

Department:	People Services	Policy Number:	HRC-061
Approved by:	Executive Team	Accountability:	VP, People and Culture
Operational Lead:	Director, People and Organizational Development	Policy Origin Date:	April 21, 2023
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POLICY TITLE:

Anti-Oppression and Cultural Safety Policy

1 POLICY

- 1.01 Surrey Place is committed to dismantling institutional racism by identifying, preventing, and removing barriers in providing service to our clients and their families and for our staff in employment and the work environment.

2 PURPOSE

- 2.01 The purpose of this policy is to have an anti-oppression approach to address racial disparities in:
- a) Service delivered to BIPOC clients, families, visitors, and community partners.
 - b) Employment and the work environment, including, but not limited to, the recruitment, selection, promotion, professional development and termination of BIPOC.

3 SCOPE

- 3.01 This policy and its related procedures apply to all Surrey Place staff, students, volunteers and contractors providing service on behalf of Surrey Place.

4 LEGAL AUTHORITY

- 4.01 Ontario Human Rights Code

5 RESPONSIBILITY

- 5.01 All Surrey Place staff are responsible for complying with all applicable policies and the Human Rights Code to provide service and creating a work environment that is free of racism.
- 5.02 Surrey Place leaders are responsible for applying policies and guidelines to promote inclusion and improve racial equity.
- Assist in removing barriers based on race within their team, unit, or department by: a. adhering to non-discriminatory practices during recruitment, hiring, promotion, transfers, education and training.

5.03 People Services is responsible for:

- a. Assisting in the collection and analysis of data on a. race-based complaints recruitment, promotions, transfers, education, training and exit interviews.
- b. Conducting trend analyses based on race and communicating this data to Executive Team.
- c. Preventing and removing barriers in employment caused by institutional racism.
- d. Address and resolve race-based complaints.

6 Glossary of Terms:

6.01 Anti-racism: The work of actively opposing discrimination based on race by advocating for changes in political, economic, and social life. Anti-racism tends to be an individualized approach, which is set up to counter an individual's racist behaviours and impact.

6.02 Anti-Black racism: The ongoing prejudice and discrimination directed at individuals of African, Black, and Caribbean descent. This is embedded in education, healthcare, social justice and judicial system, which mirror and reinforce beliefs, attitudes, prejudice, stereotyping, and/or discrimination.

6.03 Islamophobia: The fear, hatred, and prejudice directed towards individuals practicing the Islamic faith or who identify as Muslim.

6.04 Anti- Semitism- Has been reported as history's "oldest hatred" against Jewish people. This term is an expression of hatred, discrimination, and violence towards community institutions and religious facilities and individuals who practice the Jewish faith.

6.05 Anti-Asian racism- Refers to historical and ongoing discrimination, negative stereotyping, and injustice experienced by peoples of Asian heritage, based on others' assumptions about their ethnicity and nationality including East Asia, South Asia, West Asia, Southeast Asia, Central Asia, Native Hawaiian, and Pacific islanders.

6.06 Anti-oppression: Recognizing and deconstructing the systemic, institutional and personal forms of disempowerment used by certain groups over others; actively challenging the different forms of oppression. For example, some systems of oppression include sexism, racism, ableism, classism, agism, etc.

6.07 Black, Indigenous, Person of Colour (BIPOC or BIPoC): An acronym for Black, Indigenous and Person of Color. BIPOC is meant to emphasize the hardships faced by Black and Indigenous people in the US and Canada and is also meant to acknowledge that not all people of color face the same levels of injustice.

6.08 Cultural safety: is about shared respect, shared meaning, and shared knowledge. It is about creating an environment where there is no power imbalance, challenge, or denial of one's identity and experience.

7 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

7.01 Code of Conduct Policy

7.02 Workplace Discrimination and Harassment Policy

7.03 Conflict Resolution and Cultural Safety Policy

8 PROCEDURES

8.01 Not behaving or acting in ways which marginalize, isolate, demean, humiliate, and/or subject a person to microaggressions, hostility, and/or to undermine or make it difficult for a person to access opportunities because of BIPOC or any other marginalized identity.

