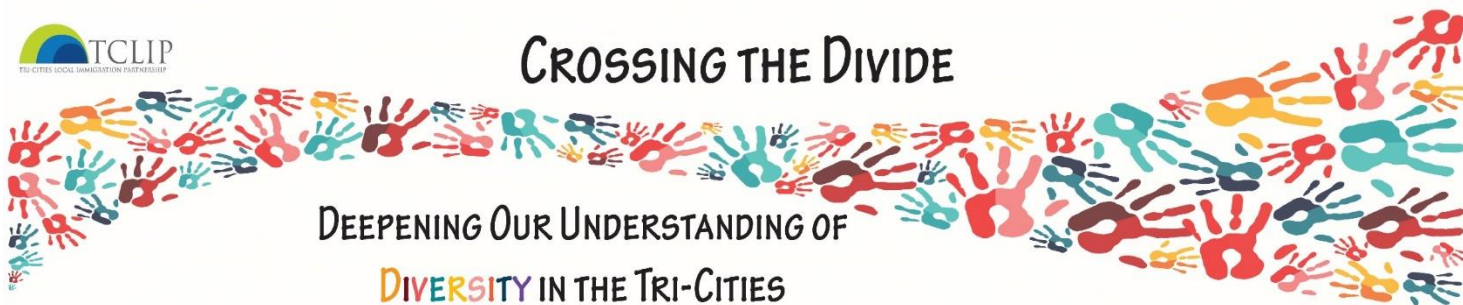


# CROSSING THE DIVIDE



## DEEPENING OUR UNDERSTANDING OF DIVERSITY IN THE TRI-CITIES

In Collaboration with:



Funded by:  
Immigration, Refugees  
and Citizenship Canada

Financé par:  
Immigration, Réfugiés  
et Citoyenneté Canada

## RESOURCE TOOLKIT

This report is intended as a resource to support service providers and organizations in the promotion of diversity and inclusion within services, programs and policies. The content of this resource was developed from discussions at the Crossing the Divide: Deepening our Understanding of Diversity in the Tri-Cities, which took place on December 2<sup>nd</sup>, 2019 & February 18, 2020. The content includes the activities that were included during the forum as well as ideas shared by participants.

### DEFINING TERMINOLOGY

Aim of the activity: Individuals are able to share their personal insights and understanding of the terminologies. Group is able to define and develop a shared understanding of each terminology. This can be done as part of self-reflection.

