

-2024-



D I B E

Diversity, Inclusion,
Belonging, & Equity
Impact Report



WOODGREEN

Opportunity made here.



Who Are We?

Diversity, inclusion, belonging, and equity (DIBE) work at WoodGreen is carried out by everyone working at the organization every day.

However, it is especially prioritized, pushed, and lead by our DIBE Committee's efforts.

The DIBE Committee is made up of staff members from various units who volunteer for the role.

The DIBE members represent a broad range of individuals who represent our organization's units through their unique and diverse identities including national origin, ethnicity, language, race, colour, sexual orientation, gender identity, and age. We continually strive for more diversity within our committee and recruit and onboard new members yearly to ensure we have contributors from every team at WoodGreen.



Message from DIBE Leadership

In late 2019 WoodGreen Community Services, recognizing the increasing diversity of our services users and our staff, decided to assemble a group to explore how we could increase the sense of inclusion and belonging at our organization.

In 2020 the Diversity, Inclusion, and Belonging (DIB) committee was fully formed. Three years later, the committee evolved from DIB to DIBE, with the addition of Equity to its name and the embedding of Equity principles into our mandate.

We are continuing to grow and are excitedly looking towards our future. Our goals include: providing continued opportunities for all WoodGreen staff to collectively increase our understanding and learnings of what this growing diversity means to our service and professional practices; how we can better serve those who walk through our doors, not only those looking for support, but also engaging with our volunteers; and looking at new and innovative ways to attract members of equity-deserving groups into the folds of WoodGreen. It must be noted that this work has been driven and supported from the sides of the desks of many volunteered, enthusiastic, and committed staff here at WoodGreen Community Services. We look forward to 2024 and beyond.

Sipho Kwaku

Director — Diversity, Inclusion, Belonging, and Equity



We are so pleased to present our first DIBE Impact Report. WoodGreen has been on an important diversity and equity journey for over five years now, so it is wonderful to formally share our efforts with you all.

Although this report is only a snapshot of our work, it gives an overview of our DIBE committee and its history, our ongoing organization-wide initiatives, our equity statement, some of our staff survey results, and our commitment to the 50-30 Challenge.

This work is vital to our organization – we want all staff, clients, and volunteers to feel that they belong, are included, and are equitably treated. We also need the strength of diversity among our staff to provide the best service to our clients and to reflect the diverse communities we serve.

WoodGreen's DIBE efforts are carried out every day by all of us and we are so proud of our staff for stepping up and committing to equity principles. We have seen strong participation in our Learning Circles, equity training sessions, focus groups, and surveys, and we want to thank everyone for their hard work – especially our DIBE Committee members. With each act, we collectively make our communities more equitable for all and better places to thrive.



