
IV. ADDITIONAL RESOURCES



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Legal Considerations

In response to changing demographics and greater understandings of human rights issues, provincial and federal governments have established several important legislative policies that recognize equity and diversity as a fundamental characteristic of Canadian society. These include the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code and the Canadian Human Rights Act. While legislation is an important tool to help ensure that an individual's or groups' rights are not violated (or if they are, that appropriate action is taken), on its own, it does not have the power to educate people about issues of diversity, equity and inclusion, or to create change within community organizations.

“Be aware that legislation is not the same as education, and that legislation rarely changes people’s attitudes or beliefs. We all need to act as ‘ambassadors’ for these issues through education.”

- Gerald Parker, Beyond Ability
International

Canadian Charter of Rights and Freedoms (1982)

The Canadian Charter of Rights and Freedoms “guarantees the rights and freedoms set out in it

subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society”.³⁰ It states that every individual in Canada is entitled to equity rights, freedom from discrimination and equal participation, regardless of race, religion, national or ethnic origin, colour, sex, age and physical or mental ability. Among the areas it covers are the following: Official Languages of Canada, and Minority Language Educational Rights. A federal government website provides detailed information on all of these aspects:

<http://laws.justice.gc.ca/en/charter>

Ontario Human Rights Code (1962) and Canadian Human Rights Act (1981)

“All individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated, consistent with their duties and obligations as members of society”.

- Section 2 of the Canadian Human Rights Act

³⁰ Schedule B, Constitution Act, 1982 (79) Part I, Guarantee of Rights and Freedoms

Human rights law exists to help stop harassment and discrimination. In Ontario, people are protected under the Ontario Human Rights Code and by the Canadian Human Rights Act. Both the Ontario Human Rights Code and the Canadian Human Rights Act state that the inherent dignity and worth of every person needs to be recognized, and that equal rights and opportunities without discrimination are to be provided. These provisions are aimed at creating a “climate of understanding and mutual respect”, so that each person can feel part of and able to contribute to the development and well being of their community.

It is the intention of both the Code and the Act to guarantee equal treatment in the provision of goods, services and facilities, and to prohibit hate activities on the grounds of occupancy of accommodation (rented or owned), contracts (written or oral), employment and membership in vocational and trade associations or unions. They also serve to protect members of groups from “discrimination which results from requirements, qualifications or factors which may appear neutral” but actually have the effect of placing those groups at a disadvantage.

For municipal, provincial and federal governments, as well as other large service-providing organizations, there are specific legislative policies and frameworks that have additional

requirements. For instance, federal departments and agencies with one hundred or more employees must adhere to Employment Equity legislation.

Ontario Human Rights Commission

180 Dundas St. W., 8th Fl., Toronto, Ontario
M7A 2R9

Head Office Reception: (416) 314-4500

Human Rights Inquiries: (416) 326-9511,

Toll Free: 1 (800) 387-9080

Email: info@ohrc.on.ca.

Contact them to find out more about various human rights and forms of discrimination, for a copy of the *Code* or to file a complaint. Their website has a wealth of information including up-to-date news on recent cases: <http://www.ohrc.on.ca>

Canadian Human Rights Commission

344 Slater St., 8th Fl., Ottawa, Ontario,
K1A 1E1

Telephone: (613) 995-1151,

Toll Free: 1 (888) 214-1090

Email: info.com@chrc-ccdp.ca.

Contact them or see their website for a copy of the *Act* or to find out where your regional office is located: http://www.chrc-ccdp.ca/legislation_policies/human_rights_act-en.asp

Agencies such as the Ontario Human Rights Commission (OHRC) and the Canadian Human Rights Commission (CHRC) have a responsibility to enforce their legislation, investigate complaints and deal with hate incidents. The Commissions also take a proactive approach to educating the public on human rights and have developed extensive relations with a variety of community organizations and advocacy groups.

Community Information Sheets

This section provides information on organizations and websites with resources that may help your organization to reach or learn more about particular groups or communities. It is not intended to be a comprehensive list of organizations, but rather a starting point for your work. Within each category, organizations serving Toronto are listed first, followed by provincial and national organizations.

A. Aboriginal Peoples

General Information

Before the arrival of Europeans to Canada, there were many distinct societies that lived here for thousands of years (on what is referred to as Turtle Island). Aboriginal peoples in Canada today include the Inuit, Métis and First Nations peoples. It is important to recognize that within these categories, there are other distinct groups, each with their own unique historical background, culture and political goals. For instance, within the group known as First Nations, there are 633 bands representing 52 nations or cultural groups and more than 50 languages. As a general rule, most of these individuals prefer to be referred to by the specific nation to which they belong (e.g., Ojibway, Cree, Mohawk, Dene).

First Nations peoples may or may not also refer to themselves as Indians, depending on whether they are Treaty or Registered Indians (as defined by the Indian Act of Canada) and/or members of an Indian Band or First Nation.

The traditional beliefs of all of these Peoples view the Land as integral to their economic, social and spiritual well-being. This view is the foundation of the cultures and values of these peoples. Many of the issues that exist today related to rights, self-government or sovereignty, treaty and land claims are based upon this view and the result of different understandings or interpretations of agreements that were made upon or after the arrival of the first Europeans.³¹



³¹ Assembly of First Nations website, <http://www.afn.ca>, 2001

Organizations, Websites and Other Resources

Aboriginal Affairs Community Advisory Committee (City of Toronto)

This is a city-wide advisory committee on Aboriginal Affairs. This body uses their knowledge and expertise to provide advice to City Council; helping address the specific issues that Aboriginal Peoples face and make recommendations for positive changes that shall improve the quality of their lives.

Contact:

Coordinator, Aboriginal Affairs Community Advisory Committee, Diversity Management and Community Engagement
Strategic and Corporate Policy/Healthy City Office, Chief Administrator's Office
City Hall, 11th floor East Tower,
100 Queen St. W., Toronto, Ontario, M5H 2N2
Tel: (416) 392-5583
<http://www.city.toronto.on.ca/diversity/aaca.htm>

Native Canadian Centre

With more than 60,000 people of Native ancestry living and working in the Greater Toronto Area, the Centre acts as a focal point for services, as well as a gathering place for other Native agencies. They deliver programs and services of a social, recreational, cultural and spiritual nature to urban Native peoples. Their Native Community History Project and Visiting

Schools Program are interactive projects that were set up to help promote and foster a greater understanding of Aboriginal People and their distinct culture. As a Cultural Facility, the Centre helps to foster greater acceptance, understanding and harmony between members of First Nations and Non-Aboriginal People.

Contact:

Native Canadian Centre of Toronto
16 Spadina Rd., Toronto, Ontario, M5R 2S7
Tel: (416) 964-9087
Email: reception@ncct.on.ca
<http://www.ncct.on.ca>

Miziwe Biik Aboriginal Employment and Training

Miziwe Biik was created to meet the unique training and employment needs of aboriginal peoples. It provides the Greater Toronto Area's Aboriginal Community with training initiatives and employment services, and offers an opportunity for employers to reach out to aboriginal groups to meet their diverse employment needs.

Contact:

Miziwe Biik Aboriginal Employment and Training
167 Gerrard St. E., Toronto, Ontario, M5A 2E4
Tel: (416) 591-2310
Email: info@miziwebiik.com
<http://www.miziwebiik.com>

Ontario Federation of Indian Friendship Centres (OFIFC)

The OFIFC is a provincial Aboriginal organization representing the collective interests of twenty-seven members. The OFIFC administers a number of programs that are delivered by local Friendship Centres in areas such as health, justice, family support, and employment and training. Friendship Centres also design and deliver local initiatives in areas such as education, economic development, justice, children & youth initiatives, and cultural awareness. They are located in towns and cities throughout the province and a Directory can be accessed from their website.

Contact:

For general inquires, Tel: (416) 956-7575

Email: ofifc@ofifc.org

<http://www.ofifc.org>

Anishinabek Nation - Union of Ontario Indians (UOI)

The Union of Ontario Indians is the oldest political organization in Ontario and is a political advocate for 43 member First Nations in south central, eastern and northern Ontario (from Lake Nipigon and the north shore of Lake Superior, to Sarnia and southern Lake Huron, to east of Ottawa). Tribal groups represented within the Nation include Odawa, Ojibway, Pottawatomi, Delaware, Chippewa, Algonquin

and Mississauga. The Anishinabek Nation represents approximately 30% of the total First Nation population in Ontario. A copy of the Indian Act and copies of various treaties can be found on their website.

Contact:

Union of Ontario Indians, Nipissing First Nation

P.O. Box 711, North Bay, Ontario, P1B 8J8

Tel: (705) 497-9127

<http://www.anishinabek.ca>

Ontario Métis Aboriginal Association (OMAA)

The OMAA represents 250,000 Indian and Métis peoples living off reserves in Ontario. Their mission is to strive toward the political, social and economic well being of Métis, Non-status and off-reserve Status Aboriginal People in Ontario by addressing common concerns through the implementation of vital service initiatives designed to improve quality of life. Their website provides an overview of the histories of Inuit, Métis and First Nations peoples.

Contact:

Ontario Métis Aboriginal Association

452 Albert St., 2nd fl., Sault Ste. Marie, Ontario, P6A 2J8

Tel: (705) 946-5900

<http://www.oma.org>

Congress of Aboriginal Peoples (CAP)

The Congress of Aboriginal Peoples represents off-reserve Indians and Metis people living in urban, rural and remote areas throughout Canada. They have extensive information on Metis and non-status Aboriginal Peoples, as well as detailed maps showing the distribution of different Aboriginal Peoples across Canada. Their website includes great information on and links to spiritual, youth, women, legal and international issues, Aboriginal media sources, books and magazines on or by Native peoples and a list of Native-owned businesses.

