



## COMMUNITY INCLUSIVITY REFERENCE GROUP DIVERSITY, EQUITY & INCLUSIVITY SYMPOSIUM 2013

APRIL 24 - 25, 2013

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### DAY ONE: *Challenges & Promising Practices*

8:00-9:00	REGISTRATION & CONTINENTAL BREAKFAST
9:00-9:15	WELCOME & OPENING REMARKS
9:15-10:05	KEYNOTE ADDRESS #1: <b>STEPHEN LEWIS</b> , Distinguished Professor, Ryerson University
10:05-10:15	BREAK
10:15-12:30	MORNING WORKSHOPS
12:30 -1:30	LUNCH
1:30-3:30	AFTERNOON WORKSHOPS
3:30-3:40	BREAK
3:40-4:30	JOIN THE CONVERSATION (all attendees): <b>Theme:</b> Engaging service users, and/or the communities they belong to: Challenges, Opportunities, Promising Practices <b>Panelists:</b> Tamar Witelson, Dr. Gary Dumbrill, David Rivard, CAST, Chief of Police Eric Jolliffe, YRP

(**Note:** Workshop titles may be abbreviated on the on-line registration site.)

Repeated workshops are identified with: \*\*)

### DAY ONE: MORNING WORKSHOPS

- A01 My Rights Versus Yours: When the Protected Rights of Co-Workers Appear to Collide\*\***  
**Facilitator:** Tamar Witelson, Legal Director, Metropolitan Action Committee on Violence Against Women and Children - **WORKSHOP FULL**  
Be prepared: a likely consequence of a more diverse workforce is the challenging situation where it seems that respecting one employee's rights will tramp on the rights of another. Knowing the law and constructive practices to address apparently competing rights in the workplace will encourage inclusivity and equity, as well as enable diversity in a workplace to flourish.
- A02 Building Respectful Relationships with First Nation Communities \*\***  
**Facilitators:** Ivan Peters, Director Services for Families, York Region Children's Aid Society & Shannon Crate, York Region Children's Aid Society  
This workshop will explore the crossroads where mainstream and indigenous perspectives meet; how a main stream agency (York Region Children's Aid Society) and a First Nation community (the Chippewas of Georgina Island) work respectfully and in partnership leading to better outcomes for the community's families and children.
- A03 Facilitating Inclusivity and Equity in the Classroom**  
**Facilitators:** Lorrie Simunovic, Community, Health and Education Specialist, Health Equity Office, The Centre for Addiction and Mental Health, CAMH, Ann Pottinger, RN, MN, Professional Practice/Education Office, The Centre for Addiction and Mental Health, CAMH & Christine Burych, Director, Organizational Development, Volunteer Resources, and Spiritual Care, Human Resources Department, The Centre for Addiction and Mental Health, CAMH - **WORKSHOP FULL**

An interactive workshop whereby participants are invited to explore and test strategies for inclusive facilitation and for dealing with challenging facilitation issues.

**A04 Interpersonal Communication Strategies to Navigate Change**

**Facilitators: Rose De Veyra, Toronto Region Immigrant Employment Council (TRIEC) & Rachel Crowe, TRIEC – WORKSHOP FULL**

This workshop presents an effective approach to navigate change which can be applied by individuals across any organization. Participants develop an understanding of how culture shapes individual responses to change and explore cross cultural communication strategies to deal effectively with their change challenges.

**A05 Learning from service users: What they say, how they say it, and why we all need to listen\*\***

**Facilitator: Dr. Gary C. Drumbrill, Associate Professor, McMaster University, School of Social Work**

Professor Drumbrill makes a compelling and well researched argument that hearing social work service users' perspectives is the key to inclusivity and anti-oppression on all layers of an organization.

**A06 An Organization's Journey on the Road to Inclusivity and Equity\*\***

**Facilitators: David Rivard, CEO CAS of Toronto, Aubrey Gonsalves, President CUPE Local 2316 & Blair Boddy, Director of Internal Resources and Chair of the Bridging Diversity Committee – WORKSHOP FULL**

This workshop will focus on the theme of leadership and organizational change through a lens of inclusivity and equity and will highlight the Toronto CAS' Anti-Oppression Practice journey over the past six years.

**A07 Barriers to Meeting Health Needs in Newcomer Communities in the Outer Suburbs**

**Facilitators: Michaela Hynie, York University & Navindra Baldeo, University of Toronto**

Immigration is increasingly focusing on the areas around major urban centres, rather than into the centres themselves. This workshop offers a guide to providing culturally appropriate mental health care to the outer suburbs.

