



Diversity, Inclusion & Accessibility Program Plan 2022-2023

Planned items for 2022-23

Objective/ Goal	Program	Desired Outcome	Applied to	Activities	Status
To have a diversity, inclusion and accessibility plan that identifies how Fraserside will work to achieve and monitor effectiveness of the plan	Diversity, Inclusion and Accessibility Program Plan	Fraserside has an enhanced commitment to having a culturally safe environment, where persons served, personnel and other stakeholders feel welcome, experience belonging and receive services and resources that meet their needs	All – persons served, personnel including Fraserside employees, board members, students, volunteers, and other stakeholders	Review and update Diversity, Inclusion and Accessibility Plan for 2022-23 Share plan with personnel and on website Implementation of Diversity, Inclusion and Accessibility Plan Annual review of Plan by Board	Diversity, Inclusion and Accessibility Plan for 2022-23 updated and implementation is ongoing

Updated: February 2023



<p>To create communities of belonging where the diversity of all people is welcome and people feel included</p>	<p>Diversity and Inclusion</p>	<p>Persons served and personnel feel respected and valued in their diversity; experience belonging within Fraserside and in external relationships; Fraserside promotes diversity and inclusion within community</p>	<p>All – persons served, personnel including Fraserside employees, board members, students, volunteers, and other stakeholders</p>	<p>Leadership talks about diversity and inclusion in meetings and staff orientation</p> <p>Include land acknowledgement in Fraserside official statements, email signatures, website and other introductory material to recognize and respect the Indigenous peoples</p> <p>Research workshops/courses on Indigenous history and community for all employees to enroll and engage in</p> <p>Conduct Client & Family Satisfaction Survey and assess results and strategy for improvement</p> <p>Conduct Employee Engagement Survey and assess results and strategy for improvement; feature results in Annual Report</p> <p>In client feedback questionnaire, ask if those served felt safe. From this monitoring, align recruitment efforts to ensure persons served feel safe</p>	<p>Leadership talk/discussions about diversity and inclusion in meetings, staff orientation and in programming with persons served - ongoing</p> <p>Land acknowledgement included in Fraserside formal statements, email signatures and website</p> <p>Workshops/courses on Indigenous history researched and implemented in 2021 2022, 109 employees received Indigenous training</p> <p>Conduct Client & Family Satisfaction Survey and assess results and strategy for improvement, reported annually in Annual Report</p> <p>Employee Engagement Survey 2023 conducted, results will be reported in 2023-2024 Annual Report</p>
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Objective/ Goal	Program	Desired Outcome	Applied to	Activities	Achieved
<p>To create communities of belonging where all people receive services and resources that meet their needs</p>	<p>Accessibility</p>	<p>Persons served receive services that meet their needs, personnel have access to resources needed to perform their job requirements</p>	<p>Persons served, personnel including Fraserside employees, board members, students, volunteers</p>	<p>Conduct and review Accessibility Survey</p> <p>Conduct Employee Engagement Survey and assess results and strategy for improvement; feature results in Annual Report</p> <p>Monitor client rights concerns and complaints</p> <p>Annual inspection of sites to check accessibility and continuity of efficient services and resources</p> <p>Creation of a customized Disaster Management Plan for each facility to ensure an emergency plan is in place to help all persons served</p> <p>Create awareness on Fraserside’s accessibility and services via articles and posts on website and social media</p> <p>Annual review and revision of all agency plans, policies and procedures to reflect Fraserside’s commitment to diversity, inclusion and accessibility</p>	<p>Accessibility Survey to be conducted in 2022-23</p> <p>Employee Engagement Survey 2020 conducted, results will be reported in 2023-2024 Annual Report</p> <p>Monitor client rights concerns and complaints – ongoing</p> <p>Annual inspection of sites conducted through OHS & Leadership; reported annually</p> <p>Creation of a customized Disaster Management Plan for each facility to ensure an emergency plan is in place to help all persons served – ongoing</p> <p>Create awareness on Fraserside’s accessibility and services via articles and posts on website and social media – ongoing</p>