Contact:

Congress of Aboriginal Peoples
867 St.Laurent Blvd., Ottawa, Ontario,
K1K 3B1
Tel: (613) 747-6022
Email: info@abo-peoples.org
<http://www.abo-peoples.org>

Assembly of First Nations

The Assembly of First Nations (AFN) is the national representative organization of First Nations Peoples in Canada. The function of the Assembly is to act as a forum for the exchange of information, communication and the advancement of a united position in addressing political issues and government policy. They act on the direction of the Chiefs-in-Assembly. Information can be found on issues such as: education,

economic development, health, environment, justice, language, residential schools, current federal legislation, treaties and lands.

Contact:

Assembly of First Nations, 1 Nicholas St.,
Suite 1002, Ottawa, Ontario, K1N 7B7
Tel: (613) 241-6789
<http://www.afn.ca>

Indian and Northern Affairs Canada (INAC)

In general, INAC is responsible for meeting the federal government's constitutional, treaty, political and legal responsibilities to First Nations, Inuit and Northerners. Information can be found on their website about: Aboriginal history, art and culture, National Aboriginal Day events, articles on self government, Canada's Aboriginal Action Plan and other issues. INAC's role has become one of facilitating change and bringing together the partners and interests needed to implement *Gathering Strength: Canada's Aboriginal Action Plan*

http://www.ainc-inac.gc.ca/gs/pdf/progr1_e.pdf.

Contact:

Indian and Northern Affairs Canada
Terrasses de la Chaudière, 10 Wellington,
North Tower, Ottawa, Ontario K1A 0H4
Tel: 1 800 567-9604
http://www.inac.gc.ca/index_e.html

B. Ethno-Racial Groups

General Information

- Toronto is the most diverse municipality in the world - in a single generation, an almost exclusively white city (dominated by people of European, mainly British, background) has become one of the most multicultural cities
- Toronto has the highest proportion of foreign-born inhabitants of any city in the world. People come from approximately 170 different countries of origin
- Over 42 percent of all new immigrants to Canada settle in Toronto, and over 100,000 newcomers arrive in the city each year. Currently, new immigrants represent about 21% of the city's population. Canada's economic development is dependent on immigration as it provides 85% of the country's total population growth
- Well over 100 languages are spoken in the city and approximately 80 different ethnic-based publications are circulated
- Also, 43% of Toronto's population identifies themselves as a visible minority; the top four groups are Chinese, South Asian, Black and Filipino³²



³² "Diversity at the City of Toronto". Tim Rees. Presentation to the Communicating Environmental Messages in a Diverse Society forum of the Sustainability Network: Toronto, Ontario 2001; City of Toronto website http://www.toronto.ca/quality_of_life/diversity.htm 2004; CultureLink (see below); and Industry Canada website, <http://www.ic.gc.ca/> 2001

Organizations, Websites and Other Resources

Diversity Management and Community Engagement - City of Toronto

The City of Toronto has a Race and Ethnic Relations Community Advisory Committee that uses their knowledge and expertise to provide advice to City Council and help them to address issues specific to ethno-racial groups. The Task Force on Community Access and Equity also produced a *Plan of Action for the Elimination of Racism and Discrimination* in 2003 which sets out a series of recommendations to be implemented <http://www.toronto.ca/diversity/plan.htm>

Contact:

Diversity Management and Community Engagement, Strategic and Corporate Policy/Healthy City Office,
Chief Administrator's Office, City Hall
11th fl. East Tower, 100 Queen St. W., Toronto, Ontario M5H 2N2
Tel: (416) 392-8592
Email: diversity@toronto.ca or accessandequity@toronto.ca
<http://www.toronto.ca/diversity/index.htm>

Toronto District School Board (TDSB)

The TDSB is one of the most diverse and multicultural school systems in the world. The mandate of the TDSB's Equity Department is to

work with schools and the system as a whole to implement Board policy and programs on equity issues. It values the contribution of all members of its diverse community of students, staff, parents and community groups to achieve its mission and goals. The TDSB offers excellent workshops and education materials on a wide range of diversity and equity related issues and topics, and has a resource centre containing print and non-print resources which is open during the school year.

Contact:

Toronto District School Board
Equity Department
Verna Lister, Board-wide Equity Superintendent
Tel: (416) 397-3190
Email: verna.lister@tdsb.on.ca
http://www.tdsb.on.ca/_siteViewItem.asp?siteid=15&menuid=570&pageid=452

Urban Alliance on Race Relations (UARR)

The Urban Alliance on Race Relations works to promote a stable and healthy multiracial, multi-ethnic environment in the Toronto area by undertaking educational, research and advocacy activities that promote racial and ethnic harmony. It works primarily in a proactive way with the community, public and private sectors to provide programs which are critical to addressing racism in our society. UARR publishes

a journal entitled, *Currents: Readings in Race Relations* which presents varied approaches to addressing the challenges of a racially diverse society. The Alliance also has interesting and informative public education materials, strategies and approaches available on the Resources & Links page of their website.

Contact:

Urban Alliance on Race Relations
302 Spadina Ave., Ste. 505, Toronto, Ontario
M5T 2E7
Tel: (416) 703-6607
Email: uarr@uarr.org
<http://www.urbanalliance.ca/index.html>

CultureLink

CultureLink provides various services and programs to assist newcomers. CultureLink realizes that in order to continue to meet the needs of its participants, the organization must continually be ready to learn and respond to the changing needs of the community it serves. Therefore it creates programs and training opportunities, such as its flagship *Host Program*. Host volunteers are provided with training to assist newcomers in areas such as cross-cultural communication, anti-discrimination skills, anti-racism education, and general orientation to social and community services and resources. Workshops are held regularly and can be attended by the general public by request. The staff at CultureLink are very helpful and

informative and over twenty-five languages are spoken by people working at the organization. Individuals and organizations that are helping to build and sustain diverse and inclusive communities are also honoured through CultureLink's annual Diversity Awards program.

Contact:

CultureLink
160 Springhurst Ave., Suite 300, Toronto,
Ontario, M6K 1C2
Tel: (416) 588-6288
<http://www.culturelink.net/>

Access Alliance Multicultural Community Health Centre (Access Alliance CHC)

Access Alliance CHC provides services for immigrants and refugees in the areas of primary health care, community development and advocacy. If you are looking to develop programming or services in these areas and require assistance, Access Alliance also conducts up-to-date research (e.g., around racism, poverty and health) and has developed a number of initiatives that could act as models.

Contact:

Access Alliance Multicultural Community
Health Centre
340 College Street, Suite 500, Toronto, Ontario
M5T 3A9
Tel: (416) 324-0927
Email: mail@accessalliancemchc.on.ca

Skills for Change

Skills for Change provides services and programs to newcomers in an attempt to help them to integrate into the Canadian work environment. Their mentoring and sector-specific programs allow newcomers to gain Canadian work experience in their fields to broaden their chances of finding work. They have developed a network of more than 700 employers in health care, retail, finance, information technology, manufacturing and social and government services. Employers have shown their confidence in their job matching and referral services by hiring their clients. Skills for Change's website offers a "how-to-kit" for agencies in Ontario who wish to develop workshops or information sessions for foreign-trained individuals. Their New Pioneers Awards also recognize the contributions made by immigrants and refugees in their communities and beyond.

Contact:

Skills for Change

791 St. Clair Ave. W., Toronto, Ontario,

M6C 1B8

Tel: (416) 658-3101

Email: sfc@skillsforchange.org

<http://www.skillsforchange.org/>

Ontario Council of Agencies Serving Immigrants (OCASI)

OCASI's public education initiatives, such as conferences, panel discussions, presentations and forums, respond to current issues at both provincial and federal levels. These initiatives are aimed at the government, the media and member and non-member agencies and provide OCASI with the opportunity to build coalitions with non-governmental agencies, universities, labour organizations and other institutions around specific issues. These programs have brought public attention to issues such as the impact of HIV/AIDS on immigrant communities and the socio-economic disparities between newcomers and Canadian-born communities. OCASI also provides training and professional development activities geared to the needs of staff, board and volunteers of member agencies and other organizations serving immigrants. Information on their initiatives and research is available from their website.

Contact:

Ontario Council of Agencies Serving
Immigrants

110 Eglinton Ave. W., Suite 200, Toronto,
Ontario, M4R 1A3

Tel: (416) 322-4950

Email: generalmail@ocasi.org

<http://www.ocasi.org/index.asp>

Canadian Race Relations Foundation (CRRF)

Canadian Race Relations Foundation acts as a resource and facilitator for the pursuit of equity fairness and social justice, providing leadership to build a national framework for the struggle against racism. The CRRF works to increase a critical understanding of racism and racial discrimination in Canada; to expose the causes and manifestations of racism; to inform the general public of the facts, contrary to popular misconceptions, about groups affected by racism and racial discrimination; and to highlight the contributions of groups affected by racism and racial discrimination, notably Aboriginal Peoples and racial minorities. The CRRF has a wealth of information available to the public such as fact sheets, research reports and other publications.