**A08 Immigrant Women, Mental Health and Promising Practices**

**Facilitator: Dr. Usha George, Ryerson University**

Though immigrants come to Canada with higher levels of health than native-born persons, their health gradually declines after immigration. Research has found non-recent immigrant women to have the highest rates of depression (Smith et al, 2007), and particular visible minority groups to have the highest rates of anxiety disorder (Ganesan, Mok and Mckenna, 2011). This presentation will focus on issues facing immigrant women in relation to their mental health such as stress inducing factors and the underutilisation of services. It will highlight some of the coping mechanisms used by immigrant groups and stress the need for culturally sensitive and appropriate service.

**DAY ONE: AFTERNOON WORKSHOPS**

**B01 Resources to support requests for Religious Accommodations: York Region District School Board's approach to supporting students/communities**

**Facilitators: Kevin Merkle, Vice-Principal, Aldergrove P.S., YRDSB & Cate Falconer, Curriculum Consultant, YRDSB**

This interactive workshop will highlight York Region DSB resources that support administrators, teachers, parents and students. YRDSB's approach will be of interest to school and community members who are looking to support understanding and provide leadership with religious accommodations.

**B02 My Rights Versus Yours: When the Protected Rights of Co-Workers Appear to Collide\*\***

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This workshop will focus on the theme of leadership and organizational change through a lens of inclusivity & equity and will highlight the Toronto CAS' Anti-Oppression Practice journey over the past six years.

**B05 Expanding the Circle – Making Space for Queer, Trans and Gender Independent Communities**

**Facilitators: Lorraine Gale and Haley Syrja-McNally, Coordinators, Out and Proud Program**

The Children's Aid Society of Toronto will examine transformation of their practices and their organization's ability to provide respectful, competent services to lesbian, gay, bisexual, transsexual, transgender, intersex, queer and questioning (LGBTIQ) and gender independent communities.

**B06 Learning from service users: What they say, how they say it, and why we all need to listen \*\***

**Facilitator: Dr. Gary C. Drumbrill, Associate Professor, McMaster University, School of Social Work**

Professor Drumbrill makes a compelling and well research argument that hearing social work service users' perspectives is the key to inclusivity and anti-oppression on all layers of an organization.

**B07 Advancing Cultural Competencies – Promising Practices for Policing a Global Environment**

**Facilitator: Inspector Ricky Veerappan, York Regional Police**

The York Regional Police Diversity, Equity, and Inclusion Bureau (DEIB) partners with the Region's diverse communities to enhance confidence and trust through programs and initiatives focused on community/police relationship building. While the Hate Crime Unit serves as the bureau's investigative arm, the Diversity Unit engages in programs and initiatives for enhanced community outreach. This complementary relationship provides opportunities for extensive relationship building within a dynamic community while allowing for vigilance and timely response in combating hate crime and its ugly repercussions in a multicultural community. Join the York Regional Police Team in this presentation of internal and external workplace programs and initiatives geared towards advancing cultural competencies in policing a global environment.

**B08 CMHA Toronto's Equity and Diversity Journey: From the Ground Up \*\***

**Facilitator: Carolina Berinstein, Manager, Access and Equity**

This interactive workshop employs the experiences of CMHA in equity and diversity organizational change as a way to highlight the key steps in designing and implementing a diversity strategy.

**[Scroll down for DAY TWO Itinerary & Workshops](#)  
[Visit us on-line for more information, registration and to select your workshops!](#)  
Spaces are limited**

**DAY TWO:** *Diverse Identities, Community Engagement & Promising Practices*

8:00- 9:00	CONTINENTAL BREAKFAST
9:00- 9:20	GREETINGS & DEIAS AWARD PRESENTATIONS
9:20-9:50	KEYNOTE ADDRESS #2: <b>DR. JEAN AUGUSTINE, Fairness Commissioner, Ontario</b>
9:50-10:00	BREAK
10:00-12:00	MORNING WORKSHOPS
12:00-1:00	LUNCH
1:00-3:00	AFTERNOON WORKSHOPS
3:00-3:15	BREAK
3:15-4:15	JOIN THE CONVERSATION & NEXT STEPS... (all attendees): <b>Theme:</b> Organizational Change & Leadership: Tools, Challenges & Promising Practices <b>Panelists:</b> <i>Dr. June Yee, Barbara Urman, Cathy Gallagher-Louisy, Michael Bach</i> (refer to their bios and workshop content for details)

