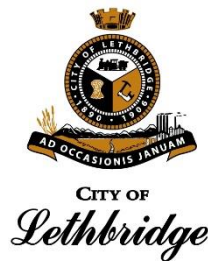


Building Bridges...

A Welcoming and Inclusive Lethbridge

Community Action Plan 2019 – 2022

Supported by funding from:



Introduction and Background

The International Coalition of Cities Against Racism was launched by the United Nations Educational, Scientific and Cultural Organization (UNESCO) in 2004 in response to the increasing acts of racism and discrimination around the world. In the following year, the Canadian Commission for UNESCO (CCU) established the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD) and began to invite municipalities to join the Coalition.

The City of Lethbridge became a signatory to the Coalition when Council passed Resolution 555-E Appendix C. Becoming a signatory community in to Coalition of Municipalities Against Racism and Discrimination (CMARD) signaled a clear and public commitment to building a welcoming and inclusive Lethbridge.

As a member municipality, Lethbridge adopted the 10 CMARD commitments:

1. Increase vigilance against systemic and individual racism and discrimination.
2. Monitor racism and discrimination in the community more broadly as well as municipal actions taken to address racism and discrimination.
3. Inform and support individuals who experience racism and discrimination.
4. Support policing services in their efforts to be exemplary institutions in the fight against racism and discrimination.
5. Provide equal opportunities as an employer, service provider and contractor.
6. Support measures to promote equity in the labour market.
7. Support measures to challenge racism and discrimination and promote diversity and equal opportunity housing.
8. Involve citizens by giving them a voice in initiatives and decision making.
9. Support measures to challenge racism and discrimination and promote diversity and equal opportunity in the education sector and other forms of learning.
10. Promote respect, understanding and appreciation of cultural diversity and the inclusion of Aboriginal and racialized and marginalized communities into the cultural fabric of the municipality.

The Lethbridge CMARD Committee, formed as a subcommittee of Standing Committee on Community and Social Development, was tasked with overseeing the development and implementation of a plan of action. Based on extensive feedback from key stakeholders and community members, a ten-year action plan, Building Bridges, A Welcoming and Inclusive Lethbridge was developed and began to be implemented by the Committee.

In 2019, based on feedback from community consultations, the CMARD Committee was restructured and the Action Plan was updated to create a revised three-year Plan for 2019-

2022. This Plan will add to build on the considerable achievement of CMARD Lethbridge from 2011 to 2017 (see Appendix C for a summary of activities and achievements in that time period).

Implementation of Approaches and Considerations

Implementation of the Action Plan will require attention to the following considerations:

Addressing Road Blocks

Racism, discrimination and marginalization are difficult and sensitive issues, and many individuals seek to avoid dealing with them directly. Work in this area can be challenging, highly charged and emotional and all too often defensiveness, resistance, denial and backlash are characteristic responses to this important work. Recognizing this ahead of time and developing strategies to address it, are key to success.

Education and Training

Education and training can play a critical role in the changing of institutional policies and practices and lead to individual changes in attitudes and behaviours. It needs to be an ongoing process, linked with the Community Action Plan to promote equity, diversity and inclusion and reduce racism, discrimination and marginalization, and embedded within other strategic education and training initiatives.

Open Communication and Public Education

It is important for municipalities involved in this work are educated about the issues involved. This requires processes of ongoing communication, both within the municipal organization and within the broader community, that are designed to broaden the base of support.

Locating Resources

Like any other priority, municipal initiatives to promote diversity, equity and inclusion and reduce racism, discrimination and marginalization, require adequate resources to successfully implement and sustain the work over the long term. Identifying existing resources is an important step in addressing strengths and gaps, and the resource capacity to undertake the work. It requires putting into place a viable financial plan through commitments in annual budgets and through seeking external funding when needed.

Accountability

Input from minority communities and critical learning from a range of initiatives, highlight accountability as an essential ingredient to successfully promoting diversity, inclusion and equity and reducing racism, discrimination and marginalization. Accountability assures that the work is being done and as importantly, demonstrates the successes achieved and what is changing as a result.