Contact:

Canadian Race Relations Foundation
4576 Yonge St., Suite 701, Toronto, Ontario,
M2N 6N4
Tel: (416) 952-3500 1-888-240-4936 (toll free)
Email: info@crr.ca
<http://www.crr.ca/rt>

Multiculturalism Program - Canadian Heritage

The Department's Multiculturalism Program focuses on: 1) supporting communities to iden-

tify what prevents their members from participating in society, and assisting them to draw on the communities' strengths to develop solutions; 2) helping public institutions become more open, accessible, inclusive, and responsive to diverse communities; 3) encouraging people to develop a better understanding of diversity and to take action on relevant issues; and 4) helping to develop research which analyzes issues related to cultural, ethnic, religious, and racial diversity in Canada. Their offices and website also provide information on issues related to Diversity and Multiculturalism (around topics such as Human Rights, Anti-racism) and annual Canada-wide Multiculturalism Day Celebrations. Their online Departmental Index also has links to a wide-variety of relevant issues and recent publications.

Contact:

Canadian Heritage, Main Office
150 John St., Suite 400, Toronto, Ontario,
M5V 3T6
Tel: (416) 973-5400
Email: pch-ontario@pch.gc.ca
<http://www.canadianheritage.gc.ca/>

Citizenship and Immigration Canada (CIC)

CIC was established to link immigration services with citizenship registration, to promote the unique ideals Canadians share and to help build a stronger Canada. The Department admits

immigrants, foreign students, visitors and temporary workers who enhance Canada's social and economic growth; resettles, protects and provides a safe haven for refugees; helps newcomers adapt to Canadian society and become Canadian citizens; and manages access to Canada to protect the security and health of Canadians and the integrity of Canadian laws. Through their Settlement.org website and Cultural Profiles Project they provide excellent information on countries and cultures from around the world (<http://www.settlement.org/cp/english/index.html>) as well as the wide variety of services available to newcomers (<http://www.settlement.org>). They also offer useful information about the concrete roles that Canadians and their communities can play in helping immigrants and refugees adapt to life in Canada. For example, visit <http://www.cic.gc.ca/english/newcomer/involve/index.html>

Contact:

Citizenship and Immigration Canada
Communications Branch
Ottawa, Ontario K1A 1L1
Tel: 1 (888) 242-2100
<http://www.cic.gc.ca/>

Metropolis Project

Metropolis is an international forum for comparative research and public policy development about population migration, cultural diversity

and the challenges of immigrant integration in cities in Canada and around the world. The Metropolis Project is built upon partnerships between all levels of government, academic researchers and community organizations in five Centres of Excellence across the country (e.g., The Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) in Toronto). They offer one of the most extensive and up-to-date sources of research on the topics of diversity, culture, migration and immigration. Excellent for finding information on changing trends and current statistics.

Contact:

Metropolis Project
c/o Citizenship and Immigration Canada
219 Laurier Avenue W., Ottawa, Ontario,
K1A 1L1
Tel: (613) 957-5983
Email: canada@metropolis.net
<http://canada.metropolis.net/>

C. Low Income

General Information

Families spending 70% or more of their income on basic necessities (i.e., food, shelter and clothing) are typically defined as low income. By contrast, the average middle income Canadian family spends about 50% of their income on food, shelter and clothing.³³

An increase in the income gap between higher- and lower-income families in metropolitan areas is reflected in an increasing income gap between lower- and higher-income neighbourhoods. For example, in Toronto, median family income in the poorest 10% of neighbourhoods amounted to \$32,900 in 2000, whereas it was \$92,800 in the richest 10% of neighbourhoods. See: <http://www.statcan.ca/english/Pgdb/famil60g.htm> to determine low-income in census metropolitan areas, and <http://www.statcan.ca/english/Pgdb/famil60b.htm> for statistics by province.

The 2003 Report Card on Child Poverty in Canada estimated that 1 in 6 children in Canada live in poverty.³⁴ Also, a Statistics Canada report released in April 2004 states that there are three groups that tend to have higher low-income rates relative to the entire population of a given metropolitan area. These groups are recent immigrants (those who arrived during the decade preceding the census), Aboriginal people and members of lone-parent families.³⁵

³³ Statistics Canada <http://www.statcan.ca/english/Pgdb/deffamil60a.htm> Accessed 2004

³⁴ *Campaign 2000* <http://www.campaign2000.ca> Accessed April 2004

³⁵ Statistics Canada <http://www.statcan.ca/Daily/English/040407/d040407a.htm> Accessed April 2004

Organizations, Websites and Other Resources

Low Income Families Together (LIFT)

LIFT acts as a voice and active group for low-income families in the province of Ontario. They develop and promote community education resources and have helped to advance community economic development (CED) projects among low-income people. Members are involved in systemic advocacy, creating workshops on rights, economics, and solutions, policy development, public consultations, and gaining access to government, media and non-government organizations. LIFT develops information and resources and makes them available to their members and other low-income people in Metro Toronto and throughout Ontario.

Contact:

Low Income Families Together
238 Queen St West, Toronto, Ontario, M5V 1Z7
Tel: (416) 597-9400
Email: info@lift.to
<http://www.lift.to>

The Centre for Social Justice

The Centre conducts research, education and advocacy in a bid to narrow the gap in income, wealth and power, and enhance peace and human security. They bring together people from universities and unions, faith groups and community organizations in the pursuit of

greater equality and democracy. Based in Ontario, their work also takes them across Canada and into the international arena. The Centre offers a non-partisan perspective on political, social and economic issues, and produces creative communications to educate Canadians about public policies. For instance, their website offers an extensive series of fact sheets on the growing gap between rich and poor:

<http://www.socialjustice.org/factsheets.php>

Contact:

Centre for Social Justice
489 College Street, Suite 303, Toronto, Ontario,
M6G 1A5
Tel: (416) 927-0777
Toll free: 1 (888) 803-8881
Email: justice@socialjustice.org
<http://www.socialjustice.org/index.php>

Income Security Advocacy Centre (ISAC)

ISAC was established in 2001 by Legal Aid Ontario to serve low income Ontarians by conducting test case and Charter litigation relating to provincial and federal income security programs. These programs include Ontario Works (OW), the Ontario Disability Support Program (ODSP), (un)Employment Insurance, and the Canada Pension Plan (CPP). The website provides links to provincial, national and international community and governmental organiza-

tions that have income security as a top priority.

Contact:

Income Security Advocacy Centre
425 Adelaide Street West, 5th Floor, Toronto,
Ontario, M5V 3C1
Tel: (416) 597-5820
Toll Free: 1 (866) 245-4072
E-mail: isac@lao.on.ca
http://www.incomesecurity.org/index_1.html

Ontario Coalition for Social Justice (OCSJ)

The OCSJ is a coalition of provincial and national groups promoting social and economic justice and the protection of programmes and services that ensure quality of life in Ontario. Among the issues they address are: expanding the quality, accessibility and universality of health care, education and social welfare programmes; promoting anti-racism; advocating economic policies that protect the rights of workers and lead to fair employment with compensation at a liveable wage. The OCSJ recently created “The Living Wage - Living Income” campaign to achieve increases in the minimum wage and social assistance rates.

Contact:

15 Gervais Street, Suite 305, Toronto, Ontario,
M3C 1Y8
Tel: (416) 441-3714
Email: ocsj@sympatico.ca
<http://www.ocsj.ca>

National Anti-Poverty Organization (NAPO)

NAPO works to ensure that the concerns of low-income people in Canada are heard and respected. It is NAPO’s mandate to provide a voice for poor people on a wide array of national issues that affect low-income communities disproportionately. They have a wealth of information available on issues facing different groups living in poverty (e.g., the homeless, women, children).

Contact:

National Anti-Poverty Organization
2212 Gladwin Cres., Unit C7, Ottawa, Ontario,
K1B 5N1
Tel: (613) 789-0096
Toll Free: 1(800) 810-1076
Email: napo@napo-onap.ca
<http://www.napo-onap.ca>

Campaign 2000

Campaign 2000 was started as a cross-Canada public education movement to build awareness and support for putting an end to child poverty in Canada. Today it is a vibrant network of national, regional and local partner organizations that actively work on child/family issues from diverse perspectives. There are over 85 national, community and provincial partners actively involved. The Campaign works to increase public awareness of the levels and consequences of child/family poverty by publishing research

on the indicators of child poverty and developing public education resources. In particular, they publish an annual national Report Card on Child Poverty in Canada.

Contact:

Campaign 2000

c/o Family Service Association of Toronto

355 Church Street, Toronto, Ontario, M5B 1Z8

Tel: (416) 595-9230 ext. 244

<http://www.campaign2000.ca>

Together”. The NHI assists governments and community organizations to come together to alleviate homelessness. By encouraging innovative and progressive cooperation, this approach supports long-term local solutions to addressing homelessness http://www21.hrdc-drhc.gc.ca/home/index_e.asp

**Human Resource and Skills Development
Canada (HRSDC)**

HRSDC provides services on human resource management and labour management to individuals, businesses and organizations. Community organizations can access information and find resources on the many programs provided by HRSDC such as employment, partnership and funding initiatives, as well as labour and workplace information such as employment for youths, seniors, newcomers and others (<http://www.hrsdc.gc.ca/en/gateways/organizations/menu.shtml>). Their website can also help organizations design and implement supportive programs and policies and access the latest information on a variety of income and employment related issues such as fair wages, labour education and training and workplace equity. The HRSDC website provides access to their “National Homelessness Initiative: Working

D. Low Literacy

General Information

Twenty-two per cent of adult Canadians have serious problems dealing with any printed materials. An additional 24% of Canadians can deal only with simple reading tasks. Literacy is not just a problem of education, and is in large part a symptom of poverty and social exclusion.³⁶

People with literacy problems have fewer choices in jobs, education, housing and other elements needed to live full lives. On average, these people earn only two-thirds of the income of other adults. Literacy skills are required by many jobs. Given that the workplace is a site where a considerable amount of reading, writing and arithmetic often takes place, high literacy skills can lead to better employment prospects.³⁷

Organizations, Websites and Other Resources

Ontario Literacy Coalition (OLC)

The OLC provides services and programs to people who have literacy challenges in Ontario. In a collaborative relationship with the government, OLC educates to bring about awareness of literacy issues and advocates for changes to be implemented on a multi-sectoral level. They have a series of fact sheets available that contain information about literacy issues in relation to health, education, poverty, employment and self-esteem.