Anne Babcock
President & CEO

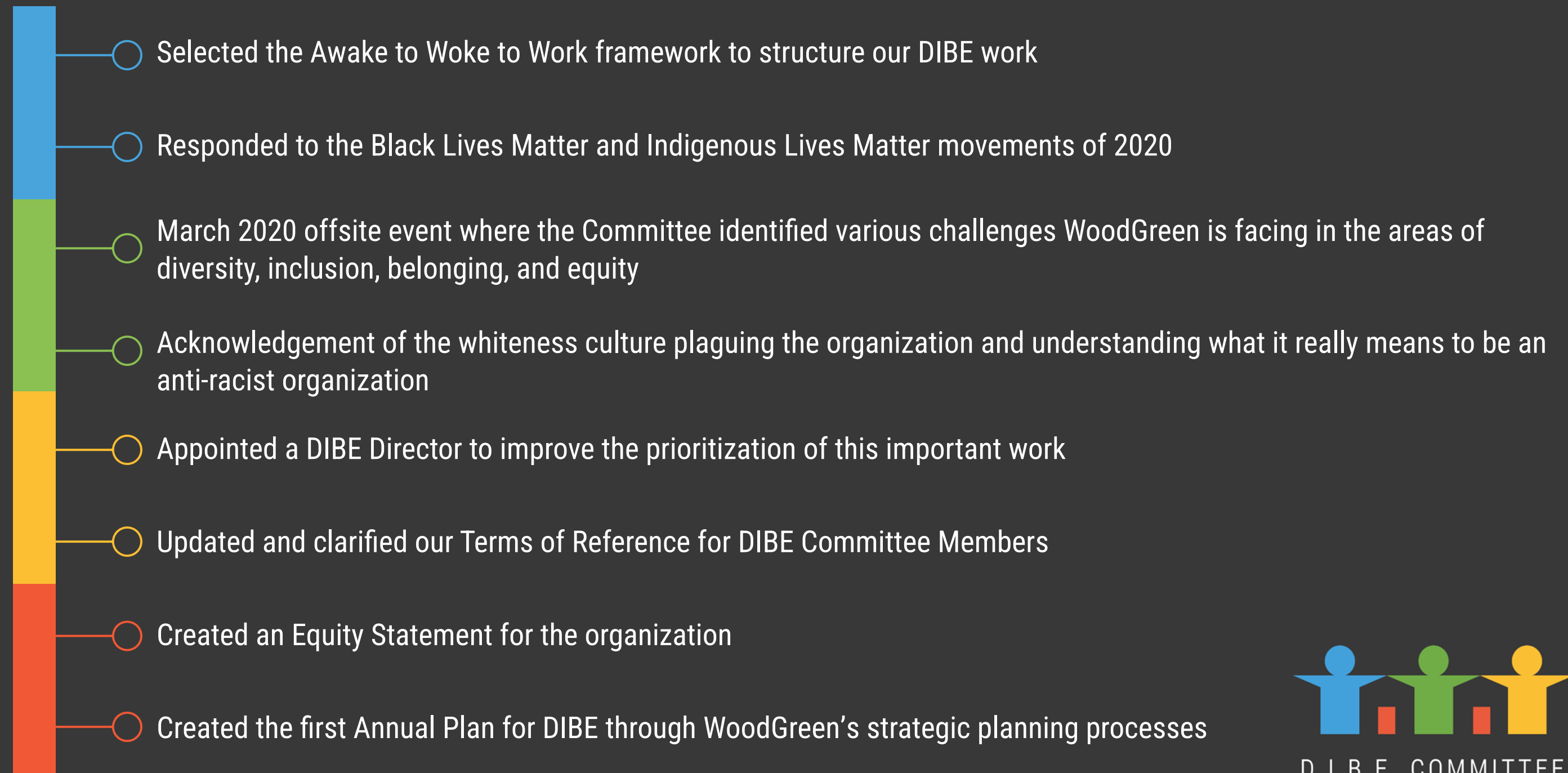


Randall Freeborn
Senior Vice President



OUR BEGINNINGS

The DIBE Committee was launched in 2019 and began with some theoretical and foundational work. That initial work helped position the Committee to respond to the significant human rights movements of 2020 and the challenges of the COVID-19 pandemic. Below is a very high-level overview of the Committee's efforts prior to this report.



OUR EQUITY STATEMENT

At WoodGreen, we...

Diversity is a fact
Inclusion is an action
Equity is a choice
Belonging is an outcome

Recognize
that structural forms of oppression have contributed to persistent disparities which WoodGreen seeks to dismantle

Acknowledge that these inequities are the result of policies and practices that work to marginalize entire populations of people

Strive to engage community members, especially those whose voices have traditionally been marginalized

Value the visible and invisible qualities that make you who you are

Understand that these disparities have existed in the past and persist into the present both within WoodGreen and externally

Welcome that every person brings a unique perspective to progress our fight for health, education, and financial stability for all

Denounce racism/ethnic discrimination because it undermines the well-being and vitality of our communities

Believe that each WoodGreen member, donor, volunteer, client, advocate, and employee must have equal access to solving community problems

Work with residents and public and private partners to co-create solutions that ensure everyone has the resources, supports, opportunities, and networks they need to thrive

Commit to leveraging all of our assets (convening, strategic investments, awareness building, advocacy) to create more equitable communities

50 – 30 CHALLENGE

What is the 50-30 Challenge?

“The 50 – 30 Challenge is an initiative between the Government of Canada, Canadian businesses and diversity organizations. The goal of the program is to challenge Canadian organizations to increase the representation and inclusion of diverse groups within their workplaces, while highlighting the benefits of giving all Canadians a seat at the table. The 50 – 30 Challenge asks that organizations aspire to two goals:”

1

Gender parity

50% women and/or non-binary people on Canadian boards and/or in senior management

2

Significant representation

30% on Canadian boards and/or senior management of members of other equity-deserving groups

Where is WoodGreen at?

We have signed on to this challenge and have achieved both goals. We continue to strive to achieve even more diversity and to have our staff and leadership accurately reflect the communities that we serve.

Equity-deserving groups include: “those who identify as Racialized, Black, and/or People of colour (“Visible Minorities”), People with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal and/or Indigenous Peoples. The program and participants recognize Indigenous Peoples, including First Nations, Métis and Inuit, as founding Peoples of Canada and underrepresented in positions of economic influence and leadership.”