Areas of Focus and Goals

The Action Plan includes the following Areas of Focus and Goals:

AREA OF FOCUS	GOAL
FOSTER AWARENESS	Increase awareness and understanding in the community through education
BUILD PARTICIPATION, PARTNERSHIPS AND COMMITMENT	Build and strengthen partnerships across all sectors to address racism and discrimination
	Increase citizen participation, collaboration and commitment to addressing racism and discrimination
	Increase opportunities to engage youth in addressing racism and discrimination
CREATE A SAFE COMMUNITY	Advocate for processes to identify and address issues of safety for people experiencing racism or discrimination
	Develop a response model to document and respond to incidents of racism and discrimination

ACTION PLAN

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
FOSTER AWARENESS	Increase awareness and understanding in the community through education	1. As part of CMARD’s mandate, an initiative was designed to support downtown businesses and organizations in creating a culture of diversity and inclusion from a business and organizational approach. This initiative is known as Bonvenon. Meaning “welcome” in the international language of Esperanto. The name suggests the purpose of the initiative, a way to create welcoming and inclusive spaces in our downtown neighbourhood. It involves training, a guide, and decals to identify the Bonvenon safe spaces.	- Winter 2020 – Fall 2022	City of Lethbridge to update Bonvenon program	Update branding/refresh program information: \$0	# of facilitators participating in Train-the Trainer sessions
			Train-the Trainer sessions: Winter/Spring 2020	Chamber of Commerce, Downtown Lethbridge BRZ, not for profit organizations	Train the Trainer Sessions - 2 in 2020, 1 in 2021 and 1 in 2022. Delivered by HR Specialist. 2 day, 7 hour training sessions @ \$50/hour room rental and lunch for 15 participants @ \$20/each.	# of businesses participating in training
			Community Sessions: Spring/Summer 2020		2020 - \$2,000 2021 - \$1,000 2022 - \$1,000	Increased awareness among business operators of strategies to create more welcoming and inclusive workplaces
					Delivery of 3 Community Sessions/year: this includes room rental and coffee/tea for participants. Facilitators will be Coalition members = \$0. Room rental is \$50/hour X 4 hours = \$200/session. 2020 - \$600 2021 - \$600 2022 - \$600	
					\$5,800	

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
		<p>2. Design and implement a public education campaign to inform citizens about:</p> <ul style="list-style-type: none"> • Experiences of racism and discrimination in the community and the impact of these experiences • Human rights, legislation and rights and obligations related to racism and discrimination • Equitable policies and practices • Best practices for inclusion and equity • Relevant research studies that can help to inform Coalition actions <p>Use a variety of media (social media, print materials, digital media, videos, online materials, visual and performing arts) to target different segments of the population. Examples include:</p> <ul style="list-style-type: none"> • #Saynotoracismyql • Update the Myths and Facts Sheet 	2019 - 2022	<p>Alberta Human Rights Commission</p> <p>Alberta Hate Crimes Committee</p> <p>Coalition Creating Equity (CCE)</p> <p>Southern Alberta Ethnic Association</p> <p>Lethbridge Public Interest Research Group (LPIRG)</p>	<p>The campaign will be developed and implemented by a consultant.</p> <p>2019 - \$10,000 2020 - \$5,000 2021 - \$5,000 2022 - \$5,000</p> <p style="text-align: right;">\$25,000</p>	<p># of public education events</p> <p># of participants at events</p> <p># of organizations that request educational sessions</p> <p>Level of satisfaction with information provided at events</p> <p>Increase in awareness about issues related to racism, discrimination and human rights</p>