Contact:

Ontario Literacy Coalition
365 Bloor St. E., Suite 1003, Toronto, Ontario,
M4W 3L4
Tel: (416) 963-5787
Email: olc@on.literacy.ca
<http://www.on.literacy.ca/index.htm>

Centre AlphaPlus Centre

Centre AlphaPlus Centre serves practitioners and organizations that work in the Deaf, Native,

³⁶ *Literacy Facts: Adult Literacy in Canada*, ABC Canada Literacy Foundation http://www.abc-canada.org/literacy_facts/ Accessed May 2004; *Literacy Facts: Literacy and Poverty*, Ontario Literacy Coalition (August 2003), <http://www.on.literacy.ca/literacy/litfact/litpov.pdf> Accessed May 2004

³⁷ International Adult Literacy Survey, Statistics Canada, 2001, <http://www11.sdc.gc.ca/en/cs/sp/arb/publications/2001-002538/page00.shtml> Accessed May 2004; and *Literacy Facts: Literacy and Poverty*, Ontario Literacy Coalition (August 2003), <http://www.on.literacy.ca/literacy/litfact/litpov.pdf> Accessed May 2004

Francophone, and Anglophone literacy field in Ontario. Their goal is to help users find relevant resources and information to enrich the learning of adults in literacy programs. By practitioners they mean tutors, instructors, trainers, volunteers, and researchers. Their website offers online training materials

Contact:

Centre AlphaPlus Centre
2040 Yonge St., 3rd Fl., Toronto, Ontario,
M4S 1Z9
Tel: (416) 322-1012
Toll Free: 1 (800) 788-1120
Email: info@alphaplus.ca
<http://alphaplus.ca>

Clear Language and Design (CLAD)

CLAD is both a public education program and a non-profit organization that helps adults learn to read and write and educates the public about literacy issues. CLAD provides training and consulting (such as clear language services) on a fee for service basis. Their website also has an interactive “Reading Effectiveness Tool” to find out if your communications are at the right reading level for your intended audience
<http://www.eastendliteracy.on.ca/ClearLanguageAndDesign/readingeffectivenessstool/>.

Contact:

Clear Language and Design
269 Gerrard St. E., Toronto, Ontario, M5A 2G3
Tel: (416) 968-7227
Email: clad@idirect.ca
<http://www.eastendliteracy.on.ca/ClearLanguageAndDesign/start.htm>

Frontier College

Frontier College engages and mobilizes volunteers to take action in the cause of literacy and learning. They emphasize informal learning and working in partnership with others to make change in people’s lives. They support children, teens, adults, families, community groups and organizations in high-need areas through training, workshops, conferences and volunteer placement. Each year they train more than 5,000 volunteers to work with thousands of Canadians who want to learn. Frontier College has a resource called *Clear Lines: How to compose and design clear language documents for the workplace*.

Contact:

Frontier College
35 Jackes Ave., Toronto, Ontario, M5T 1W2
Tel: (416) 923-3591
Toll Free: 1 (800) 555-6523
Email: information@frontiercollege.ca
<http://www.frontiercollege.ca/english/main.htm>

National Adult Literacy Database (NALD)

NALD is a federally incorporated, non-profit service organization which serves the need for a single-source, comprehensive, up-to-date and easily accessible database of adult literacy programs, resources, services and activities across Canada. It also links with other services and databases in North America and overseas. Their website offers access to an extensive list of resources.

Contact:

National Adult Literacy Database
c/o Scovil House
703 Brunswick St., Fredericton,
New Brunswick, E3B 1H8
Tel: (506) 457-4900
Toll Free: 1 (800) 720-NALD (6253)
Email: contactnald@nald.ca
<http://www.nald.ca>

ABC Canada Literacy Foundation (ABC)

ABC is a national charity committed to promoting literacy to the general public and to the private sector. They are a partnership of business, labour, educators and government. Their focus is on: the development and execution of national public awareness programs and literacy campaigns, providing promotional support to local literacy groups, and conducting research to further the development of a fully literate Canadian population. Information on their research,

publications and workplace public awareness campaign are available from their website, along with literacy facts and other relevant resources.

Contact:

ABC Canada Literacy Foundation
1450 Don Mills Rd., Don Mills, Ontario,
M3B 2X7
Tel: (416) 442-2998
Toll Free: 1 (800) 303-1004
Email: info@abc-canada.org
<http://www.abc-canada.org/>

E. Persons With Disabilities

General Information

Persons with disabilities are those who reported difficulties with daily living activities, or who indicated that a physical or mental condition or a health problem reduced the kind or amount of activities that they could do (as defined in Statistics Canada's Participation and Activity Limitation Survey, 2001).

In 2001, one out of every seven Canadians aged 15 and over - an estimated 3.4 million people - reported some level of disability - according to a report profiling people whose everyday activities are limited by a physical, psychological or health condition. A Statistics Canada survey (PALS 2001) also stated that approximately 1.5 million Ontarians had a disability in 2001, representing 13.5% of all Ontarians.³⁶ Of those Canadian adults reporting a disability in 2001, the following types of disabilities were reported:³⁷

- Mobility 71.7%
- Pain 69.5%
- Agility 66.6%
- Hearing 30.4%
- Seeing 17.4%
- Psychological 15.3%
- Learning 13.2%
- Memory 12.3%
- Speech 10.6%
- Developmental 3.5%
- Unknown 2.8%

(Note: Data excludes Yukon, Northwest Territories and Nunavut.)

It is currently estimated that there are 1.9 million Ontarians with disabilities, over 4 million Canadians and 54 million North Americans. Persons with disabilities are expected to number over 20% of the Ontario population in 2004, and as the population ages, this will likely increase to 40% by 2024.³⁸

³⁶ Statistics Canada 2001 PALS, The Daily <http://www.statcan.ca/Daily/English/021203/d021203a.htm>

³⁷ Ibid

³⁸ Sources: *Ontarians with Disabilities Act* website - www.odacommittee.net; *Beyond Ability International* (BAI) www.beyond-ability.com and Accessibility Ontario <http://www.gov.on.ca/citizenship/accessibility>

Organizations, Websites and Other Resources

Disability Issues Community Advisory Committee - City of Toronto

A City-wide advisory committee on disability issues.

Contact:

Coordinator of the Disability Issues Community Advisory Committee, Diversity Management and Community Engagement

Strategic & Corporate Policy/Healthy City Office

Chief Administrator's Office, City Hall, 11th floor East Tower, 100 Queen St. W.,

Toronto, Ontario, M5H 2N2

Tel: (416) 397-5251

<http://www.city.toronto.on.ca/diversity/dica.htm>

Volunteer Centre of Toronto

In 2001 the Centre, along with other partners, created a *Ready & Able* tool kit (a manual and educational video) for the inclusion of persons to use when recruiting, training and working with volunteers with disabilities.

Contact:

Volunteer Centre of Toronto

344 Bloor Street West, Suite 207, Toronto, Ontario, M5S 1V2

Tel: (416) 961-6888

<http://www.volunteertoronto.on.ca/vct-indexpage.asp>

Across Boundaries

Across Boundaries is an ethno-racial mental health centre, which takes an integrative holistic approach and utilizes community-based research to explore mental health issues. They acknowledge and recognize the importance of generating knowledge of and from the community, in order to create positive change. Through anti-racism training and education (offered for a modest fee), Across Boundaries provides consultation to mental health agencies and organizations planning organizational change to improve access and develop appropriate services for communities of colour (<http://www.acrossboundaries.ca/content.php?ID=61>). They also have a variety of resources for purchase.

Contact:

Across Boundaries

51 Clarkson Avenue, Toronto, Ontario, M6E 2T5

Tel: (416) 787- 3007

<http://www.acrossboundaries.ca>

Ethno-Racial People with Disabilities Coalition of Ontario (ERDCO)

ERDCO's mission is to promote respect for ethno-racial people with disabilities of all ages, culture, gender/sex, language, and religion. They do this through the collecting and sharing information that will encourage and support better

understanding of the needs of ethno racial people with disabilities, and assisting with training programs on a variety of issues.

Contact:

2 Carlton St., Suite 500, Toronto, ON, M5B 1J3
Tel: (416) 657-2211 or 1 (888) 988-3999
<http://www.ryerson.ca/erdco>

DisAbled Women's Network Ontario (DAWN Ontario)

DAWN Ontario is a progressive, volunteer-driven, feminist organization promoting social justice, gender equality, human rights & the advancement of equality for disAbled women through education, research, advocacy, coalition-building, resource development, and information & communication technology. A wide variety of resources and links available.

Contact:

DAWN Ontario (c/o B. Anello)
Box 1138, North Bay, Ontario, P1B 8K4
Tel: (705) 494-9078
<http://dawn.thot.net>

Accessibility Ontario website - Ontario Ministry of Citizenship

When sections of the *Ontarians with Disabilities Act, 2001* (ODA) became law in early 2002, the Accessibility Directorate of Ontario and the Accessibility Advisory Council of Ontario were established. Their website is designed to provide

information, useful resources, best practices and motivation to organizations, communities and interested individuals working together to make Ontario more inclusive and accessible to everyone. It has a wealth of information on topics such as planning accessible meetings and guidelines for working with different groups of people with disabilities and special needs (i.e., physical, psychiatric - also referred to as mental illness, intellectual and learning disabilities).

