
LGBTQ2S+ Employee Training Plan

Recommendation

That the report of the Acting General Manager, Corporate Performance Department, dated October 9, 2018, be received as information.

Topic and Purpose

The report highlights the LGBTQ2+ training and awareness implementation plan for City of Saskatoon employees in senior management, Human Resources and among frontline staff working in City of Saskatoon recreation facilities.

Report Highlights

1. Corporate training entitled “Diversifying the Workplace: LGBTQ2S+ Identities and Inclusive Practices” is available to all employees. To date, 58 employees have attended this training.
2. Recreation and Community Development division began implementing their plan of providing training to all front line staff in May 2018 with the majority of current staff complete by August 2018.
3. In August 2018, the Human Resources Division participated in a training workshop.
4. Senior Management were invited to participate in LGBTQ2S+ training in April, 2018. 20 senior managers have attended to date with the option to attend the training from the corporate learning and development schedule.
5. In addition to formal training, other awareness and inclusion initiatives have taken place in the last two years in order to further employee knowledge and organizational inclusion for LGBTQ2S+ people. These initiatives include participation in Pride events and activities, positive leadership messaging, implementing inclusive washrooms, setting guidelines for change rooms, development of a new Respectful and Harassment-Free Workplace Policy, and Self-Declaration Questions added to the 2017 Employee Engagement Survey and 2018 Employee Engagement Pulse Survey.

Strategic Goals

This report supports the strategic goal of a Culture of Continuous Improvement and the long term strategy to offer an inclusive workplace that embraces diverse backgrounds.

Background

City Council, at its meeting held on March 27, 2017, considered the Equity Policy Review report. During consideration of this matter, City Council received a presentation from the Executive Director of OUTSaskatoon suggesting ways the City of Saskatoon could acknowledge and support the LGBTQ2S+ community through education, inclusion of representation within the City’s governance structure, and supporting Pride Home. City Council resolved, in part:

- “4. That the Administration report back to the appropriate committee with a plan to implement LGBTQ2+ training for City of Saskatoon employees in senior management, in the human resources department and among the frontline staff working in City of Saskatoon recreation facilities.”

Report

In 2017, Human Resources developed a plan to increase knowledge and awareness among civic employees for LGBTQ2S+ people. This is an important part of our corporate diversity and inclusion plan in working towards our goal “to offer an inclusive workplace that embraces diverse backgrounds.” In addition, this supports the priority to foster an inclusive community and ensuring an inclusive City with equality of services for all citizens.

Corporate Wide Employee Training

In consultation with community partner OUTSaskatoon, a corporate training workshop was developed entitled “Diversifying the Workplace: LGBTQ2S+ Identities and Inclusive Practices”. Amanda Guthrie from OUTSaskatoon facilitates this 2 hour workshop, available to all employees. The learning objectives of this workshop are:

- Current statistics for the LGBTQ2S+ population.
- The basics of identity.
- LGBTQ2S+ terminology.
- How LGBTQ2S+ employees are affected by prejudice and discrimination.
- How to make your work environment an LGBTQ2S+ -inclusive environment and safe space for all employees.

To date, 58 employees have participated in the corporate training. This training is available twice annually to all employees, as well as, upon request for specific workgroups.

Recreation and Community Development Front Line Staff Training

The Recreation and Community Development Division developed a plan to incorporate LGBTQ2S+ training for all front line staff including: Lifeguards, Cashier-Receptionists, Childcare Workers, Activity Leaders, Building Attendants, Playground Program Leaders, Summer Program Coordinators, Outdoor Pool Recreation 10, and Aquatic Technicians and Forestry Farm and Zoo staff.

The training was developed and facilitated by OUTSaskatoon and began in May 2018 with the majority of staff scheduled to be completed by the end of September 2018. Future training will be available to staff either by the regularly scheduled workshop on the Corporate Learning and Development calendar throughout the year or through a separate annual workshop to accommodate staff who work outside of regular business hours and for new summer staff.

In addition to the mandatory training for front line staff, in partnership with OUTSaskatoon, the Leisure Centres created a guideline for staff to ensure a safe,

comfortable and welcoming experience for all patrons. This guideline specifically provides direction for staff when a question or concern is raised in relation to a transgender person using a change room. Through this directive, the Community Services Department, Recreation and Community Development Division, affirm its commitment to recognizing and valuing the diversity of its citizens and patrons.