**DAY TWO: MORNING WORKSHOPS**

- C01 Shifting the (im)balance: transforming how we work by using an anti-oppression approach in our practice**  
**Facilitator:** *June Yee, PhD, Ryerson University, on behalf of Ontario Centre of Excellence for Child and Youth Mental Health (the Centre) – WORKSHOP FULL*  
The Shifting the (im)balance workshop was developed to meet the knowledge needs of practitioners working with clients across a range of ethnicities, races and cultures. In this highly interactive pilot workshop, we will critically examine “cultural competence” and present anti-oppression as an approach to practice that recognizes inequities and shows how these are expressed at personal, organizational and systemic levels in order to reduce barriers and enhance mental health service delivery.
- C02 “SES”ism (Socio Economic Status ISM) - Recognizing and Naming the Multiple Impacts of Low Socio Economic Status on Students and Parents, Clients of our Services and Members of our Community**  
**Facilitators:** *Yvonne Kelly, Community Resource Facilitator, YRDSB, Patti O’Sullivan, Community Resource Facilitator, YRDSB, & Kristine Carbis, YRDSB Parent and EIAC Member – WORKSHOP FULL*  
The focus of the workshop is to assist participants to understand, identify and work to eliminate the biases, barriers and power dynamics specific to poverty, that severely limit individual’s prospects for living healthily, accessing services and fully contributing to society.
- C03 This Ripple Makes Waves: The Transformative Power of Peacemaking Processes**  
**Facilitator:** *Rick Kelly, Professor, Child and Youth Worker program, George Brown College*  
This workshop demonstrates the structure and working of peacemaking circles for children and youth at risk and how it can lead to transformative agency processes for high performing agencies who desire to walk the talk of equity, diversity and inclusivity.
- C04 Leadership and Organizational Change through a Lens of Black Inclusivity & Equity Starts with You**  
**Facilitator:** *Wilburn Hayden, PhD, Professor School of Social Work, York University*  
Through presentation, experiential exercises and discussions participants will be able to examine individual barriers resulting from one’s social environment that may prevent meaningful opportunities and organizational changes for Black inclusivity and equity. Discuss barriers resulting from one’s social environment that may hinder leadership and organizational change to for black inclusivity and equity. Participate in an open and in depth discussion on matters of race and social and economic injustices that continue to remain as societal barriers confronting black people.
- C05 Activate Cultural Diversity in the Workplace**  
**Facilitator:** *Keith O’Connell, Owner, Training Development Solutions – WORKSHOP FULL*  
Effective intercultural communication is critical to activating the potential that exists within any culturally diverse workplace. This workshop will explore the concept of effective intercultural communication as a success factor to building productive global workplaces.

**C06 Champions for Inclusion: Toward Professional Practice in the Policing Sector**

**Facilitators: Representatives from Ontario Police College, Owen Sound Police Service & Greater Sudbury Police Service**

This workshop will focus on the description of the training methodology and training design by OPC; experiences of Owen Sound Police Service and Greater Sudbury Police Service and the impact of training on police-community partnerships as well as the internal dynamics of the organizations. This is the first time this panel will be presented in its current form.

**C07 Becoming and Being an Employer who Embraces LGBTTTQ Identities**

**Facilitator: Barb Urman, MSW, RSW, FSYR & Dr. Susan Scott, PhD, Lakehead University**

This workshop will explore the steps of becoming a positive space employer, beginning with the initial “call to action” to developing a vision and philosophy that values LGBTTTQ identities throughout the agency, beginning at the board level through to the management level, front line, volunteers and students.

**C08 Diversity Counts: The Power of Demographic Data in the Employment Environment**

**Facilitator: Michael Bach, CCDP/AP, Canadian Institute of Diversity and Inclusion**

Michael Bach will speak about his experiences introducing a data collection system as the head of Diversity, Equity and Inclusion for one of Canada’s largest professional service accounting firms. In 2009 he developed and delivered the Diversity Profile Tool – one of the most progressive and advanced systems for collecting demographic data in Canada.

**DAY TWO: AFTERNOON WORKSHOPS**

**D01 CMHA Toronto’s Equity and Diversity Journey: From the Ground Up \*\***

**Facilitator: Carolina Berinstein, Manager, Access and Equity**

This interactive workshop employs the experiences of CMHA in equity and diversity organizational change as a way to highlight the key steps in designing and implementing a diversity strategy.