Source: Innovation, Science, and Economic Development, Government of Canada, 2024.

OUR INITIATIVES



Learning Circles:

We consistently invite guest speakers to present a recorded, virtual session on DIBE-related topics to all staff. This provides us all with a peek into the histories and current day journeys of equity-seeking groups, helps us challenge biases, and equips us with alternate lenses, enhancing our ability to best serve our clients



Reviewing & Updating Procurement Practices:

WoodGreen works with many different vendors and consultants and we want to procure goods and services in an equitable way. Key players are our Finance Team and any staff who have oversight over procurement



Trainings & Workshops:

These are great tools that we utilize to better understand DIBE principles and vocabulary, as well as unearth biases and talk about the oppressive systems impacting us and our clients



Increasing Diversity of our Staff:

Led by our People & Culture (P&C) Team, we are increasing the education/awareness of staff who are hiring, recruiting and posting jobs in a wider range of places



Monitoring & Evaluation:

When appropriate and possible, we collect data to better understand our people and places, and to measure the impact of our work



D.I.B.E. COMMITTEE

KEY DEMOGRAPHICS – 2021 & 2024 STAFF SURVEYS

At WoodGreen, we realized we were beginning to make an impact with our DIBE work, but wanted to be able to measure that change. We also wanted our DIBE strategic and operating plans to be evidence-backed with strong and honest data. Anecdotally, we could see our workplace becoming more diverse and heard feedback from our colleagues, but providing an anonymous way for all staff to have the opportunity to share their self-reported identities, opinions, and feelings about DIBE topics helps increase the accuracy and legitimacy of our work while connecting us all in a deeper, more transparent way. We decided to start with a staff survey in 2021. This was meant to act as a learning experience of where we are at as well as form a baseline to which we can measure from in the future. We then repeated the survey (with a few updates and edits) in 2024 and compared the two sets of data, of which a few takeaways are shared in the following pages.

The 2021 staff survey response rate was about 40%, whereas the 2024 survey was closer to 60%. Considering our workforce has grown by a few hundred staff between 2021 and 2024, this is a significant increase in response rate which we attribute to stronger communication about the survey and its purpose, better outreach to all colleagues and types of roles, and more understanding and trust with our DIBE efforts at WoodGreen.