*What does this term mean to you? Below are examples of responses*

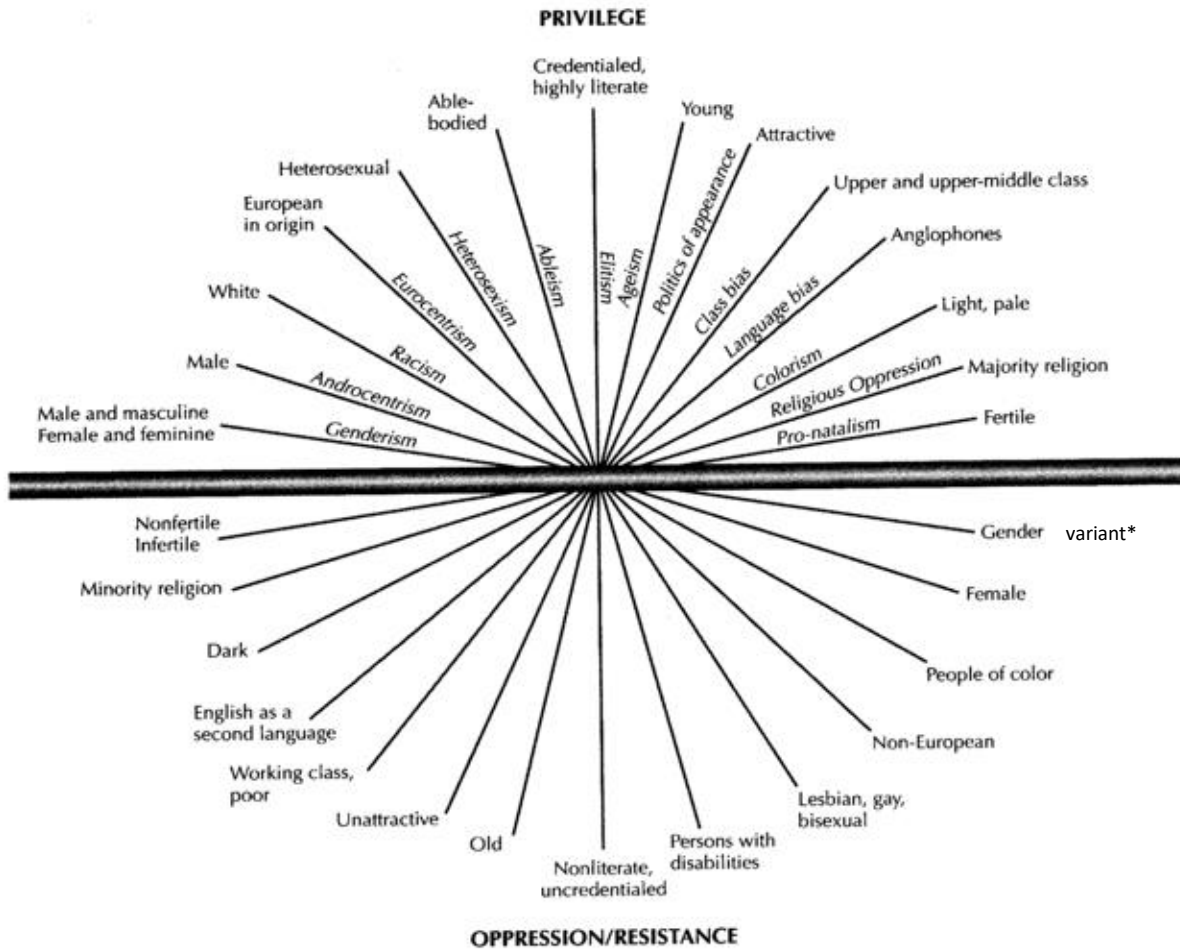
<p style="text-align: center;"><b>DIVERSITY</b></p> <ul style="list-style-type: none"> <li>• Accepting other people for who they are</li> <li>• Different experiences</li> <li>• Different colors, tongues, experiences, values</li> <li>• Differences in a group setting</li> <li>• Full range of perspectives</li> <li>• Bringing together all people’s cultures with respect</li> <li>• Different other groups being together in harmony/accept different voices and opinions</li> <li>• A key to make our community a more welcoming space</li> <li>• A wealth of backgrounds, social and cultural experiences</li> </ul>	<p style="text-align: center;"><b>EQUALITY</b></p> <ul style="list-style-type: none"> <li>• Level playing field</li> <li>• Working toward the same goals</li> <li>• Same/equal</li> <li>• Fairness regardless of race, gender or social class</li> <li>• Having the same opportunities/ opportunities for all</li> <li>• Having access to similar resources &amp; treatment at the same time with a group of people</li> <li>• The rules are the same for all</li> <li>• No prejudice</li> <li>• An ideal to strive towards</li> <li>• Same rights</li> </ul>
<p style="text-align: center;"><b>INCLUSION</b></p> <ul style="list-style-type: none"> <li>• Working together to find ways of having all members of a community feel like an important and valuable person</li> <li>• A sense of being accepted to a group/community, where differences are accepted and respected</li> <li>• Not excluding; Everyone is treated equally</li> <li>• Belonging, without judgment</li> <li>• Making sure everyone has a voice and no one is left out</li> </ul>	<p style="text-align: center;"><b>STEREOTYPE</b></p> <ul style="list-style-type: none"> <li>• Biased opinion with assumptions</li> <li>• Preconceived perception/generalization</li> <li>• Learned from the parent, society and/or school, etc.; stereotype is individual or collective ideas</li> <li>• Assumptions about a person based on preconceived generalizations</li> <li>• Can lead to dangerous path</li> <li>• Often a negative to oppose a group of people. Even positive characteristics can be hurtful</li> </ul>

