



OPS Diversity

Roadmap 2030:

Engaging Communities: The OPS Approach

Derek Lett

Director, Diversity Program Design & Delivery

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Overview

- The OPS Diversity Strategic Plan
- Engagement Tools & Initiatives
- Successes & challenges



Who We Are & What We're Trying To Do

- Second largest employer in Ontario
 - 68,000 employees
 - Serving 13 million Ontarians in all corners of the province
- Engaged employees
 - Linked to service-value chain
 - Engaged employees are more productive and deliver excellent public services



OPS Diversity Strategic Plan

VISION

A diverse and inclusive organization that delivers excellent public service and supports all employees to achieve their full potential.

GOALS

- **Embed** diversity objectives and outcomes in OPS policies, programs and services
- **Build** a healthy workplace free from harassment and discrimination
- **Reflect** the public we serve at all levels of the OPS workforce
- **Respond** to the needs of a diverse population

STRATEGIES

**Informed,
Committed and
Competent
Leadership**

The cornerstone of change will be management in the OPS who live the values of diversity and inclusion, make it an everyday priority and inspire employees to do the same.

**Behavioural
and Cultural
Transformation**

Employees are the heart of the OPS. When they internalize the importance of diversity and inclusion they take personal ownership and accountability for realizing the change.

**Mainstreaming
and Integrating
Diversity**

We'll know we've succeeded when diversity and inclusion are built into the very fabric of the OPS. It needs to be part of everything we do and are, as an organization.

**Measurement,
Evaluation and
Reporting**

Monitoring our diversity and inclusion achievements will support transparency and hold us all accountable for the results.

PEOPLE

PROCESSES

MEASURES

OPS as *Employer*

- Diversity goals
 - Reflect the public served at all levels of the workforce
 - Build a workplace free from harassment and discrimination
- Tools Used
 - Biennial Employee Survey to measure engagement and inclusion
 - Recognize and support Employee Networks
 - Launch of Quiet Rooms



OPS as *SERVICE PROVIDER*

Diversity goal

- Respond to the needs of a diverse population

Tools used

- Inclusion Lens
- Service gap analysis and review
 - MTO, MNR & ServiceOntario



OPS as *POLICY MAKER/REGULATOR*

Diversity goal

- Embed diversity goals and outcomes in OPS policies, programs & services

Tool Used

- Inclusion Lens



Successes & Challenges

Successes:

- New and innovative tools developed to help OPS staff (e.g. Inclusion Index; Inclusion Lens, etc.)
- New and innovative programs pilot tested and now permanently in place (e.g. Employee Networks; Diversity mentoring; Quiet Rooms)

Challenges:

- Still much to do
- Nuances of message and approaches not always understood across the organization



QUESTIONS??