320 Responses
About 43% staff
Total staff: about 750

2021

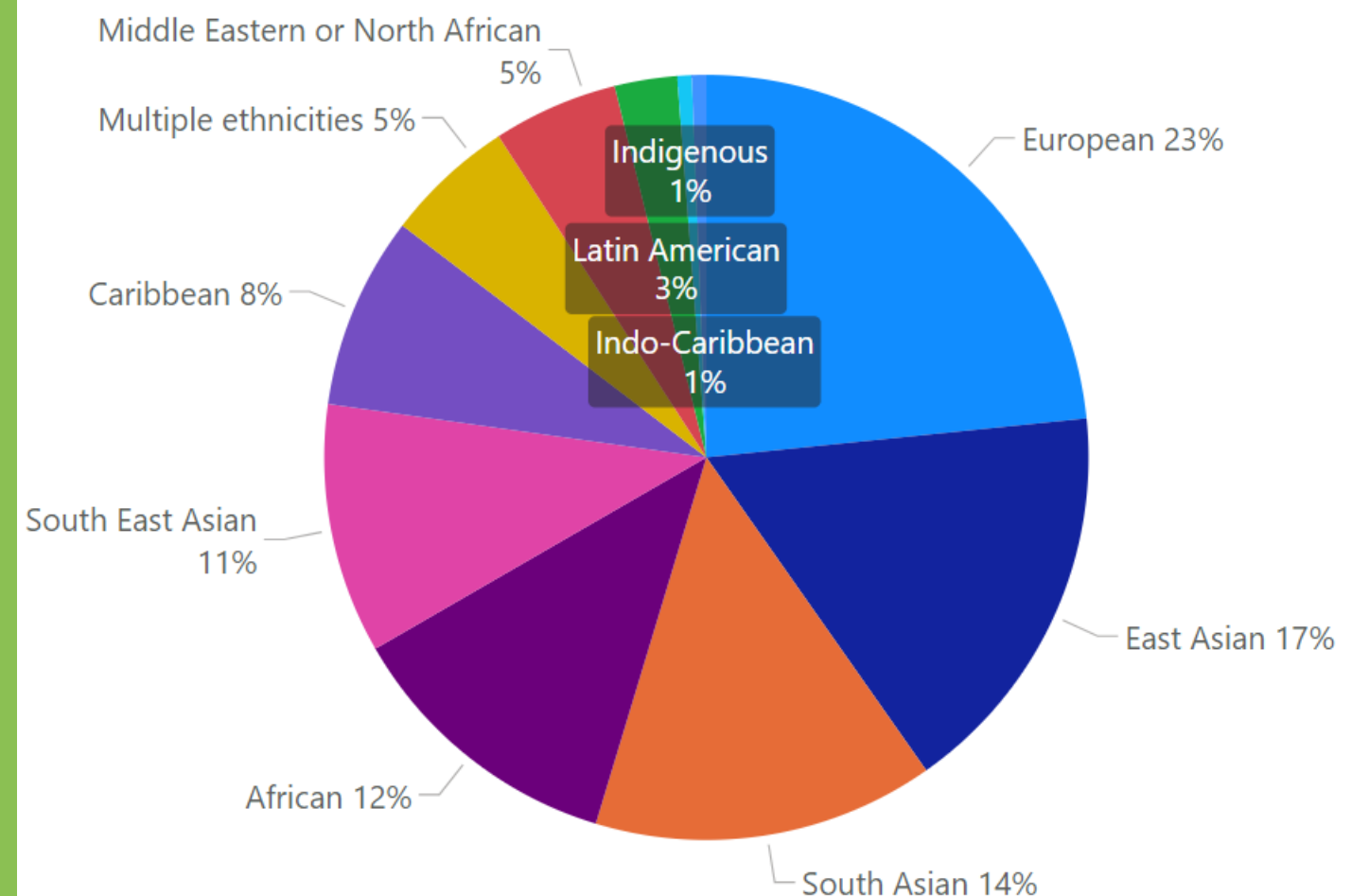
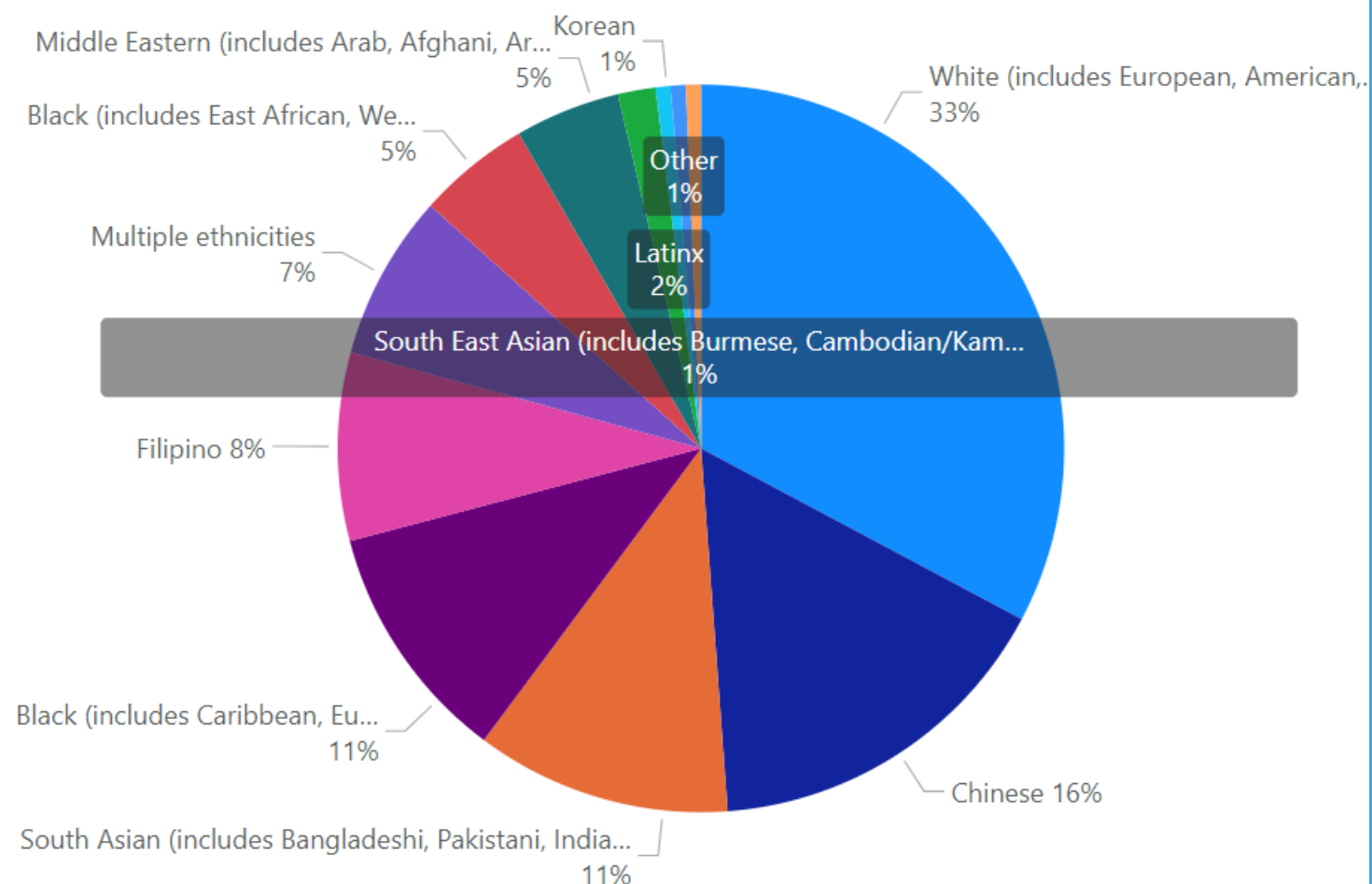
623 Responses
About 67% staff
Total staff: about 935