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
		<ul style="list-style-type: none"> Segment on Shaw Spotlight <p>Target groups, organizations and sectors that are not part of the CMARD network (e.g. law enforcement, legal clinics, schools, youth programs, youth commissions, intercultural relations boards, homebuilders, realtors, hotels, tourist and hospitality associations, landlords, social housing providers, tenant associations, etc.)</p>				
		<p>3. Implement events where community members can come together to share perspectives on issues related to inclusion, diversity and equity in a safe space.</p> <p>Diversity Cafés</p> <ul style="list-style-type: none"> Monthly drop in with different topics led by various members of the CMARD Committee Community consultations Neighborhood forums 	Fall 2019 – December 2022	This will include the monthly Coalition meetings beginning June, 2019 with a lunch and learn session added after each meeting beginning September, 2019.	<p>Coalition Meetings:</p> <p>2019 (June - December)</p> <p>2020 (January - December)</p> <p>2021 (January - December)</p> <p>2022 (January - December)</p> <p>plus</p> <p>40 Lunch n Learn sessions</p> <p>2019 (September – December)</p> <p>2020 (January – December)</p> <p>2021 (January – December)</p> <p>2022 (January – December)</p> <p>2019 - \$900</p> <p>2020 - \$1500</p> <p>2021 - \$1500</p>	<p># of events</p> <p># of participants at events</p> <p>Level of satisfaction with events</p> <p>Increase in awareness about issues related to racism,</p>

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
					2022 - \$1500 Room rental includes coffee/tea \$5,400	discrimination and human rights
		4. Support and promote existing monthly calendar of diversity and inclusion related events in the community that are being held by various organizations and post-secondary institutions in the city	2019 - 2022	Volunteer Lethbridge is leading and funding this.	\$0	Increase in number of participants attending community events
		5. Identify and create a list of local experts, facilitators, speakers and trainers in the area of inclusion, diversity and equality.	Collection of members' data volunteering to begin June 2019 and reviewed at September Coalition meeting	Coalition members as a whole with Co-Chairs coordinating.	\$0	# of organizations requesting information on facilitators, speakers and trainers
		6. Support organizations that are offering Aboriginal awareness and cultural competency training by promoting training and assisting with	Ongoing	Membership at large	\$0 Promotion of their work will have no cost besides time.	Increased capacity of organizations to offer Aboriginal awareness and

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
		implementation when needed				cultural competency training Increased participation in training
		7. Create a Coalition website to disseminate information relevant information and resources	Begin Development Fall 2019, Launch Winter 2020	Begin Development Fall 2019, Launch Winter 2020. This will be done by Co-Chairs with assistance/training from The City's HR Specialist - Diversity and Inclusion.	Costs include \$300/year for WordPress site and \$25/year for domain registration. 2019 - \$325 2020 - \$325 2021 - \$325 2022 - \$325 \$1,300	# of visits to website
AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	
BUILD PARTICIPATION , PARTNERSHIPS AND COMMITMENT	Build and strengthen partnerships across all sectors to address	8. Support the work of the Youth Collective in Lethbridge to ensure that the needs of youth being affected by bullying, violence and/or discriminatory discipline	Ongoing	Youth Collective – a collaboration of seven organizations currently developing a	\$0	

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
	racism and discrimination	policies and practices are being addressed		<p>Terms of Reference</p> <p>Coalitions Creating Equity Coordinator – delivering anti-racism and anti-discrimination workshops for youth</p> <p>Alberta Hate Crimes Committee members to deliver Hate Hurts program in schools</p>		
		9. Develop a recognition program for schools/students that are working on anti-racism and anti-discrimination initiatives.	Spring, 2020 - 2022	<p>Leaders of Tomorrow recognition program for youth</p> <p>Existing recognition programs in</p>	<p>Beginning in 2020.</p> <p>Cost is for 3 X \$50 framed certificate per year.</p> <p>2020 - \$50 2021 - \$50 2022 - \$50</p>	<p>Level of participation in recognition program</p> <p>Increased awareness among schools/studen</p>