Available Documents: *Planning for Accessible Meetings* and *General Guidelines When Serving Anyone with Special Needs*

<http://www.gov.on.ca/citizenship/accessibility>

* For more info on the *Ontario with Disabilities Act* (ODA) and its Committee, see:

<http://www.odacommittee.net>

Ontario March of Dimes

Offers a variety of information and services to people with disabilities, such as the *Design Ability* program (technically skilled volunteers work one-on-one with people to develop innovative devices for the home). As well as a directory and contacts for related consulting services and community organizations across Ontario.

Contact:

March of Dimes Head Office
10 Overlea Blvd. Toronto, Ontario, M4H 1A4
Tel: (416) 425-3463 or 1 (800) 263-3463
<http://www.dimes.on.ca>

Learning Disabilities Association of Ontario (LDAO)

The LDAO's mission is to provide leadership in learning disabilities advocacy, research, education and services and to advance the full participation of children, youth and adults with learning disabilities in today's society. Their web site contains a regional service directory, educational resources, event listings, web links and much more.

Contact:

Learning Disabilities Association of Ontario
365 Bloor Street East, Suite 1004, Box 39,
Toronto, Ontario, M4W 3L4
Tel: 416-929-4311
<http://ldao.ca/index.html>

Epilepsy Ontario

Epilepsy Ontario promotes independence and optimal quality of life for children and adults living with seizure disorders, by promoting information, awareness, support services, advocacy, education and research. Through a network of chapters, contacts and associates, Epilepsy Ontario provides client services, counseling, information and referral services, education and advocacy services for children and adults living with seizure disorders, and for their families, friends, co-workers and caregivers.

Contact:

Epilepsy Ontario

Suite 308, 1 Promenade Circle, Thornhill, ON,
L4J 4P8

Tel: (905) 764-5099

<http://www.epilepsyontario.org/>

Autism Society of Ontario (ASO)

ASO is the leading source of information and referral on autism and one of the largest collective voices representing the autism community. ASO is dedicated to increasing public awareness about autism and the day-to-day issues faced by individuals with autism, their families, and the professionals with whom they interact. The Society and its chapters share common goals of providing information and education, supporting research, and advocating for programs and services for the autism community.

Contact:

The Autism Society of Ontario,
1179A King St. W., Suite 4, Toronto, Ontario,
M6K 3C5,
Tel: (416) 246-9592
<http://www.autismsociety.on.ca>

Community Living Ontario (CLO)

CLO supports and advocates on behalf of people who have intellectual disabilities. These may be developmental disabilities that have existed since birth or may have developed sometime later. CLO's vision is that all people with unique or special needs are able to live with

dignity in the community. Areas of focus include: de-institutionalization, employment, education, family support, advocacy, human rights and community inclusion. The Community Living Toronto website provides an exceptional list of links to resources and services for people with intellectual disabilities <http://www.communitylivingtoronto.ca/TACLWeb/Links>. Community Living has also done extensive work in the area of inclusion that goes beyond their focus on people with intellectual disabilities. This information is available from their national website at <http://www.cacl.ca/2004/English/cominc/index.html>.

Contact:

Community Living Ontario
240 Duncan Mill Road, Ste. 403, Toronto, ON,
M3B 1Z4
Tel: (416) 447-4348
<http://www.communitylivingontario.ca>

Ontario Brain Injury Association (OBIA)

Brain injury is the leading cause of death and disability for Canadians under the age of 45. The physical, intellectual and behavioural effects of acquired brain injuries can last forever. The OBIA has sites in communities across Ontario. These Community Associations provide support, information, education, and advocacy programs and services to those affected by acquired brain injury in local communities. Their website offers

a list of Community Associations
http://www.obia.on.ca/community_assoc.html
and has a detailed list of the educational resources that are available.
http://www.obia.on.ca/resource/resource_catalogue.html

Mood Disorders Association of Ontario (MDAO)

The MDAO is a provincial non-profit, self-help organization committed to improving the quality of life for people with mood disorders, their families, and their friends. They accomplish this through mutual support, information, and education. Their website offers information on a variety of mood disorders and the various resources available.

Contact:

Mood Disorders Association of Ontario
40 Orchard View Blvd., Suite 222, Toronto, ON,
M4R 1B9
Tel: (416) 486-8046
Toll-free: 1 (888) 486-8236
<http://www.mooddorders.on.ca/mdao.asp>

The Schizophrenia Society of Ontario (SSO)

SSO considers public awareness and education to be the most effective method of reducing the stigma surrounding schizophrenia. As a result, these are important activities for both the provincial office and each of its chapters across

Ontario. The SSO also recognizes the need for more research into the cause and cure of schizophrenia. Their website offers information, resources and personal accounts.

Contact:

Schizophrenia Society of Ontario
130 Spadina Ave., Suite 302, Toronto, Ontario,
M5V 2L4
Tel: (416) 449-6830
Toll Free: 1 (800) 449-6367 (in Ontario only)
<http://www.schizophrenia.on.ca>

**Centre for Addiction and Mental Health
(CAMH)**

CAMH is Canada's largest health sciences centre devoted to mental illness and addiction. They have a public education program that is designed to increase public understanding of addiction and mental health problems (see <http://www.camh.net/education/eduforageneralaudience.html>). CAMH is also a frontrunner in efforts to become a more diverse and inclusive institution. These efforts are coordinated through their internal, community-based Diversity Programs Office (see http://www.camh.net/about_camh/Guide_CSDiversityProgramsOffice.html).

Contact:

Centre for Addiction and Mental Health
Main Switchboard, Tel: (416) 535-8501 or the
Diversity Programs Office at ext. 4242

http://www.camh.net/about_addiction_mental_health/index.html

Mood Disorders Society of Canada (MDSC)

The MDSC is a national organization that is committed to improving quality of life for people affected by depression, bipolar disorder and other related disorders. They do this by providing a voice for consumers and families to ensure their issues and concerns are understood and considered in the setting of research priorities, the development of treatment strategies and the creation of government programs and policies related to mental illness. Their website also offers educational information and resources.

Contact:

Mood Disorders Society of Canada
3-304 Stone Rd. W., Suite 736, Guelph, Ontario,
N1G 4W4
Tel: (519) 824-5565
<http://www.mooddorderscanada.ca/index.htm>

**Canadian Mental Health Association
(CMHA)**

CMHA is a nation-wide, voluntary organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. Their vision is "mentally healthy people in a healthy society". CMHA serves people who have experienced mental illness, their families, friends and other

members of the community. They accomplish this through service, education, advocacy and research. CMHA provides information and education to increase knowledge and understanding of mental health and illness, and the services that are available to promote mental health. The websites for CMHA's national, provincial and Toronto locations have useful public education materials such as informational brochures (available in a variety of languages) and fact sheets, in addition to offering workshops, manuals and training to organizations (see below).

Contact:

Canadian Mental Health Association
National Office
8 King St. E., Suite 810, Toronto, Ontario,
M5C 1B5
Tel: (416) 484-7750
<http://www.toronto.cmha.ca> (CHMA Toronto)
<http://www.ontario.cmha.ca> (provincial)
<http://www.cmha.ca> (national site)

Enablelink - Canadian Abilities Foundation

Provides a comprehensive listing of disability organizations throughout the country. Use this resource to help find organizations that help people with disabilities in your community. (Follow this link to the Enablelink search engine. Once there, select a community or region and subject, and click on search. Enablelink will

then provide a listing of community/region-based disability organizations).

http://enablelink.org/resources/links_to.html

The Office for Disability Issues (ODI) - Social Development Canada

ODI's mandate is to advance the Government of Canada's disability agenda in collaboration with partners. The goal is to remove barriers and to improve the social and economic inclusion of Canadians with disabilities. There are Community Inclusion Initiatives projects currently operating across Canada.

Contact:

Office for Disability Issues
Government of Canada
25 Eddy St., Suite 100, Hull, Quebec, K1A 0M5
Tel: (819) 997-2412
http://www.sdc.gc.ca/en/gateways/nav/top_nav/program/odi.shtml

Available Documents:

A Way with Words and Images: Suggestions for the portrayal of persons with disabilities (this guide is available in large print, on audio cassette, in Braille, and on computer diskette by calling 1-800-O-Canada); see <http://www.sdc.gc.ca/en/gateways/topics/pyp-pup.shtml>

Canadian Council on Social Development (CCSD)

The Disability Research Information Page (<http://www.ccsd.ca/drip/research>) prepared by CCSD provides a centralized source of statistics on disability in Canada.

Contact:

Canadian Council on Social Development
309 Cooper Street, 5th Floor,
Ottawa, ON K2P 0G5
Tel: (613) 236-8977
<http://www.ccsd.ca/>

Canadian Hearing Society (CHS)

The CHS provides services that enhance the independence of deaf, deafened and hard of hearing people, and that encourage prevention of hearing loss. Services offered by the Toronto office include audiology, employment counselling, sign language interpretation, sign language classes and videoconferencing. They also publish *Contacts in Canada*, a comprehensive guide to deaf, deafened and hard of hearing organizations across Canada (see <http://www.chs.ca/info/index.html>).

