



Understanding Workplace Diversity and Inclusion in an Academic Pediatric Rehabilitation Centre

In order to advance workplace diversity and inclusion at Holland Bloorview, we partnered across the hospital to explore and better understand the employee, student and volunteer experience. The aim of this work is for all of us to feel comfortable and welcomed to bring our whole self to work each day and to be fully respected for our difference.

Workplace Diversity & Inclusion:

We are advancing awareness of diversity and inclusion through:

a The Development of our People

- Develop a committee with hospital-wide representation including:
 - Front-line clinicians
 - Non-clinical employees
 - Management
 - Hospital partners, including food services and environmental services employees
 - Volunteers, students, clients and families



Through training and awareness building, our committee developed a common understanding and created a shared vision by asking: **“What does equity and diversity in the workplace...”**

Look Like:

- employees with different social identities as represented in our patient population working at every level of organization (e.g. on committees, leadership, senior management etc.)
- interview questions related to inclusion and equity
- diversity of our employees and patient population is reflected in food choices on cafeteria menus and at hospital events
- employees, clients and families work as a team

Feel Like:

- respected, welcomed, listened to, recognized, included, and valued
- empowered to speak out/challenge inappropriate behaviour, to contribute, and to make change
- safe to be who you are without reservation, to bring forward concerns, to challenge inappropriate behaviour and comments
- sense of community/partnership with all employees, clients, families, students and volunteers

Sound Like:

- respectful language (e.g. no put downs, no “othering”, “person-first” language)
- everyone has a voice and is listened to regardless of their role
- freedom to voice concerns and ask questions related to human rights and health equity
- increased awareness and comfort with language about equity and diversity
- Laughter and joy



b Partnerships & Linkages

- Embrace opportunities to build awareness through existing structures and new events:
 - Pride Event
 - UN Convention on the Rights of the Child: broadcasting
 - Healthy Workplace Month: Committee members asked: “What does diversity and inclusion mean to you at work?”

“Non-judgmental, safe place to share ideas and feel like you are heard.”

c Capturing & Sharing Stories for Impact

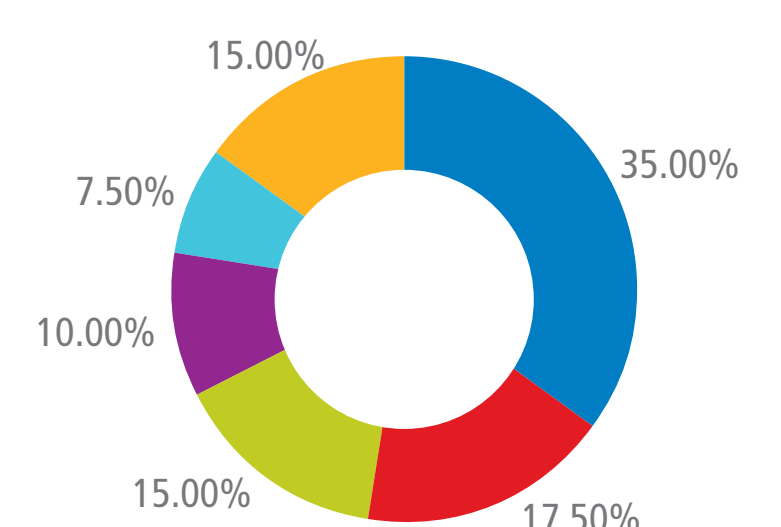
- Open forum at committee meetings: topics included person-first language, equity versus equality, respect, privilege...
- Development of a ‘Respect in the Workplace’ Campaign
- We created a video for all new employees, students and volunteers using our stories

“It is important to always treat people with respect and an open mind. Everyone has a story and their insight and recommendations are valuable.”

AT AN EMPLOYEE FORUM, WE ASKED: **“What does Equity, Diversity and Inclusion mean to you”**

COMMENT THEMES

- Acceptance Respect and Recognized Difference
- Participation and Opportunity
- Unity Community and Togetherness
- Accessibility
- Communications
- Other



Respect & Empowerment