2024

KEY DEMOGRAPHICS: RACE/ETHNICITY

In our 2021 survey, our most commonly selected racial/ethnic groups were White (33%), Chinese (16%), South Asian (11%), and Black (Caribbean/European/American/Canadian) (11%). In 2024, they were European (23%, includes White), East Asian (17%), South Asian (14%), and African (12%, includes Black). Although we changed the categories available to select slightly, these are similar results. However, a notable change is that the size of the largest category—White/European—has decreased by 10%. Considering our workforce has grown by several hundred employees since 2021, this is a significant diversification of our staff.

2021 ○ — 2024



ETHP ANTI-RACISM & EQUITY COMMUNITY OF PRACTICE



In 2019, East Toronto Health Partners (ETHP) was formally designated as one of the first Ontario Health Teams (OHTs). The ETHP partnership consists of 70+ health and social care organizations with a 25-year history of working together to improve the health of our local population and reduce gaps in health equity. Our OHT is governed by a core group of anchor partners which include the East Toronto Family Practice Network, Michael Garron Hospital, Providence Healthcare (Unity Health Toronto), South Riverdale Community Health Centre, VHA Home HealthCare, and WoodGreen Community Services as well as patient, caregiver and community advisors. Collectively, ETHP partners serve approximately 300,000 children, adults and seniors who live in East Toronto. Our boundaries span from the Don River to the West, to Warden in the East, and from South of Eglinton Ave to Lake Ontario; and include priority neighborhoods such as Thorncliffe Park and Taylor-Massey.

This Community of Practice within ETHP involves individuals with aligned interests coming together to learn from one another, share tools and resources, collectively work towards change, and engage in monthly meetings that include learning sessions around health equity issues, challenges faced by Indigenous Communities, and strategies to eradicate Anti-Black Racism. WoodGreen is an active member of the Community of Practice and some of the core work of this group includes:

- Provide leadership and direction in convening the ETHP community of practice for equity diversity and inclusion (EDI) organizational leads
- Develop a three-year ETHP Anti-Racism Framework in collaboration with organizational partners to guide the anti-racism work of the ETHP
- Develop an ETHP OHT Anti-Black Racism and Anti-Indigenous Racism Training Plan in collaboration with organizational partners
- Through extensive community consultations, develop data governance practices that address Ownership, Control, Access, and Possession (OCAP) and Engagement Governance, Access, and Protection (EGAP) principles

LOOKING FORWARD

As we move along on our equity journey, we have a big year ahead. We will be continuing our effective initiatives as well as grow our portfolio of DIBE activities. We will also be sharing our full 2024 staff survey results internally and using that data to best inform and achieve our DIBE department objectives for this fiscal year. These objectives include:

1

Deliver 3 full learning modules (Building our Container, Equity, White Supremacy) to frontline staffing units

2

In collaboration with the P&C team, **review and revise our hiring policies and practices** to come into alignment with our Equity Statement

3

In collaboration with the Finance Team and Senior Leadership, continue to **review and revise our current procurement policies and practices** to come into alignment with our Equity Statement

4

Be a part of and organize equity events whenever possible to showcase and engage with EDI work in Toronto

We are excited to forge forward and confront the challenges we find with communal strength and compassion. This journey is continuous and WoodGreen is fully committed to our objectives year after year,. We hope to be a leader in our communities and support each other in being equitable organizations.