Contact:

Canadian Hearing Society Head Office
271 Spadina Road, Toronto, ON M5R 2V3
Voice: (416) 928-2500 or 1-877-347-3427
TTY: (416) 964-0023 or 1-877-347-3429
<http://www.chs.ca/>

Canadian National Institute for the Blind (CNIB)

The CNIB provides services to individuals across Canada to whom vision loss is a central problem in personal and social activities. The CNIB also helps professions, government departments and private industry in vision loss related matters. The organization's aim is to help people who are blind, visually impaired or deafblind find ways to lead independent lives, while being integrated into the mainstream of community life. The CNIB offers seven core services: counselling and referral, rehabilitation teaching, orientation and mobility training, vision rehabilitation, technical aids, career development and employment, and library services

Contact:

CNIB National Office
1929 Bayview Avenue, Toronto, ON M4G 3E8
Tel: 416-486-2500
<http://www.cnib.ca/eng/index.htm>



F. Seniors

General Information

Seniors, i.e., people who are 65 years of age or older, accounted for 13% of the Canada's population in 2001. Seniors are the fastest growing segment of the population, and projections indicate this proportion will reach 15% by 2011. People are also living longer as those aged 80 and over represent 41% of the group. In a gender analysis, women outnumbered men as there were 75 senior males for every 100 senior women, in 2001.³⁹

Ontario is home to 1.5 million seniors. Statistics Canada provides a comprehensive report on seniors entitled *A Portrait of Seniors in Canada*, which includes indicators such as demographic profiles, family status, living arrangements, housing, education, health, and work patterns. This article can be accessed through the following link: <http://www.statcan.ca/english/ads/89-519-XPE/index.htm>

Organizations, Websites and Other Resources

Seniors Task Force & Roundtable - City of Toronto

The City of Toronto provides detailed facts on seniors in the City. Information such as: there are approximately 338,000 seniors in Toronto and roughly, one in four seniors live alone; 9% of senior households use food banks; and, 22% of seniors indicated limitations in their activities. More facts and information can be found through the work of the City of Toronto Seniors Task Force, which was comprised of

seven members of Toronto City Council and 17 citizens. Although it submitted its final report in September 1999 and has completed its mandate, archival information on the Task Force is available from the link:

http://www.city.toronto.on.ca/council/seniorstf_index.htm

Ontario Seniors' Secretariat (OSS) - Ministry of Citizenship & Immigration

The OSS influences and supports policy development across all government activities on

³⁹ Statistics Canada: 2001, http://www12.statcan.ca/english/census01/Products/Analytic/companion/age/canada.cfm#median_age Accessed May 2004

behalf of Ontario's seniors. The secretariat identifies issues and trends among Ontario's seniors population through research data, demographic projections and regular dialogue with key seniors' groups. The OSS has completed a detailed resource tool to facilitate access to programs and services for seniors entitled *A Guide to Programs and Services in Ontario* available through the following link:
<http://www.gov.on.ca/citizenship/seniors/english/guide.htm>.

Contact:

The Ontario Seniors' Secretariat of the Ministry of Citizenship and Immigration
 77 Wellesley Street West, 6th Fl., Ferguson Block, Toronto, Ontario, M7A 1R3
 Toll-free: 1 (888) 910-1999
 Email: info@mczcr.gov.on.ca
<http://www.gov.on.ca/citizenship/seniors/index.html>

Active Living Coalition for Older Adults (ALCOA)

ALCOA is comprised of partnerships between organizations and individuals who share an interest in the field of aging, who wish to encourage older Canadians to maintain and enhance their well-being and independence through a lifestyle that embraces daily physical activities. ALCOA has a comprehensive publication entitled "*A Blueprint for Action for Active Living*

and Older Adults", available at the following link: <http://www.alcoa.ca/e/whatsnew/blueprint.pdf>

Contact:

Active Living Coalition for Older Adults
 33 Laird Drive, Toronto, Ontario, M4G 3S9
 Tel: (416) 423-2163
 Toll Free: 1 (800) 549-9799
 E-mail: alcoa@ca.inter.net
<http://www.alcoa.ca/e/index.htm>

United Generations Ontario (UGO)

United Generations Ontario promotes the positive growth of the human family through increased interaction among people of different generations. UGO assists other organizations to more efficiently and effectively provide benefits to members of different generations - children, youth, their parents and people of their parents' generation, seniors and other older adults. Their website offers a search option to locate organizations and programs across the country.

Contact:

United Generations Ontario
 1185 Eglinton Ave. E., Suite 604B, Toronto, Ontario, M3C 3C6
 Tel: (416) 426-7115
 Email: info@intergenugo.org
<http://www.intergenugo.org>

Caregiver Network Inc. (CNI)

CNI is a resource centre created to help caregivers of the elderly and ill. Their goal is to make caregivers' lives easier by providing information on the internet, through their newsletter and the *Canadian Aging and Caregiving Resource Guide*. They also provide personal assistance and support through their seminar series, and education through a 13-part TV/video series called *Caregiving with June Callwood*. Their resources can be of use to anyone working with seniors requiring care.

Contact:

Caregiver Network Inc.

2 Oaklawn Gardens, Unit C, Toronto,
Ontario, M4V 2C6

Tel: (416) 323-1090

Email: karenh@caregiver.on.ca

<http://www.caregiver.on.ca>

improving the health of seniors in situations of risk and in preventing situations of risk from developing; and offering advice and support to policy development. Their website offers numerous publications on a variety of topics related to seniors.

Contact:

Division of Aging and Seniors, Public Health
Agency of Canada

Address Locator 1908A1, Ottawa, Ontario,
K1A 1B4

Tel: (613) 952-7606

Email: seniors@phac-aspc.gc.ca

<http://www.hc-sc.gc.ca/seniors-aines/>

The Division of Aging and Seniors - Public Health Agency of Canada

The Division of Aging and Seniors provides federal leadership in areas pertaining to aging and seniors. Among their activities are: conducting and supporting research and education activities; encouraging communication and disseminating information; working and consulting with partners, including the provinces, territories, seniors organizations and other sectors; encouraging innovative means of

G. Sexual Orientation and Gender Identity

General Information

Sexual orientation refers to feelings of sexual, affectional and emotional attraction to others of the same and/or different gender. Everyone has a sexual orientation. There are different types of sexual orientation including, heterosexual (male-female relations), gay/lesbian (same sex relations), and bisexual (male-female and same-sex relations). People may also be transgendered, transsexual, two-spirited, intersexed, queer or in the process of questioning their sexual orientation (for definitions of these categories, refer to <http://www.mcgill.ca/queerequity/heterosexism/#GLOSSARY>).

Given that sexual orientation may change over the course of one's lifetime, and not everyone chooses to disclose their sexual orientation, statistics are difficult to collect. It is believed, however, that 8-15% of the population is other than heterosexual.⁴⁰

Organizations, Websites and Other Resources

Diversity Management and Community Engagement - City of Toronto

The City of Toronto has a city-wide advisory committee on Lesbian, Gay, Bisexual, Transgender Issues. The committee uses its knowledge and expertise to provide advice to City Council and help them to ensure the equal treatment of lesbians, gays, bisexuals and transgendered people.

Contact:

Diversity Management and Community Engagement, Strategic and Corporate Policy/Healthy City Office, Chief Administrator's Office
City Hall, 11th fl. East Tower, 100 Queen St. W., Toronto, Ontario, M5H 2N2
Tel: (416) 392-8592, Email: diversity@toronto.ca
<http://www.toronto.ca/diversity/index.htm>

⁴⁰ Counselling and Learning Skills Services http://www.calss.utoronto.ca/pamphlets/sexual_orientation.htm and LGBTQ Resources & Programs <http://www.sa.utoronto.ca/area.php?waid=4> University of Toronto websites, Accessed May 2004

Teens Educating and Confronting Homophobia (T.E.A.C.H.) - Planned Parenthood

A program of Planned Parenthood of Toronto, T.E.A.C.H. uses an anti-oppression approach to deliver high-quality anti-homophobia peer education activities in high schools and community settings across the City of Toronto. Emphasizing skills building and partnership, T.E.A.C.H. trains dynamic youth peer facilitators to lead anti-homophobia activities that encourage participants to think critically about homophobia and heterosexism in their communities and the issues face by lesbian, gay, bisexual and transgender youth. Based on the popular peer education workshop, T.E.A.C.H. staff and peer facilitators develop and deliver specialized training sessions ideal for staff and volunteers who work with youth and lesbian, gay, bisexual and transgender communities. T.E.A.C.H. also constantly creates, updates and evaluates educational materials such as brochures, booklets and on-line resources to enhance and expand its anti-homophobia activities.

Contact:

T.E.A.C.H., Planned Parenthood of Toronto
36B Prince Arthur Avenue, Toronto, Ontario,
M5R 1A9
Tel: (416) 961-0113
Email: teach@ppt.on.ca
<http://www.ppt.on.ca/TEACH.htm>

The 519 Church Street Community Centre

The 519 is a meeting place and focus for Toronto's vital and varied downtown community.

Within a supportive environment, it responds to community issues and needs by supplying the resources and opportunities to foster self-determination. It is committed to principles of accessibility, voluntarism, individual dignity and value, participation and celebration. The 519's website offers a wealth of information on a wide variety of issues affecting people of various sexual orientations.