**D02 SAFSS Model for Leading Organizational Change**

**Facilitator: Rabindra Nath Sabat, Program Director SAFSS & Kazi Hoque, Executive Director, SAFSS –**  
**WORKSHOP FULL**

This workshop illustrates the “SAFSS Model for Leading Organizational Change” in order to disseminate the promising practices and sustainable results in embracing diversity, equity and inclusivity under the theme “Leadership and organizational change through a lens of inclusivity & equity.”

**D03 Religious Accommodations in the Workplace**

**Facilitators: Dr. Debbie Donsky, Principal, Wismer P.S. (YRDSB); Jeewan Chanicka – Vice-Principal, Parkland P.S. (YRDSB); Lisa Leoni - Vice-Principal, Red Maple P.S. (YRDSB) –**  
**WORKSHOP FULL**

During this workshop facilitators and participants will explore the implementation of religious accommodations in the workplace in light of the challenges presented by “competing rights”.

**D04 How to Conduct a Workforce Census**

**Facilitator: Carol Boulding, HR Manager, Staffing & Recruitment, Toronto Children’s Aid Society**

A critical step in identifying barriers and discriminatory practices to achieve a diverse workforce is to conduct a workforce census. This workshop is a step-by-step how to!

**D05 The ROI of D&I: Best Practices in Diversity Scorecards and Measurement**

**Facilitator: Cathy Gallagher-Louisy, Canadian Institute of Diversity and Inclusion**

Cathy Gallagher-Louisy of the Canadian Institute of Diversity and Inclusion will present the results of a new study focused on measurement of diversity and inclusion initiatives and diversity scorecards. The report looks at the practices of a range of private and public sector employers from across Canada and around the world, to understand leading practices in this important area.

**D06 Leadership and organizational change through a lens of inclusivity & equity**

**Facilitator: André Goh, Manager, Diversity Management, Toronto Police Service, Sherene Jattan, Toronto Police Service - **WORKSHOP FULL****

Effective ways to reflect the communities you serve, engage the communities in decisions that impacted them, and develop long term strategies that imbed the concepts of inclusivity in all aspects of the organization.

**D07 Garnering the Voices of Service Users and Discerning what they tell us about our Practice, Impact and means of Governance**

**Facilitators: Helen Wong, Development Consultant & June Yee, PhD, Ryerson University**

In this presentation, we discuss some of the practical challenge and implications that organizations face in trying to include service users' voices in the governance, policy and practice of organizational cultures.

**D08 Activate Cultural Diversity in the Workplace**

**Facilitator: Keith O'Connell, Owner, Training Development Solutions**

Effective intercultural communication is critical to activating the potential that exists within any culturally diverse workplace. This workshop will explore the concept of effective intercultural communication as a success factor to building productive global workplaces.

**POSTER PRESENTATION:**

**Our families your policies: Refugee parents speak about Canadian social service systems**

Seung-Wan Lo, MSW, PhD, (candidate), McMaster University

Refugee parents have accomplished a remarkable task; they have escaped persecution and sometimes death to bring their children to a safe country. Despite having formidable family preservation skills, refugee parents often come into conflict with Canadian child welfare services, and social workers often struggle to respond and provide service in an appropriate manner. This poster presentation conveys the results of a PhotoVoice research project through which refugee parents in Ontario share messages they want to convey to social workers and policy makers who deliver service to refugee families and communities. Five themes and seven messages emerge from this research, all of which are told on the posters in the words and photographs of refugee parents. Participants will learn:

- The issues refugee parents face raising children in Canada
- The issues refugee parents face when social workers intervene with their families
- Ways to successfully work with refugee families and communities

**Registration:** Your registration covers attendance for one person, the event programme, a continental breakfast and lunch on both days and refreshments during the breaks. During the course of the symposium photographs and video vignettes/footage will be taken to document the event as well as for learning purposes. Conference registration embodies your permission to use your image for the purposes of professional development/learning and/or promotional materials.

**Accommodations:** We will make every effort to accommodate your needs. Please let us know if you have any special requirements, such as dietary, language, or mobility requirements.

**Cancellation:** Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify [Michael Bowe](#) of any changes as soon as possible. CIRG assumes no liability for changes in program content or speakers/facilitators. A full refund of the attendance fee will be provided upon cancellation in writing received prior to April 3, 2013. No refunds will be issued after this date.

**Hotel Information:** Sheraton Parkway Hotel, 600 Hwy 7 East, Richmond Hill, ON L4B 1B2, Phone: 905-881-2121.

**[Visit us on-line for more information, registration and to select your workshops!](#)**

**Spaces are limited**