Senior Management Training

A lunch and learn was hosted for both the Senior Leadership Team and the Administrative Leadership Team in April 2018. This session, facilitated by OUTSaskatoon, was specifically tailored for leadership and included terms and terminology, in addition to reviewing what leadership can do to ensure inclusive policies, practices and procedures for the LGBTQ2S+ community. 20 senior managers were in attendance at this event.

Human Resources Staff Training

The 2017 Business Plan for Employee Experience and Performance (EEP) provided the following commitments to diversity and inclusion learning and development:

- All EEP staff to attend at least one diversity and inclusion event each year.
- Remaining staff to attend Aboriginal Awareness and Fundamentals of Cultural Competency by the end of the first quarter of 2018.

The Human Resources Division attended a workshop facilitated by OUTSaskatoon in August 2018. This workshop was designed specifically with the role of HR and LGBTQ2S+ inclusion.

HR staff have also participated in various other initiatives and training including:

- Public Lunch and Learn Series from OUTSaskatoon. (Topics included: LGBTQ2S+ 101: An intro to terms + identity, Two Spirit 101: An introduction to the history and identities of Two Spirit people, How to Engage with and Support LGBTQ2S+ Youth).
- Pride events.
- Webinars hosted by the Canadian Centre for Diversity and Inclusion (CCDI) on LGBT inclusion.

Additional Employee Awareness and LGBTQ2S+ Inclusion Initiatives

In addition to formal training, other awareness and inclusion initiatives have taken place in the last two years in order to further employee knowledge and organizational inclusion for LGBTQ2S+ people. These include:

1. Pride: Participation in Pride activities including the promotion of the Pride Flag Raising at City Hall, providing Pride flags for window/offices during Pride month, participation in the Pride Parade and decals added to City transit buses and other City vehicles. These initiatives enhance the City's reputation in the community as LGBTQ2S+ friendly and increases employee trust within the organization for LGBTQ2S+ inclusion.

2. Leadership messaging: Positive messaging from leadership around LGBTQ2S+ inclusion sets an expectation for employees about what types of behaviour is acceptable and expected in the workplace. It also provides confirmation to LGBTQ2S+ employees that the organization is a safe and welcoming place for them to work. Examples of City of Saskatoon positive leadership messaging include:
 - Mayor and Council's support and participation in Pride events.
 - City Council directing Administration to develop a training plan for LGBTQ2S+.
 - Leadership attending LGBTQ2S+ training.
 - City Manager and leadership's support and participation in Pride events.
 - Regular stories on LGBTQ2S+ inclusion (Pride participation, inclusive washrooms) in the corporate newsletter "Working Together".
 - Leadership support for LGBTQ2S+ inclusion corporate initiatives.
 - Union/Association sponsorship of and participation in Pride events.
3. Personal learning: The Diversity and Inclusion SharePoint site has information and resources on LGBTQ2S+ for personal learning. This includes information such as terms and terminology, information from the Saskatchewan Human Rights Commission (SHRC) on Human Rights of Transgender People, CCDI Report "In & Out: Diverging Perspectives on LGBT Inclusion in the Workplace" report and links to further information.
4. Inclusive Washrooms: Recently the City added inclusive washrooms which involved adding the word "Inclusive" and a symbol to five washrooms in the Civic Square East building and City Hall.
5. Respectful and Harassment-Free Workplace (RHFV) Policy: The recent revision of the Respectful and Harassment-Free Workplace Policy now contains the complete list of prohibited grounds directly in the policy including sexual orientation and gender identity. This new policy was supported by an internal communication plan and requires all employees to review the policy with training programs available for all levels of employees.
6. Self-Declaration Questions added to the 2017 Employee Engagement Survey and 2018 Employee Engagement Pulse Survey: The employee engagement survey included self-declaration questions on sexual orientation and gender identity. These questions were asked in order to identify the engagement levels of LGBTQ2S+ employees. Engagement levels of LGBTQ2S+ employees are one of the ways to measure workplace inclusion for LGBTQ2S+ employees.

Public and/or Stakeholder Involvement

The Administration will continue to work with OUTSaskatoon to provide ongoing training for employees.

Communication Plan

No formal communication plan is required but this initiative will be promoted internally to help reinforce the City's commitment to diversity and inclusion.

Financial Implications

The costs associated with this training are covered by existing budget allocations.

Other Considerations/Implications

There are no policy, environmental, privacy or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

Regular progress updates on this initiative will be reported out in the Diversity and Inclusion Annual Report.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

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