Contact:

The 519 Church Street Community Centre
519 Church St., Toronto, Ontario, M4Y 2C9
Tel: (416) 392-6874
Email: info@the519.org
<http://www.the519.org>

Rainbow Educator's Network

This website offers teaching ideas, reference materials and resources to educators who would like to deal with gay, lesbian and bisexual issues in English as a Foreign Language (EFL) classrooms. This website and the resources it mentions may be useful to any organization or person that want to understand and/or educate others around issues of sexual orientation.
<http://www2.gol.com/users/aidsed/rainbow/index.html>

Parents, Families and Friends of Gays and Lesbians Canada (PFLAG)

PFLAG is a national organization that promotes the health and well-being of gay, lesbian, bisexual and transgendered persons, their families and friends. They do this by providing support and education around misconceptions and discrimination to secure equal rights.

Their website provides valuable links to organizations that have incorporated similar visions into their mandates. Regional contacts can be located via their website.

Contact:

Parents, Families and Friends of Lesbians and Gays Canada

141 Laughton Ave., Toronto, Ontario M6N 2X4

Tel: (416) 651-0700

Email: President PFLAG Canada,

Jim Callaghan, jimcallaghan@sympatico.ca

<http://www.pflag.ca/index2.html>

Canadian Lesbian and Gay Archives

The Archives mandate is to collect and maintain information and materials relating to the gay/lesbian/bi/trans movement in Canada and elsewhere, and to make its holdings available to the public for the purposes of education and research. The archives contain records on people, organizations, issues and events. Among the materials are photographs, posters, sound recordings, works of art, books, press clippings,

banners, buttons, etc. The archives can be browsed on line or in person.

Contact:

Canadian Lesbian and Gay Archives

P.O. Box 639, Station A, Toronto, Ontario, M5W 1G2

Tel: (416) 777-2755

Email: queries@clga.ca

<http://www.clga.ca/>

The National Film Board of Canada

Given that homophobia is an issue of safety and human rights, the National Film Board is committed to producing materials that assist educators, parents, children and youth in understanding and advocating for these basic rights.

They have a number of films available for education around and responding to homophobia.

<http://www.nfb.ca/celebratingdiversity/index.html>

H. Youth

General Information

Youth is a time of defining one's identity and is shaped by many factors such as ethnicity, gender, sexual orientation, race and ability. These factors can become complicated by peer influence and a desire for acceptance, through lifestyle choices and issues such as tobacco, alcohol, nutrition, physical activity, violence and socio-economic status. Thus, many community groups strive to provide services to assist youths and parents through this time of change.

There are numerous multi-sector services and programs for youth, which broadly define the age range for youth as being anywhere from 9 to 30 years of age. Statistics Canada provides population stats based on age group profiles in five year ranges, for example: 5-9, 10-14, and 15-19.⁴¹

Organizations, Websites and Other Resources

InvolveYouth

InvolveYouth is a campaign launched by the City of Toronto in January 2004 to encourage community-based organizations to involve young people in decision-making. The idea for the initiative came from young people at a series of focus groups conducted by the City during 2003. The campaign includes a major citywide advertising campaign as well as training sessions for organizations interested in youth participation.

Contact:

InvolveYouth Campaign
City Hall, 15th Floor, East Tower, 100 Queen Street West, Toronto, Ontario M5H 2N2
Tel: (416) 392-5388
Email: involveyouth@toronto.ca
The guide is available at the following link:
<http://www.city.toronto.on.ca/involveyouth/index.htm>

⁴¹ Statistics Canada, 2001 <http://www.statcan.ca/english/Pgdb/demo10a.htm>

Toronto Youth Cabinet

The Toronto Youth Cabinet serves the population of Toronto by empowering youth to make a difference in the lives of others. In working together with City Councillors, and through fostering partnerships among youth organizations, the cabinet is dedicated to providing youth with a forum to contribute to the development of solutions for a better tomorrow.

Contact:

Toronto Youth Cabinet
Metro Hall, 6th Floor, 55 John Street, Toronto,
Ontario, M5V 3C6
Tel: (416) 392-3586
Email: youth@toronto.on.ca
http://www.torontoyouth.com/youth_cabinet/index.php

Ministry of Children and Youth Services

Provides a list of programs, services and other resources for and about youth in Ontario.

Contact:

General inquiries
Ministry of Children and Youth Services, Client
Services Unit 900 Bay Street, M1-57 Macdonald
Block, Toronto Ontario M7A 1N3
Tel: (416) 325-5666
<http://www.children.gov.on.ca/CS/en/default.htm>

Together with Youth: Planning Recreation Services for Youth-at-Risk

Offers a downloadable and orderable guide called *Together with Youth* which is designed for those who are responsible for or involved with providing services and programs for youth, and who may represent a wide variety of organizations (such as recreation, community services, health care, safety, etc.). The guide can be used for research and information gathering, to take action on community youth issues, as a resource for front-line staff and youth leaders, and/or as a planning, advocacy and policy development tool.

Contact:

Parks and Recreation Ontario
1185 Eglinton Ave. E., Suite 406, Toronto,
Ontario, M3C 3C6
Tel: (416) 426-7142
Email: pro@osrc.com
<http://www.lin.ca/lin/resource/html/twy.htm>

Safeguards: Children's Services Training

A unique training program designed to meet the highly specialized training needs of staff serving children, youth and families in Ontario. It is a joint training project of five provincial associations in the children's services sector that began in 1995.

Contact:

Safeguards: Children's Services Training
9011 Leslie Street, Suite 312, Richmond Hill,
Ontario, L4B 3B6
Tel: (905) 889-5030
<http://www.safeguards-training.net/index.html>

Ontario Social Development Council

The OSDC works with individuals and community groups to strengthen capacities within communities to mobilize resources in support of sustainable social development. Using a collaborative approach, the OSDC utilizes tools that enable communities to pro-actively respond to changes in the environment, economy, health and social sectors. For example, their "Second Chance" program for youth-at-risk, looks at the interconnection of education, employment, health, environment, social development, the community, and the law, and how they affect the development of a young person.

Contact:

Michael Cushing/Diane Mandell
2 Carleton Street, Suite 1001, Toronto, Ontario,
M5B 1J3
Tel: (416) 345-8561
Email: osdc@web.ca
<http://www.osdc.org>

Centre for Addiction and Mental Health (CAMH) – Youth initiatives and programs

CAMH provides treatment services and has implemented a number of clinical, educational, research, prevention and program development initiatives for adolescents. For lists of initiatives and programs at CAMH access the following link: http://www.camh.net/about_camh/guide_guiniandprogsforyouth.html

Contact:

CAMH has several locations; for the one nearest and most relevant to you call the Main Switchboard at (416) 535-8501
Email: public_affairs@camh.net or visit the website http://www.camh.net/contact_us/index.html

Canadian Council on Social Development (CCSD)

CCSD is a non-profit social policy and research organization focusing on issues such as poverty, social inclusion, disability, cultural diversity, child well-being, employment and housing. Through the Cultural Diversity department, CCSD provides a research program on Immigrant Youth in Canada. A research report is viewable at <http://www.ccsd.ca/subsites/cd/docs/iy/index.htm>. An archival research report on Youth at Work in Canada is viewable at <http://www.ccsd.ca/pubs/archive/yaw/hl.htm>

Contact:

309 Cooper Street, 5th Floor, Ottawa, Ontario,
K2P 0G5

Tel: (613) 236-8977

Email: council@ccsd.ca

<http://www.ccsd.ca/>

Federation of Canadian Municipalities

FCM is the national voice of municipal government since 1901, dedicated to improving the quality of life in all communities by promoting strong, effective and accountable municipal government. FCM provides an online manual to assist in understanding, planning, and developing responses to prevent or address collective youth violence in Canadian communities. Youth Violence and Youth Gangs: Responding to Community Concerns at http://www.psepc-sppcc.gc.ca/publications/policing/199456_e.asp.

Contact:

Federation of Canadian Municipalities

24 Clarence Street, Ottawa, Ontario, K1N 5P3

<http://www.fcm.ca/newfcm/Java/frame.htm>

Youth on Board

Youth on Board helps young people to be leaders and decision makers in their communities and strengthens relationships between youth and adults through publications, customized workshops, and technical assistance. Note: this is an American organization, but they have useful

information on their website around engaging youth, such as a “checklist” called, “Involving Youth in Your Organization” .

Contact:

Youth on Board

58 Day St., Somerville, MA, USA, 02144

Tel: (617) 623-9900 ext. 1242

www.youthonboard.org/

[organizationalassessment.pdf](#)



Glossary

The definitions that follow were adapted from The City of Toronto Task Force on Community Access & Equity: Glossary of Access and Equity Terms (1998-1999).

Access.

Access is defined as having the right, opportunity or ability to reach, enter or use a facility, program, service or materials, visit a person or people and/or receive, understand and use information, knowledge or skills. There are a variety of ways in which community buildings, programs, services and opportunities can be inaccessible to people, such as physical design, communications, signage and attitude. Such barriers limit, restrict or prevent access.

Accessibility.

The extent to which needed services or opportunities are available to, and used by, people from diverse groups. Some individuals may find it difficult to fully participate in their communities without some type of special accommodation. For example, individuals who have a hearing impairment may find it difficult to participate in a community forum if sign language translation is not available. However, it is important to recognize that there are other ways in which programs, services and opportunities can be inaccessible. For instance, single parents and low-income earners may find it difficult to participate in an event if childcare or transportation accommodations are not made.

Accommodation.

The removal of barriers that prevent people from accessing a facility, program, service, materials, etc. or from fully participating in important activities such as employment or recreation. Lack of accommodation includes not only physical but also social and economic inaccessibility. For example, if adaptations aren't made at an event, members of the community that are hearing impaired, visually impaired, or whose first language is not English may not be able to fully participate. In this scenario, the provision of translation services and Braille resources would accommodate and increase the accessibility of the event for these community members. Similarly, providing child care services at the same event may allow single parents or low-income earners to attend.