8.02 Examples of microaggressions include comments or actions that negatively targets a **marginalized group of people**. Communities or identities that can be targeted include, but are not limited to:

Race

Gender

Age

Sexual orientation

Socioeconomic class

Citizenship status

Disability

Religion

8.03 Microaggressions can be verbal, behavioral, or environmental.

A. Verbal Microaggression- **A verbal microaggression** occurs when someone says something offensive or disrespectful to a marginalized group. Some examples include:

1. Q: Where are you from? R: I am from Canada Q: No where are you really from?
2. Suggesting to call someone another name, other than their given name, because "it's too difficult to say"

B. **A behavioral microaggression** is an insensitive or problematic action that often plays into identity stereotypes. This might look like:

1. Assuming a BIPOC individual cannot be a person in leadership or take a lead on major projects.

C. **Environmental microaggressions** are expressed in society through lack of representation, inclusion, and diversity. This often manifests through:

1. Not hiring and having a full representation of [BIPOC individuals and other deserving groups \(e.g., people with disabilities\) in executive and other leadership positions](#)
 2. Not having accessible facilities or buildings and relevant assistive technology for staff, clients, and families
- 8.04 Completing the mandatory anti-racism and anti-Black racism and unconscious biases at work educational courses, as required by the leader of the team, unit, or department.
- 8.05 Employees who believe that they are being marginalized, isolated, humiliated, or subject to microaggressions, hostility or undermined should take action to address the concern. If possible and/or if appropriate, the employee should speak directly to the person involved and advise the person that their behaviour is unacceptable. This can be done in a variety of ways:
- 8.06 INFORMAL PROCEDURE: Employees, who do not wish to initiate a formal complaint, can choose the following informal mechanisms:
1. Tell the person that the behaviour is unwelcome and must stop. If the employee wishes, they can have a community member or colleague, whom the employee feels safe with, to be present during the conversation, Or
 2. Write a letter to the person outlining a clear description of the incident as s/he/they perceives it, a description of how the incident made him/her/them feel and a statement that s/he/they wishes the behaviour to stop, Or
 3. Request the V.P. People and Culture (or delegate) to meet with the complainant to assist in the resolution of the situation which may include referring to the Conflict Resolution and Trust Building policy without filing a formal complaint.
- 8.07 FORMAL PROCEDURE: If the informal procedure is not possible, the employee initiates a formal complaint by the following:
- A. Meet with the V.P. People and Culture to discuss and assess the complaint and determine whether the complaint can be resolved at this step.
 - B. If the complaint cannot be resolved at this step:
 1. written complaint will be prepared by the employee (complainant) outlining the dates, times, nature of behaviour and witnesses.
 2. The V.P. People and Culture (or delegate) may initiate a confidential (as possible) and expeditious investigation into circumstances surrounding the incident. At the start of the investigation, People Services may put the respondent on a paid administrative leave for the duration of the investigation.
 3. Complainants and Respondents who are union staff may select a union representative to support them during the investigation process and meetings. Non-union complainants and respondents may select a support person; an internal Surrey Place staff or an external person who is not a witness or have any connection with the investigation.

4. The investigation will include meetings with respondent, complainant, and any other potential witnesses.
5. Based on the nature of the complaint and organizational level the complainant and respondent are at, a third-party investigation maybe conducted.
6. As part of the investigation, the respondent will receive a summary of allegations.
7. The internal and external investigation meetings are highly confidential. However, the managers of the respondent and complainant will be informed of the investigation process and updates.
8. Employee Family Assistance Program (EFAP) support is provided to all parties involved in the investigation process and updates.
9. The V.P. People and Culture (or delegate) informs both the complainant and the respondent in writing of the results of the investigation.
10. The appropriate Director/Manager/Supervisor carries out any remedial and/or disciplinary action that has been determined.
11. All investigations are conducted in a fair and impartial way to determine whether the impact of the violation breaches the Human Rights Code and/or the Occupational Health and Safety Act of Ontario.
12. Anyone who initiates threats or reprisals against an individual for using this policy is in violation of the Human Rights Code of Ontario and/or the Occupational Health and Safety Act of Ontario and will be subject to discipline up to and including termination of employment.

9 ATTACHMENTS

9.01 None noted

10 REVISION HISTORY

Date Revised	Reviewer (Director or designate)	Comments