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
				schools and in the community	Total \$150	ts about need to address racism and discrimination
	Increase citizen participation, collaboration and commitment to addressing racism and discrimination	10. Organize a bi-annual Welcoming and Inclusive Community Conference in collaboration with the City of Lethbridge and other partners. A potential focus for the conference is inclusive hiring practices.	2020 & 2022	Lead - City of Lethbridge Alberta Urban Municipalities Association (AUMA) Alberta Human Rights Commission Businesses, agencies working on employment equity	This IS NOT a Community-led event. No budget implication for Coalition. There may be Coalition members whose organizations may be sponsors of the event however. Co-sponsor for Inclusive Hiring Conference will be the Local Immigration Partnership who will be looking for a grant to support their involvement. Sponsor for the Inclusion Conference would be AUMA/Alberta Human Rights through their Welcoming and Inclusive Communities initiative. Lethbridge to host either Come Together Alberta Conference OR Municipal Inclusion Forum. \$0	# of conference participants Level of satisfaction with conference Increased awareness about issues covered in conference sessions
	Increase opportunities to engage youth in addressing	11. Collaborate with organizations that offer programs for youth that would increase awareness build capacity in children and	2019 - 2022	Alberta Hate Hurts program in collaboration with Alberta Hate Crimes	\$0 Collaboration with no direct costs to Coalition.	# of Hate Hurts programs implemented Increased capacity in

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	OUTPUTS /OUTCOMES
	racism and discrimination	youth to respond to racism and discrimination		Committee (AHCC), Lethbridge Police Service School Resource Officers, Local Immigration Partnership school programs, Alberta Urban Municipalities Association (AUMA) Local schools, Boys and Girls Clubs, after school programs and other youth programs.		children and youth to respond to racism and discrimination

AREA OF FOCUS	GOAL	ACTION ITEM	TIMELINE (YEAR)	POTENTIAL PARTNER/S	BUDGET	
CREATE A SAFE COMMUNITY	Advocate for processes to identify and address issues of safety	12. Work closely with a representative from the Lethbridge Police Service (LPS) and other law enforcement and relevant justice related services to identify issues of concern in the community and to advocate for strategies to address these issues.		LPS Diversity Officer Sage Clan Patrol Apiistamiiks White Buffalo group	\$0	Increased trust and relationships between community members concerned about issues of safety and LPS
	Develop a response model to document and respond to incidents of racism and discrimination	13. Support the efforts of Coalitions Creating Equity (CCE) to develop a response model to identify and respond to acts of racism, hate crimes and incidents, including bringing such incidents to the attention of the authorities. Include hate crime incidents statistics from Statistic Canada and AHCC's StopHateAB.ca site in reports to Council	Ongoing	Coalitions Creating Equity (CCE) Alberta Hate Crimes Committee (AHCC) Alberta Human Rights Commission (AHRC)	\$0	Development and implementation of a Response Model Use of the Response Model to track, report and address issues Decrease in number of incidents

Yearly Costs: **2019** \$11,225 **2020** \$9,475 **2021** \$8,475 **2022** \$8,475 **Total 2019 – 2022** \$37,650
CMARD Budget Remaining in CSD \$18,815
Budget Request \$18,835

Appendix A – Council Resolution

September 17, 2007

- **Barb Cunningham, Chair and Bruce Thurston, Vice Chair, Standing Committee on Community & Social Development**, Re: Coalition of Municipalities Against Racism and Discrimination

Bruce Thurston, Vice-Chair, Standing Committee on Community & Social Development, on behalf of Barb Cunningham, advised that “A Canadian Coalition of Municipalities against Racism and Discrimination” will broaden and strengthen our society’s ability to protect and promote human rights through coordination and shared responsibility among local governments, civil society organizations and other democratic institutions.

He provided background information and advised as follows:

- Coalition and various organizations that are involved and the reasons to join
- Overall purpose of the Coalition is to assist the community in addressing issues related to diversity, a barrier that poses a threat to our community
- That City Council sign the Declaration to join the Coalition establishing the capacity to deal with racism and discrimination specific to Lethbridge
- Commitments involved

City Council addressed the following during question period:

- Toolkits and other resources that may be available to implement a policy

The following resolution was presented:

L.D. VAALA:

BE IT RESOLVED THAT the City of Lethbridge take the steps required to develop and promote building an inclusive community and support the Common Commitments, Coalition of Canadian Municipalities Against Racism and Discrimination

AND FURTHER BE IT RESOLVED THAT the City of Lethbridge join the Canadian Coalition of Municipalities Against Racism and Discrimination and sign the Declaration

AND FURTHER BE IT RESOLVED THAT the Standing Committee on Community and Social Development be requested to oversee the development and implementation of a plan of action for the City and recommend a Family & Community Support Services (FCSS) Funding allocation from unallocated funds to a maximum amount of \$25,000, to effectively resource the development and implementation of this plan

AND FURTHER BE IT RESOLVED THAT the request be approved with the recommended funding from FCSS funds

AND FURTHER BE IT RESOLVED THAT Mr. Thurston be thanked for his presentation.