Barrier.

An obstacle that prevents an individual or group from accessing the same (or similar and appropriate) services or opportunities as others. A barrier can be physical (e.g., stairs), financial (e.g., the

need for childcare), attitudinal (e.g., individual and systemic discrimination), social (e.g., prevailing norms and attitudes) and geographic (e.g., inaccessible transportation). *See also* Systemic Discrimination, under Discrimination.

Community.

Community refers to a physical location — a place where a group of individuals reside and are subject to the same laws. Community can also refer to a group of individuals with common characteristics, beliefs, values, or interests (e.g., a faith-based community). As well, communities can be composed of individuals sharing a range of common needs or experiences (e.g., the need for physical accommodation, the experience of racism). What is key to any “community”, however, is the sense of belonging or attachment that individuals have with one another and/or their environment.

Culture.

Culture has over 200 different definitions and means many things. It can refer to the way groups of people have learned or have had to live together by sharing certain historical experiences, including ideas, beliefs, values, knowledge and historical, geographical, linguistic, racial, religious, ethnic or social traditions. Culture is a complex and dynamic organization of meaning, knowledge, artifacts and symbols that guide human behaviour, account for shared patterns of thought and action, and contribute to human, social and physical survival. Culture is transmitted, reinforced and passed on from generation to generation and is constantly changing.

Disability.

An impairment of an individual’s ability to function physically, cognitively or emotionally. The disability may be present at birth or acquired at any point in life (e.g., as a result of injury or illness). An individual’s impairment may be compensated for through the use of assistive devices and, as a result, an individual with a disability may be able to fully, or more fully, participate in their community/communities. Equally, the inability to access such assistive technologies may result in further disadvantage to full participation. *See also* Handicap.

Discrimination.

The denial of equal treatment, civil liberties and opportunity — the unequal treatment of people or groups resulting in subordination and deprivation of political, social and economic rights with respect to education, accommodation, health care, employment, and access to other goods, services and facilities. Discrimination may occur on the basis of race, nationality, ethnicity, gender, sexual

orientation, age, religious or political affiliation, marital or family status, and mental or physical ability. Discrimination is often invisible to those who are not its targets. There are three kinds of discrimination:

- 1. Overt discrimination:** Either the granting or denying of certain rights to certain groups or individuals.
- 2. Unequal treatment:** The differential treatment of one group in comparison with another because of certain characteristics (e.g., paying lower wages to women compared to men for work of equal value).
- 3. Systemic discrimination:** Institutional policies, procedures and practices, lodged in the operation of established institutions, that result in the exclusion or promotion of particular groups of individuals. It differs from overt discrimination in that it is not based on individual intent but may affect entire groups of people. For example, in Canada, foreign-trained professionals are often required to fulfill burdensome requirements before they are able to practice in Canada. This policy can result in qualified individuals and their families experiencing economic and social marginalization.

Diversity.

Broadly, diversity refers to the unique characteristics and differences that exist among individuals and groups within a community. While we may share many things in common, it is important to recognize that groups and individuals are both visibly and invisibly different from each other. These differences shape and have a significant impact on their experiences and expectations in any given situation.

Diversity is commonly understood in terms of dimensions that include, but are not limited to race, age, place of origin, religion, ancestry, skin colour, citizenship, sex, sexual orientation, ethnic origin, disability/ability, marital, parental or family status, same-sex partnership status, citizenship, creed, educational background, literacy level, geographic location, income level, cultural tradition and work experience. Welcoming diversity not only acknowledges and respects differences but also recognizes the worth of every individual and their value to their communities and to society at large.

Equity.

Equity refers to the right of the individual to a fair share of the goods and services in society. However, equal treatment will not necessarily guarantee equal results. Creating equity sometimes requires treating people differently from each other e.g., providing additional resources to some individuals so they are better able to compete for jobs, obtain education, or access to other programs and services.

Ethnic Group.

A community that is maintained by a shared heritage, culture and language; a human group bound together by ties of cultural homogeneity, with a prevailing loyalty and adherence to certain basic institutions such as family structure, religion, and language. The term is often assumed to refer only to those ‘other than’ the dominant ethnic group (e.g., white, English speaking, Canadian born Christians). However, all people belong to one or more ethnic groups. Related terms are “ethno-racial” and “ethno-specific”. *See also* Ethnicity and Race.

Ethnicity.

The many and varied beliefs, behaviours and traditions held in common by a group of people of a particular linguistic, historical, national, geographical, religious, and/or cultural origin. “Ethnic diversity” refers to the variety of similarities and differences of such groups, and to the presence of a number of groups within one society or nation. In Canada, ethnicity is often used to refer to the original homeland of immigrants or one’s ancestors prior to immigration to this country.

Handicap.

Related to *disability*, handicap occurs when one’s disability prevents or poses a serious barrier to his or her ability to participate fully in their community. Most handicaps can be reduced, or even eliminated, through the use of assistive technologies. However, many individuals are unnecessarily “handicapped” because they are not able to access assistive technologies due to the high costs of equipment and home or workplace modifications.

Note: The term “handicapped” is often used to refer to people with different abilities or disabilities, but it is not considered to be a favourable term; people of different abilities tend to prefer the term “disability” or “differently abled”.

Inclusivity.

The principles of inclusivity involve a clear recognition that society is not homogeneous and the perception of diversity as enriching rather than a problem. It requires the recognition that ideas and practices based on or modeled after norms of the dominant culture or society can result in experiences of exclusion and discrimination for a number of people in society. Inclusivity within an organizational context is comprised of a strategic process to eliminating barriers and implementing change, based on the acceptance that many people do not have access to services, jobs and positions of leadership due to societal and systemic factors rather than personal deficiencies. This process includes the active and meaningful involvement of people who are reflective of the diverse groups within a community.

Marginalization.

The position of certain individuals or groups that do not have full and equal access to, and cannot participate fully in, the social, economic, cultural and political institutions of society. Marginalization can occur as a result of a number of factors, alone or in combination. These factors might include, but are not limited to, poverty, discrimination, a lack of education and training, or disadvantaged geographic or social location. For example, the marginalized workers are those who are employed on short-term contracts with low wages and no health or other benefits, little opportunity for skill development or advancement and those who face regular periods of unemployment. Conversely, the mainstream world of work comprises those with secure, stable employment at a living wage with health and other benefits. Individuals in the mainstream work world also tend to have opportunities for professional development and growth and careers with some upward mobility. *See also* Social Location.

Majority Group.

The group within a society that is largest in number and/or that controls the major economic, social, political and educational institutions. The social position and power of those belonging to the majority group is generally higher than those of minority groups. *See also* Minority Group, Visible Minority.

Minority Group.

Refers to a group of people within a society that is either small in number or that has little or no access to social, economic, political, cultural or religious power due to ethnicity, race, income, sex,

disability, faith, or other factors. Members of minority groups often experience a lower social standing. *See also* Majority Group, Visible Minority.

Multiculturalism.

A concept that refers to the varied composition of Canada in terms of its cultural, ethnic and racial diversity. Multiculturalism is also an ideology that holds that racial, cultural, religious and linguistic diversity is integral, beneficial and a necessary part of Canadian society and identity.

Oppression.

Occurs when a group (or groups) of individuals use one or more forms of power to suppress another group (or groups) in order to maintain or improve their own economic or social position. Oppression can be overt (e.g., the use of police or other bodies to repress a group of individuals) or covert, manifested in social institutions and in the social relationships and group interactions of everyday life.

Power.

Involves the control of, or the ability to access, influence, or manipulate economic, political, educational and/or social structures. The location of power at any given time is the direct result of historic, social, economic and political events. With power, comes privilege; i.e., the ability to meet the needs and desires of some over others.

Prejudice.

A mental state or attitude that involves judging (usually unfavourably) an individual or group based on characteristics that have been falsely or incorrectly attributed to the person or group. *See also* Stereotype.

Race.

A means of classifying people by common ancestry. It relies on the differences in physical characteristics such as colour of skin, hair texture, stature and facial features.

Racism.

A system in which one individual or group of people exercises power over another individual or group on the basis of skin colour and/or common ancestry. It is based on the erroneous belief that one racial or ethnic group is better, more capable and somehow superior to other groups as determined by hereditary factors. Racism is a barrier that can be built into and supported by our social/

political/economic systems and institutions. For example, unnecessary height/weight requirements and the demand for Canadian experience may exclude certain racial minority groups from employment opportunities.

Social Location.

The biases and beliefs that individuals hold as a result of their “location” along several axes. An individual’s age, sex, gender, sexual orientation, level of education, income, family or parental status, relationship status, place of origin, ancestry, religion, colour, citizenship, ethnic origin, disability, citizenship, creed, literacy level, geographic location, cultural tradition and work experience all inform their unique view of the world.

Stereotype.

A generalized conception of a group of individuals that results in the unconscious or conscious categorization of each member of that group without regard for individual difference. To stereotype is to have an oversimplified idea of a group, which ignores the individual differences and diversity within that group.

Visible Minority.

A term that has been used to refer to people who are visibly different from members of the majority culture, and it usually refers to racial attributes. The terms “racial minority” and “people of colour” are also used. Visible minority is also used to classify individuals for the purpose of employment equity programs. In this context, visible minority groups include Black, Indian, Pakistani, Chinese, Korean, Japanese, Southeast Asian, Filipino and other Pacific Islanders, West Asian, Arab, Latin American, Aboriginal and multiple origins. *See also* Majority Group, Minority Group.

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