



**KAMLOOPS**  
IMMIGRANT SERVICES  
TOGETHER WE'RE BETTER

# THE WELCOMING WORKPLACE

INTEGRATING EQUITY, DIVERSITY,  
AND INCLUSION INTO WORKSPACES



# WELCOME

This toolkit has been designed to provide the resources to discuss equity, diversity, and inclusion, what they mean and why they are necessary inside the work environment. This toolkit aims to dismantle stigmas, explain biases, and generate safe spaces for experiential learning opportunities for Indigenous, Black, and People of Colour (IBPOC) and non-IBPOC community members. The toolkit encourages creative engagement between all members of any given work environment, and hopefully, it will increase the representation of diverse role models. The resources used to create this toolkit have been carefully selected to try and help those interested in developing equitable learning environments that foster personal growth and improving relationships. The resources will be presented in a way that's accessible, entertaining, interactive, and non-threatening; they are not intended as a substitute for hiring an EDI consultant or to developing diversity, inclusion, and anti-racism policies, but rather as an introductory and inspiring way to get oriented to fundamental principles.

This toolkit is not intended to be a one-time training piece; anyone is not expected to become a professional on the topics shared after finishing the overall content.

# LAND ACKNOWLEDGMENT

Kamloops Immigrant Services would like to acknowledge that the geographical scope of this toolkit was made within the ancestral, traditional, and unceded territory of the Secwepemc Nation, Nlaka'pamux Nation, and Syilx tmix<sup>w</sup> (Okanagan) Nation.

# MODULE 3



# EDI IMPLEMENTATION

As explained before, equity aims to provide opportunities in each environment to a group of historically undeserved, marginalized, and underrepresented people, including those from visible majorities.<sup>15</sup> However, on average, work spaces are embracing the idea of equality, or the ability to provide the same resources and opportunities to all employees. Although this is a step in the right direction, there is a need to highlight equitable work spaces and what they should look like.

Implementing equity inside work environments is about understanding how can actions taken by an employer can exclude or discriminate against workers or job applicants.<sup>7</sup> Ultimately, we should be able to encounter welcoming environments that allow employees to participate and engage in their daily duties without the fear of being treated differently. <sup>7</sup>

## Highlighting the equity

---

Highlighting the importance of equity is necessary. Promoting equitable work spaces, allowing members of different communities from either visible or invisible minorities to be part of the labour market, helps dismantle those barriers that were historically attached to them. <sup>7</sup>

Throughout the toolkit, we will discuss three specific areas for any company that should be shaped to fit some of the most basic EDI values. Recruitment, Retention, and Accommodation must be observed and modified to provide members of either visible or invisible communities a fair, safe, and fulfilling experience. Each area will bring some recommendations that are considered necessary and should be adapted to each work environment as needed.

In a recent release, the BC Office of the Human Rights Commissioner discusses equity within workspaces.<sup>8</sup> Their documents highlight some key factors that encourage the construction or reinforcement of equitable environments. It is also necessary to highlight that the following recommendations could be used as alternating points for each work environment's journey.

# INNOVATIVE AND ALTERNATIVE RECOMMENDATIONS:





# EQUITABLE SPACES GENERATE NEW PERSPECTIVES

Equitable spaces generate new perspectives or open their doors to previously excluded ideas. New or excluded ideas can allow the company to adapt and redevelop stagnant policies. It also allows the company to make well-informed long-term decisions that will influence the longevity of the company's public reputation. [9](#)

# STAFF CAN BECOME MORE PRODUCTIVE

Staff can become more productive and influence others in the same work environment to improve their overall sense of community and productivity. Research shows that work environments that try to improve their spaces through equitable and diverse bound policies tend to have higher annual revenues than those with little to no diversity and equitable policies. [10](#)

# STRUCTURAL CHANGES TO INCREASED INNOVATION

Fair employment practices, participative leadership, top management support for equity, and open and accessible communication practices. These are just some examples of the different structural changes employers could make at the start of their journey. Companies were found to have better performance and increased innovation when these changes were already in place during their annual evaluations. [10](#)

# FLEXIBLE WORK SCHEDULES TO REDUCE STRESS LEVELS

Alternative work schedules can be a great way to attract diverse talent and boost the sense of an equitable environment. More recent trends have brought the idea of flexible work schedules to try and lower stress levels. However, this change has also shown improvement in staff retention over time. It is also necessary to mention that most managers see alternative work schedules as a reward for some staff who perform better than average. A great way to implement it is through inclusive planning sessions that could develop a sense of respect, appreciation, and open communication channels. 11

# RACIAL EQUITY IMPROVES THE OVERALL FEELING OF FAIRNESS AND SAFETY

Racial equity aims to provide the resources needed to eradicate racial disparities. Racial equity is a major essential component of embracing the continuous practices of developing and changing policies, procedures, and systems that could target members of the IBPOC community. Racial equity will also improve the overall feeling of fairness and safety, which could enhance the staff's diverse talent. 12





# THREE KEY AREAS TO THINK ABOUT:



# RECRUITING:

Recruiting is the start of any employee's journey into the company. Some considerations can go towards understanding if the recruiting process, through job postings and interview settings, can accommodate people from different ethnic groups, races, visible and invisible abilities, and other diverse features. Remember that building a stable, diverse work environment will feed into the development of better equitable policies.

- You can find more information about better practices to improve the hiring process at [IRCC's Employer's Roadmap](#).

# RETENTION

Once an employee has been considered for a job position, the employer must focus on retention. This will look different depending on each company's economic situation and job flexibility. Salary and flexible schedules are some of the best ways to guarantee employee satisfaction. Other solutions can include opening communication channels and improving leadership relationships.

- You can find more information about better practices to improve retention at [IRCC's Employer's Roadmap](#).

# ACCOMMODATIONS

Most companies have developed policies that apply to all employees equally. Policies written in neutral wording often promote equality but cannot support equitable responses to employees requiring different accommodations. Approaching an employee that could need accommodations requires empathy and an open communications channel. Not only will that ensure that the employee feels safe and respected, but it could help develop a better relationship between employer and employee. Modifying furniture, architecture, job responsibilities, job policies, and schedules are some examples of accommodations that each employee should be able to access.

- You can find more information about better practices to implement and develop employee accommodations in the [Employment Equity toolkit](#).