Opposed: J.D. Weadick

-----**CARRIED**

Appendix B - CMARD Lethbridge Past Accomplishments

The following is a summary of past accomplishments of CMARD Lethbridge.

2011-2012 ¹	<ul style="list-style-type: none"> • Hiring of Inclusion Consultant • Anti-racism response training • PANGAEA café- opportunity for citizens to meet and share perspectives • Support for community agencies with their initiatives and activities • Present at conferences and events locally, provincially and nationally • Attend and support community events • Represent Lethbridge at provincial and national initiatives • Participate in and support initiatives of Vibrant Lethbridge • Supervise University of Lethbridge practicum students • Set up displays and information sharing tables at events such as Aboriginal Job Fair • Assist with member group events such as Hate Crime Prevention Day and Sisters in Spirit Vigil • Receive discrimination complaints and forward them to the appropriate bodies • Have a meaningful presence in media • Create “best practices” tools that is being highlighted and used nationally • Create a more positive image of Lethbridge • Discover Diversity conference • CMARD strategic planning day
2013-2014 ²	<ul style="list-style-type: none"> • Hiring of Inclusion Consultant • Joined the Cities for All Women initiative (CAWI) in Ottawa • Contributed to the Canadian Institute for Diversity Initiatives (CIDI) national toolkit on equity and inclusion. • PANGAEA café- opportunity for citizens to meet and share perspectives • UNITAS - a collaboration of agencies to engage ethno-cultural communities and groups within Lethbridge and to hold monthly evenys • Global Night - hosted 2 Global nights to welcome international students to the City of Lethbridge. • Beyond Your Front Door (BYFD) – strategies to engage neighborhoods and communities • Intercultural Exchange - Opportunity for New Canadians learning English and Aboriginal folks to engage in dialogue and to learn from one another.

¹ A Welcoming and Inclusive Lethbridge, Lethbridge CMARD Progress Report, 2011-2012

² A Welcoming and Inclusive Lethbridge, Lethbridge CMARD Progress Report, 2013-2014

	<ul style="list-style-type: none"> • Releasing Our Spirit - A collaborative event to remember, celebrate and commemorate the over people that have lost their lives to street culture in Lethbridge over the years. • #SayNoToRacismYQL (Social marketing campaign) • Inclusive Messaging, Planning and Support for Oktoberfest 2014 festival • International Human Rights Day • An inclusive Lethbridge Conference – March 2014 • Oktoberfest 2014 festival • Commemorating International Human Rights Day
<p>2015-2017³</p>	<p><u>2015</u></p> <ul style="list-style-type: none"> • CMARD YouTube Channel - CMARD Flashmob to engage community and celebrate the International Day for Human Rights • Pangea Diversity Cafés • #SayNoToRacismYQL Campaign • UNITAS Events and Calendar - A collaboration of agencies to engage ethno-cultural communities and groups and provide monthly events • Partnerships: <ul style="list-style-type: none"> ○ Sisters in Spirit – Panel Presentation ○ Black History Month ○ “Theatre for Living” ○ Aboriginal Awareness Day ○ International Students Global Night ○ CAWI – Cities for All Women’s Initiative • CMARD (4th) Inclusion Conference – Building Inclusive Neighbourhoods in a Changing World • Supported: <ul style="list-style-type: none"> ○ International Day for Persons with Disabilities ○ Immigrant Achievement Awards ○ Citizens Walk About ○ “I Stand Against” campaign <p><u>2016</u></p> <ul style="list-style-type: none"> • #ItStartsWithMe Campaign • Bonvenon - Diversity & Inclusion Training <p>Partnerships:</p> <ul style="list-style-type: none"> ○ Syrian Refugee Settlement Response ○ Local Immigrant Partnership (LIP) ○ IMPACT - Pop-Up Clinics ○ Reconciliation Implementation Plan