<ul style="list-style-type: none"> <li>• Everyone feels welcomed</li> <li>• Try to include and invite everyone despite the differences and barriers</li> </ul>	<ul style="list-style-type: none"> <li>• Making judgments about someone based on preconceived notions</li> <li>• The way people make sense of their limited experiences</li> </ul>
<p style="text-align: center;"><b>PRIVILEGE</b></p> <ul style="list-style-type: none"> <li>• Not having to experience or deal with some kinds of oppression</li> <li>• Having access to power, money or comfort than others</li> <li>• Given as a grace, being free in Canada is a privilege</li> <li>• Not well understood by the dominant groups in society</li> <li>• Advantage based on a defined quality, generally by being a member of the majority</li> <li>• Right power resources from existing classes</li> <li>• Where you are born and also the family you are born to</li> <li>• Cis-sexism (cisgender privilege)</li> </ul>	<p style="text-align: center;"><b>BIAS</b></p> <ul style="list-style-type: none"> <li>• Known &amp; unknown</li> <li>• We all have biases</li> <li>• Pre-conceived ideas, barriers</li> <li>• Inherent</li> <li>• Gender roles</li> <li>• We make judgments based on 1 positive or negative experience and apply to all</li> <li>• Institutional</li> <li>• Inability to see past personal experience/understanding</li> <li>• Favouring certain people/things based on stereotype or personal experiences</li> </ul>
<p style="text-align: center;"><b>POWER DYNAMICS</b></p> <ul style="list-style-type: none"> <li>• How the authority you have over someone or someone has over you affects how you interact with them, what you feel comfortable saying</li> <li>• Using position or status to influence outcome</li> <li>• How power is used to uplift or oppress</li> <li>• Gaslighting</li> <li>• Unbalanced relationships</li> <li>• White privilege patriarchy</li> <li>• Hierarchy</li> <li>• Shifting power</li> <li>• Bullying</li> </ul>	<p style="text-align: center;"><b>OPPRESSION</b></p> <ul style="list-style-type: none"> <li>• Active suppression</li> <li>• Injustice</li> <li>• People who don't face it, are blind to it; shows up in many places; affect every aspect of life</li> <li>• Deprivation</li> <li>• Not to be given opportunities</li> <li>• Systemic issue in the society</li> <li>• Unfairly preventing someone from being able to access resources to support their needs</li> <li>• Power over another impacting ability and experiences</li> <li>• Holding back/preventing others from thriving</li> </ul>
<p style="text-align: center;"><b>DISCRIMINATION</b></p> <ul style="list-style-type: none"> <li>• Placing systems of hierarchy</li> <li>• Judging a book by its cover</li> <li>• Social, economic or psychological ways of putting a group or person in a place of less power or standing</li> <li>• Being seen as different &amp; treated differently</li> <li>• Excluding people based on arbitrary reasons</li> <li>• Fear of "different"</li> <li>• Us vs. them, exclude someone different from me/us</li> <li>• Lack of knowledge leads to this</li> <li>• Judging based on differences</li> <li>• Feeling superior</li> </ul>	<p style="text-align: center;"><b>EQUITY</b></p> <ul style="list-style-type: none"> <li>• Having opportunities for everyone based on their needs</li> <li>• What's fair</li> <li>• Mental health awareness</li> <li>• Better &amp; more meaningful than equality</li> <li>• Different from equality</li> <li>• The rules are modified to balance opportunity/access</li> <li>• The right to have the resources to succeed</li> </ul>

## Intersectionality Framework

Intersectionality is the interconnected nature of social categorizations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage. "Through an awareness of intersectionality, we can better acknowledge and ground the differences among us."

During the forum, facilitators shared the Wheel of Oppression to better understand Privilege and Oppression and the intersection of social categorizations as experienced by individuals in society.



\*Gender variant: this term was adapted at the forum from its original version of gender "deviant," as the term deviant creates a negative perception. We adapted to the term "gender variant" to be more inclusive.

## Deepening Understanding of Intersectionality

### Group Activity

In order to deepen service providers' understanding of intersectionality, facilitators led a paper tower building activity, where each person took on different roles, such as only able to stand, unable to see, unable to speak, etc.

