
- **providing programs and services that respond to the needs of a diverse population and becoming a barrier free city**

2008 Achievements (cont.)



Colour-Coded Summary Examples

LEADERSHIP			
ABCCs Outreach and Appointment			
B38	ABCC applications and appointments-Number of applications	Increased	16
B39	ABCC applications and appointments-Increased appointments from priority groups	Increased	17
B40	Priority groups targeted for increased outreach-Aboriginal people, People with disabilities, Seniors, LGBTTT	Action required	17
Communications			
B41	Number of translation and interpretation projects processed by Multilingual Services	Increased	17
B42	Number of City programs that use the Language Line Service to provide information and deliver services	Stable	17

Indicator Number

Indicator

Status of Service Level

Appendix 2 Page No.



MEASURING PROGRESS FROM 2008 - 2009

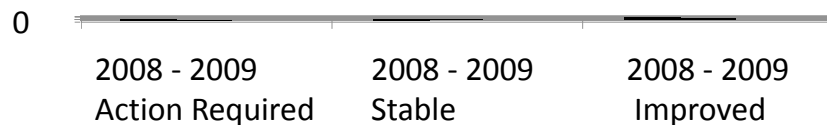


TABLE 1: Summary of overall change in performance
N is the number of indicators

TOTAL	2008 (%) (N=92)*	2009 (%) (N=110)**
Action required	20.7	12.7
Stable	17.4	30.9
Increased	61.9	56.4

What is an Equity Lens

- **A tool to provide policies, services and programs result in equitable outcomes for all residents**
- **A tool to consider equitable treatment of Toronto's diverse communities and workforce when planning, developing, and evaluating City policies and services**
- **The lens is useful for identifying and removing barriers and reinforcing best practices:**
 - **Diagnosis**
 - **Measurement**
 - **Monitoring and evaluation**

Equity Lens Questions

- 1. Have you determined if there are barriers faced by diverse groups? Which groups or populations? What is the impact of the policy/program on diverse groups?**
- 2. How did you reduce or remove the barriers? What changes have you made to the policy/program so that the diverse groups will benefit from the policy/program? What human and budgetary resources have been identified or allocated.**
- 3. How do you measure the results of the policy/program to see if it works to benefit diverse groups**

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