³ Triennial Report 2015-17 CMARD Lethbridge

	<ul style="list-style-type: none"> ○ City of Lethbridge Inclusion Policy ○ Myth & Fact Sheets ○ EmployUsYQL ○ International Students “Global Night” ○ Practicum Students for the Fall and winter Semesters ● Supported: <ul style="list-style-type: none"> ○ World Refugee Day ○ National Aboriginal Week ○ Perceptions Project ○ Shelter Me Party in the Park (Galt Gardens) ○ Pride Parade ○ International Day for Persons with Disabilities ○ Citizens Walk About ○ “I Stand Against” Campaign ● Highlights <ul style="list-style-type: none"> ○ Featured provincially through a webinar on “Resources for Building a Welcoming & Inclusive Community” ○ CMARD Lethbridge invited to attend an international conference as the Canadian CMARD delegate to UNESCO in Nairobi, Kenya ○ Inclusion Consultant was recognized as an Alberta Human Rights Champion by the John Humphrey Centre. <p><u>2017</u></p> <ul style="list-style-type: none"> ● Opening Ceremonies: Native American Awareness Week ● Indigenous Cultural Centre Study ● Reconciliation Lethbridge Implementation Plan ● Reconciliation Week ● Practicum Students for the Fall and Winter Semesters ● Supported <ul style="list-style-type: none"> ○ AUMA Conference in Okotoks ○ Latin Fest in Galt Gardens ○ Immigrant Achievement Awards ○ Centre for Race & Culture Courses ○ Welcoming Events for Newcomers (SAEA – LIP Initiative) ○ Black History Month ○ “I Stand Against” campaign ○ Pride Parade ○ Elders Gathering (U of L) ● Highlights <ul style="list-style-type: none"> ○ Heart of Our City Award: “From the Heart” for work in Downtown ○ Diversity Champion Award (Diversity Magazine – Calgary)
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Appendix C – Glossary

Aboriginal People This is the term used in Canada’s 1982 Constitution Act to refer to First Nations, Inuit and Métis people. The word recognizes the fact that Aboriginal peoples are the original people of Canada.

CCMARD The Canadian Coalition of Municipalities Against Racism and Discrimination: CCMARD is part of an international network of cities interested in improving their policies against racism, discrimination, exclusion and intolerance.

Disability (noun) Physical, mental, or emotional conditions that, because of the society we live in, limit or shape a person’s participation in society. Disabilities may involve mobility, agility, visual, speech, hearing, learning, and cognitive characteristics.

Discrimination (noun) Unjust intentional or unintentional actions based on race, religious beliefs, colour, gender, physical/mental disability, ancestry, age, place of origin, marital/family status, source of income, or sexual orientation, that have a negative effect on an individual or group. Discrimination can occur in education, housing, health care, employment, and the delivery of services, goods, and facilities.

Levels of Discrimination

Individual Discrimination: When an individual discriminates against others for being members of a particular social group. For example, an employer who rejects all black job applicants, a landlord who refuses to rent an apartment to someone on social assistance, a police officer who beats a Muslim immigrant suspect, or a group of teenagers who decide to paint a swastika on a Jewish temple.

Institutional Discrimination: When organizations or institutions (e.g. schools, municipalities, corporations) have policies, procedures or informal practices that give one social group (usually a mainstream group) advantages over another (usually a marginalized group). For example, a when company only gives days off for Christian religious holidays, or when a university doesn’t offer supports for students with visual impairments. The ‘culture’ of an organization, what is seen as ‘normal’ and ‘acceptable’, is reinforced by the organization’s policies. Because people from mainstream groups are more often in positions of power in organizations, the people who make decisions often don’t see the impact of discriminatory practices on people from marginalized groups, and this creates an organizational culture of discrimination. Institutional discrimination can be addressed by reviewing, reforming or restructuring organizations and policies so they’re equitable for everyone.