Debrief Questions:

- What were the roles played by each member in the task?
- How did your group support one another?
- Share lessons, successes and challenges

### Storytelling and Scenarios

- Provide space for individuals to share their story to acknowledge their own privilege and oppression
- Relevant scenarios enable small groups to discuss potential strategies to issues that they may encounter

## SMALL GROUP DISCUSSIONS

Participants were asked to select 3 questions they would like to discuss from the following list:

- *What actions can you do to have a more inclusive community?*
- *How do you make sure everyone receives the same quality of service without bias?*
- *How would you address behaviours inconsistent with acceptable/ expected norms observed in Canada?*
- *How does the possibility of negative reviews on social media affect the quality of service you provide?*
- *How do you support a multicultural team and the expectations of how each can work together?*
- *How do you create a safer space for LGBTQ within your organization, whether for clients or staff?*

Groups discussed some actions on how to address some of the questions above.

From those discussions, the following themes emerged:

- Creating crossroads for spaces to meet
- How to get everyone to really belong
- Services that build bridges
- Inclusive workplaces

Participants discussed the following actions based on those themes:

<u>Building an Inclusive Society</u>	<u>Multicultural Workplaces</u>
<ul style="list-style-type: none"><li>• Encourage civic engagement amongst marginalized communities</li><li>• See something, say something: understanding your rights and how to respond to discrimination/bullying/harrassment</li><li>• Intercultural events to encourage connections (focus on connections vs. number of participants)</li><li>• Understand how to become allies/complices</li><li>• Improve intercultural skills</li><li>• Opportunities for work experiences</li><li>• Start training early – cultural humility</li><li>• Poster in Tri-Cities about services in different languages</li><li>• Opportunities for building bridges: mentorship, languages, volunteer, community building</li><li>• Creating safe spaces for people to ask questions and learn more about different cultures</li></ul>	<ul style="list-style-type: none"><li>• Sharing tradition and culture with colleagues</li><li>• Support newcomers with training</li><li>• Hiring process: how to become more inclusive?</li><li>• Translation/language/communication skills</li><li>• Employee orientation – support system</li><li>• Policies addressing conflict</li><li>• Platinum Rule: treat others the way they want to be treated</li><li>• Staff Training/team activities and building</li><li>• Developing a coaching environment to understand individual perspectives</li><li>• Be aware of obstacles (mobility, etc.)</li><li>• Multi-language information</li><li>• Creating a safe space for employees to share concerns with supervisor/ leadership</li><li>• Involve clients in program development, such as Client Advisory Committee</li></ul>

## Diversity Trainers

This list features a wide range of trainers and consultancy services, from basic cross-cultural communication and diversity training to deeper, long-term change and management coaching.

Organization	Services Offered
<p><b>Alden Habacon</b> <a href="http://www.aldenhabacon.com">http://www.aldenhabacon.com</a> Email: <a href="mailto:alden@aldenhabacon.com">alden@aldenhabacon.com</a> Phone: 604-825-9618</p>	<p><b>Webinars</b></p> <ul style="list-style-type: none"><li>• Intercultural skills development for managers and/or managing multicultural workplaces</li><li>• Fostering inclusive and/or intercultural communities/workplaces</li><li>• Developing and implementing a diversity strategy using the Diversity Life Cycle</li><li>• Implicit bias training for recruitment or hiring managers</li><li>• Strategic Hiring (vs Equity Hiring)</li></ul> <p><b>Workshops for Staff</b></p> <ul style="list-style-type: none"><li>• Intercultural skills development for front-line staff and/or teaching faculty</li><li>• Working with multicultural clients, students or multicultural environments</li><li>• Teaching multicultural classrooms (includes TA education)</li><li>• Implicit bias training for staff and/or faculty</li><li>• Bringing (your) faith identity into the workplace</li></ul> <p>Vancouver-based, fees not listed</p>
<p><b>BC Recreation and Parks Association</b> <a href="https://elearn.bcrpa.bc.ca/">https://elearn.bcrpa.bc.ca/</a></p>	<p><b>Courses</b></p> <ul style="list-style-type: none"><li>• Aboriginal Cultural Relations Module (free)</li><li>• Engaging the Hard to Reach (\$25 or \$20 for BCRPA members)</li><li>• Social Inclusion and Recreation (\$25 or \$20 for BCRPA members)</li><li>• Vulnerable Populations (free)</li></ul>

