



Adoption Date:	January 2018
Revision Date:	October 21
Reference #:	BRD - 20
Category:	Human Resources & Customer Service

Inclusion, Diversity Equity and Accessibility (IDEA)

1. PURPOSE

The purpose of this policy is to affirm the key commitments of Brampton Library in fostering, cultivating and preserving a culture of inclusion, diversity, equity and accessibility (IDEA). All terms are explained below in 4.1, 4.2, 4.3 and 4.5. Brampton Library strives to create a respectful and welcoming environment to all, and this policy provides a framework within which to implement and measure the success of these commitments.

2. POLICY STATEMENT

At Brampton Library, we understand that our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of our culture, reputation, and achievements.

Brampton Library is committed to supporting the dignity of all community members, customers, employees, volunteers and partners regardless of heritage, disability, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities and other characteristics that make individuals unique. The Library is committed to valuing and supporting individual differences to create and foster an environment in which individuals can participate, maximize their contributions and achieve their full potential.

We are committed to continuous improvement in taking steps towards a more inclusive, diverse, and equitable workplace and community service. These are expressed through the following vision, mission and goals:

2.1. Vision

Our Library will reflect Brampton's diversity and provide an equitable, respectful and welcoming environment that embraces and celebrates our differences and inspires connections among our staff, customers, and communities.

2.2. Mission

At Brampton Library, we recognize that cultivating a respectful, inclusive culture that expands and leverages the diverse abilities and perspectives of our team is one of the keys to our collective growth as a community. To support our collective growth, we will actively seek to understand and

collaborate with our communities so we can provide a safe space to explore ideas, learn and build a connected community.

2.3. Goals

2.3.1. Nurture a Safe and Welcoming Work Environment

- 2.3.1.1.** Create and sustain a work environment that recognizes the individual needs of employees, with a focus on mental and physical well-being.
- 2.3.1.2.** Improve equitable outcomes for marginalized groups in hiring and advancement at all levels, to better reflect community diversity.

2.3.2. Infuse Accountability in the way we Operate

- 2.3.2.1.** Integrate a diversity and inclusion approach in core organizational systems and practices.
- 2.3.2.2.** Connect intention with impact by driving inclusive leadership behaviours across all levels of the organization.

2.3.3. Be a Community Champion

- 2.3.3.1.** Develop deeper knowledge of the diverse needs of our community members.
- 2.3.3.2.** Embed a diversity and inclusion lens in all aspects of library services and community engagement.

2.3.4. Be a Place for Belonging

- 2.3.4.1.** Champion and support equity seeking groups in the workplace and in our community
- 2.3.4.2.** Create initiatives that help equity seeking groups to advocate for themselves and the community
- 2.3.4.3.** Create a process to continuously receive feedback on diversity and inclusion

In order to put these goals into effect, the Library will create, refine, and implement an IDEA Strategy with details of short-term and long-term initiatives, and include a system of benchmarks for consistent measurement in order to ensure continuous improvement. Through this strategy, the Library will make diversity and inclusion a priority in planning and decision making for staffing, collections, services and programs, and organizational change; and will ensure the elimination of barriers to participation for employees and customers.

3. SCOPE

This policy applies to all employees, prospective employees, volunteers, contractors, and any other individuals performing work for the Library; to Library customers; and to all facilities of the Brampton Library including Library-hosted online spaces. All employees of Brampton Library have a responsibility to treat others with dignity and respect at all times. All employees are expected to

exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other employer-sponsored and participative events.

4. Principles

4.1. Diversity

Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess.

4.2. Inclusion

Inclusion is about the collective. It is about creating a culture that strives for equity and embraces, respects, and values difference.

4.3. Equity

Equity is about the process. It is about how criteria are applied in policies and procedures in order to provide access to resources and opportunities based on the needs and dimensions of diversity of individuals.

4.4. Accommodation

Is an individualized process designed to improve equality and eliminate disadvantages experienced by individuals or groups related to a prohibited ground, to the point of undue hardship. Accommodation includes appropriate steps designed to the needs of individuals and groups protected by the [Human Rights Code](#). Accommodation is determined in consultation with the person requesting the accommodation.

4.5. Accessibility

Accessibility refers to the design of products and environments for people with disabilities. It creates an equitable environment for all persons.

5. RESPONSIBILITIES

5.1. Employee Responsibilities:

All employees are responsible for:

- reading and understanding their responsibilities under this policy
- upholding the principles set out in this policy
- respecting, valuing and supporting individual differences in backgrounds, experiences, values, perspectives, behaviours, communication styles, and abilities among all Library employees, and customers
- providing services and working in an inclusive and barrier-free manner
- working to removing barriers to diversity and inclusion, or where barrier removal is outside of their control, reporting to their manager, supervisor and/or the Human Resources any barriers

which they feel should be addressed

- supporting diversity and inclusion commitments under this Policy
- providing any feedback and/or suggestions for improvement
- any employee found to have exhibited any inappropriate conduct or behavior contrary to this policy, against others may be subject to disciplinary action up to and including termination.

5.2. Senior and Managerial Responsibilities

In addition to the expectations set out in section 5.1, all managers and supervisors are responsible for:

- creating and maintaining a diverse and inclusive workplace;
- promoting understanding and compliance with this policy
- modelling behaviours which are consistent with this policy
- addressing behaviour contrary to this policy
- providing support to employees, and customers regarding the implementation of this policy
- identifying and addressing any barriers to diversity and inclusion, including those reported by employees, and/or customers
- Addressing complaints relating to IDEA at the library.

5.3. Human Resources Responsibilities

Human Resources is responsible for:

- promoting awareness, understanding and compliance with this policy
- contributing to the development of the Diversity and Inclusion Plan (D&I) that is reviewed annually
- developing training, resources and tools to raise awareness and ensure that all employees develop the requisite skills to understand their responsibilities to support diversity and inclusion commitments under this policy and the D&I Plan
- assisting managers/departments in developing initiatives to make their workplace and service delivery more diverse and inclusive
- assisting to identify and address any barriers to diversity and inclusion, including those reported by managers and, employees,
- supporting managers and employees by providing consultation on specific issues related to diversity and inclusion
- Addressing complaints relating to IDEA at the library

6. Related Statutes and Policies

In order to ensure the dignity and rights of all individuals, Brampton Library embraces and complies with the:

- [Canadian Charter of Rights and Freedoms](#)
- [Canadian Human Rights Act](#)
- [Ontario Human Rights Code](#)
- [Accessibility for Ontarians with Disabilities Act](#)

The Brampton Library endorses the Canadian Federation of Library Association's (CFLA) [Position Statement on Diversity and Inclusion](#) (May 25, 2008) and the International Federation of Library Association's (IFLA) [Multicultural Communities: Guidelines for Library Services](#).

The Brampton Library fosters inclusion through the following related Human Resources policies:

- [BRD - 06 Corporate Accessibility](#)
- [BRD - 08 Workplace and Discriminatory Harassment Prevention](#)
- [BRD - 09 Workplace Violence Prevention](#)
- [BRD - 10 Employee Code of Conduct](#)

This policy is available in alternative formats upon request.