Systemic Discrimination: Systemic discrimination occurs when a whole society or culture has widespread beliefs, practices and systems that advantage one social group over another. When discrimination is woven into the fabric of our society, it’s more powerful, and more difficult to root out. For example, transgender people experience systemic discrimination in Canada. This means that the idea that transgender people are abnormal, unhealthy, deviant or dangerous shows up in every structure of our society – the legal system, health care,

housing, employment, as well as media and the arts. Because many people hold such ideas about transgender people, laws and policies are created that discriminate against them; but because those laws and policies are in place, it's easy to believe that those discriminatory ideas are 'natural' and right. This creates a cycle of discrimination that's hard to end.

Diversity (noun) Diversity describes all the ways that people are different, including the characteristics that make one individual or group different from another. A broad definition of diversity includes not only race, ethnicity, and gender — what we most often think about when we hear 'diversity' — but also age, religion, disability, sexual orientation, socioeconomic status, education, marital status, language, and physical appearance. Diversity also describes differences in ideas, perspectives, and values.

Equity (noun) Equity involves trying to give people what they need to enjoy full, healthy lives. Equity acknowledges that we're different: some people may be advantaged and already have greater access to resources and opportunities, and others may be disadvantaged, and as a result have different or additional needs. These disadvantages can be from historical injustices or current discrimination. Equity asks us to 'level the playing field'. It requires that we provide different or additional resources to those in greater need, so that they can have the same opportunities as those who are advantaged.

First Nation(s) (adj or noun) One of the three distinct cultural groups of Aboriginal Peoples (the others being Métis and Inuit). The word 'First' recognizes the fact that Aboriginal people are the original inhabitants of what is now called Canada. The word 'Nation' stresses that Aboriginal peoples had their own forms of government before European colonization.

Hate Crime (noun) Hate crimes are activities that harm or threaten harm to the physical security, property, or dignity of someone from, or someone who is thought to be from, a particular social group. The intent of a hate crime is not only to threaten an individual, but to create fear in an entire social group.

Human Rights (noun) A set of rights and freedoms that all human beings are entitled to. Human rights are often guaranteed by provincial, national or international laws. Examples of human rights include the right to life, work, and education, and freedom of expression.

Inclusion (noun) Inclusion is the act of creating environments in which any individual or group can feel welcomed, respected, supported, and valued to fully participate. An inclusive and welcoming community embraces human differences, sees them as strengths, and offers respect in both words and actions for all people. An inclusive community is a community where 'we' is everyone.

Indigenous (adj) Indigenous means 'native to the area'; in this sense, Aboriginal people are indigenous to North America.

Newcomer (adj or noun) An immigrant or refugee who has recently arrived in a country.

Race (noun) The term race refers to categories of people who have similar physical traits that are seen by society as significant, with the result that these categories of people are treated differently. Historically, skin colour has been associated with physical and intellectual differences. As a result, people have been treated differently based on their perceived race. Years of scientific work have debunked the idea that the human species can be categorized into sub-types based on skin colour and other physical characteristics. But social ideas about race remain a powerful force and can result in discrimination.

Racism (noun) Discrimination against racialized people. A belief, action, or practice that either blatantly or subtly gives value and 'normal-ness' to white people and whiteness, and that devalues, stereotypes, and labels racialized people as 'other', different, or less than.

Youth (adj or noun) People aged 15 to 30, according to the Government of Canada. Youth may be marginalized based on the assumption that their choices, ideas, and contribution to society are less valuable than adults. For example, beliefs that youth don't know what's good for them become discrimination when laws prevent youth from making decisions about their own lives; and in a workplace, ageism can prevent youth from being seen as competent and being fairly compensated for their work.

Adapted from Alberta Urban Municipalities Association (AUMA) Welcoming and Inclusive Communities (WIC) Glossary of terms.

https://www.auma.ca/sites/default/files/Advocacy/Programs_Initiatives/WIC/wic_glossary_of_terms.pdf