**Canadian Centre for Diversity & Inclusion**

<https://ccdi.ca/>

Phone: 416-968-6520

**Consulting**

- Impartial third party to address specific diversity and inclusion issues within the workplace

**Workshops**

- Unconscious bias
- Respect in the Workplace
- Workforce Diversity and Inclusion
- Gender Dynamics
- Age and Generations in the Workplace
- Disability and Compliance with Disability Laws
- Sexual Orientation and Gender Identity
- Engaging Straight White Able-Bodied Men in the Diversity Conversation
- Religion and Faith
- Employment Equity
- Cross-cultural Training and Coaching
- Also offers intensive bootcamps for executive teams

**Webinars**

- Varying topics (\$35+tax for non-members)

**Community of Practice**

- Interactive sessions determined by needs assessed through feedback from/for practitioners and diversity champions (\$59+tax for non-members)

Based in Toronto, offers services in Vancouver

**Christine Mackenzie**

<http://sneakynativeart.com/>

Email: [sneakynative@gmail.com](mailto:sneakynative@gmail.com)

Phone: 604-240-3662

**Workshops**

- Using First Nations art to discuss cultural humility

**Drishti Consulting**

<http://www.drishticonsulting.com/>

Email: [drishticonsulting@telus.net](mailto:drishticonsulting@telus.net)

Phone: 604-618-7308

**Training**

- Fostering inclusive communities and workplaces with an intersectional approach, diversity and anti racism training.
- Transformative Facilitation skills Training
- Feminist Leadership Training
- Challenging, navigating and addressing systemic racism
- From cross cultural to inclusion “deepening the relationships”
- Capacity building for staff, ‘Train the Trainer’ facilitation skills
- Expanding the circle and Engaging the ‘Not Engaged ‘
- Youth Inclusive Leadership Training, building towards Equity
- Finding Your Voice Using Your Voice
- Customized options available
- Receive ongoing follow up support after the training

**Frame & Associates**

<https://www.frameassociates.com/>

Email: [support@frameassociates.com](mailto:support@frameassociates.com)

Phone: 604-325-0780

**Courses**

- For employees: Diversity in the Workplace – Creating an Inclusive Workplace (60 min)
- For Managers: Diversity in the Workplace – Managing an Inclusive Workplace (60 min)

<p><b>Gobinder Gill</b>  <a href="https://www.gobindergill.com/">https://www.gobindergill.com/</a>  Email: <a href="mailto:info@gobindergill.com">info@gobindergill.com</a>  Phone: 604-396-4766</p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• Understanding Diversity</li> <li>• Avoiding Stereotypes at the Workplace</li> <li>• Diversity: Corporate Strategy</li> <li>• Retaining a Multicultural Staff</li> <li>• Diversity at Work: Bias-Free Recruitment</li> <li>• Cross Cultural Awareness</li> <li>• Inter-Cultural Management</li> </ul>
<p><b>M. Ghani Consulting</b>  <a href="https://ca.linkedin.com/in/meharoonaghani">https://ca.linkedin.com/in/meharoonaghani</a></p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• I2I: From Intercultural to Inclusion Workshops (increasing awareness, building understanding, and making systemic changes)</li> </ul>
<p><b>MOSAIC Engage</b>  <a href="https://engage.mosaicbc.org/diversity">https://engage.mosaicbc.org/diversity</a>  Email: <a href="mailto:mklenk@mosaicbc.org">mklenk@mosaicbc.org</a></p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• Intercultural Fluency</li> <li>• Diversity &amp; Inclusion</li> <li>• Unconscious Bias</li> </ul> <p><b>Specialized Courses</b></p> <ul style="list-style-type: none"> <li>• Intercultural Leadership</li> <li>• Intercultural Fluency &amp; Diversity</li> <li>• Customized options available</li> </ul>
<p><b>Natasha Aruliah</b>  <a href="https://ca.linkedin.com/in/natasha-aruliah-75071420">https://ca.linkedin.com/in/natasha-aruliah-75071420</a></p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• Inclusive curriculum design</li> <li>• Inclusive services provision</li> <li>• Inclusive leadership</li> <li>• Welcoming and inclusive organizations</li> <li>• HR, recruitment, and selection</li> <li>• Creating and implementing anti-discrimination, anti-bullying policies</li> <li>• Organizational change</li> </ul>
<p><b>Paula Carr</b>  <a href="http://paulacarr.ca/">http://paulacarr.ca/</a>  Email: <a href="mailto:info@paulacarr.ca">info@paulacarr.ca</a>  Phone: 604-657-5559</p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• Discovery Workshops (3-4 hours): Intercultural awareness building workshops that tap into your strengths and current practices as well as identifying new areas of development</li> <li>• Intercultural Vibrancy Planning Workshops (3-4 hours): Work with diverse stakeholders to motivate, educate, and mobilize actions around common interests and directions for intercultural development</li> <li>• Customizable workshops</li> </ul>
<p><b>PeerNet BC</b>  <a href="http://www.peernetbc.com/">http://www.peernetbc.com/</a>  Email: <a href="mailto:info@peernetbc.com">info@peernetbc.com</a>  Phone: 604-733-6186</p>	<p><b>Workshops</b></p> <ul style="list-style-type: none"> <li>• Inclusive Leadership</li> <li>• Anti-Oppression</li> <li>• Power Dynamics</li> <li>• Conflict &amp; Communication</li> <li>• Customizable workshops</li> </ul>

<p><b>Rhonda Margolis - RLM Learning Innovations</b>  <a href="http://rlmlearninginnovations.ca/">http://rlmlearninginnovations.ca/</a></p>	<ul style="list-style-type: none"> <li>• Consultant, coach, and facilitator known for her leadership in creating welcoming and inclusive workplaces</li> <li>• Organizational training programs</li> <li>• Coaching for leadership development</li> </ul>
<p><b>Safe Harbour: Respect for All</b>  <a href="https://www.amssa.org/programs/diversity/safe-harbour-respect-for-all/">https://www.amssa.org/programs/diversity/safe-harbour-respect-for-all/</a>          Email: <a href="mailto:safeharbour@amssa.org">safeharbour@amssa.org</a>          Phone: 604-718-2780          Toll-Free: 1-888-355-5560</p>	<p><b>Group Training</b></p> <ul style="list-style-type: none"> <li>• Part 1: E-Learning workshop (70 min)</li> <li>• Part 2: Face-to-face facilitated workshop (2 hours)</li> </ul> <p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• Organizational: Receive ongoing support after training in addition to other member benefits (costs vary)</li> <li>• Individual certification: \$39-79 based on membership level</li> </ul>
<p><b>ZINÇO SŁÁNI Thunderbird Woman Consulting</b>  <a href="https://www.thunderbirdwomanconsulting.com/">https://www.thunderbirdwomanconsulting.com/</a>          Email: <a href="mailto:priscillaomulo@gmail.com">priscillaomulo@gmail.com</a></p>	<p><b>Workshops &amp; Consulting</b></p> <ul style="list-style-type: none"> <li>• Priscilla Omulo uses Indigenous frameworks and teachings to support intercultural learning</li> </ul>

#### INDIGENOUS TERRITORY ACKNOWLEDGEMENT



**KWIKWETLEM**  
FIRST NATION

We acknowledge we are on the unceded traditional territory of the Kwkwetlem First Nation, which lies within the shared territories of the Tsleil-Waututh, Katzie, Musqueam, Qayqayt, Squamish, and Sto':lo Nations.

We would like to acknowledge that this territorial acknowledgement was developed by the Indigenous Education Department at School District 43 for use in the Tri-Cities.



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Anna Helewkaa, Douglas College

Pamela Cawley, Douglas College

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