

# 2008



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## Message from Glen Laubenstein, Chief Administrative Officer

As recommended in the City of Winnipeg's *Task Force on Diversity Report*, which was adopted in principle by City Council on March 21, 2001, I am pleased to present the City's *Diversity Report Card* for 2008.

Building a workforce in which all those who call Winnipeg home, feel at home, is a job which involves every member of the Public Service. While our Human Resource professionals have an important leadership role to play, all of us must take responsibility for helping create a fair and respectful workplace. That is my challenge to our whole organization.

For the coming year, I am also challenging our Human Resource professionals to review our hiring practices. While remaining committed to fair and objective selection processes, we also need to continue looking for new and creative ways to promote diversity in our recruitment.

How can the City of Winnipeg create both a hiring experience, and a working experience, that draw staff from every part of our community – and help them do and be their best? Achieving such an experience for everyone is our goal: because it will help us serve the public better.

Over the past year, the City has made advances in the representation of designated groups, in implementing Council's Aboriginal Youth Strategy (AYS), in providing internships to potential applicants, and in making opportunities at the City of Winnipeg more visible at outreach events around the community.

This year, we will continue our efforts to improve our workplaces, to the benefit of staff and community alike.

A handwritten signature in black ink, appearing to read 'Glen Laubenstein', with a stylized flourish at the end.

Glen Laubenstein  
Chief Administrative Officer



## Highlights: A Report Card on the City's Diversity Efforts

This report card examines the activities of 2007-2008 and reports on the progress of designated group representation in the City's workforce.

### *Key points in the year-end review include:*

Overall representation of designated groups remains stable for women and there is more improvement for Aboriginal persons, persons belonging to visible minority groups and persons with disabilities. However, the increase in persons with disabilities is mainly due to existing employees who have developed a disability rather than new employees hired who belong to this group.

In 2007 and 2008, the City's rate or share of hires exceeded the labour market for all the designated groups except persons with disabilities, who remain under-represented in the applicant and hiring pools. Outreach efforts remain a priority with emphasis on the future, informing youth about the types of careers available at the City of Winnipeg.

### *Future Plans*

Key issues in the coming years include: the changing demographics of the labour market (an aging workforce, more immigrants and Aboriginal people seeking employment); the likelihood that the workforce will continue to get smaller; and the challenge of providing diversity-related training in the face of other competing training needs such as changing technology, etc. These issues mean building a diverse workforce for the future remains as important as ever.

## Defining Parameters

For the purposes of this report, the following terms have been defined:

### ***Diversity***

Recognizing that people are different in many ways (race, gender, family status, education, sexual orientation etc.). Diversity focuses on valuing, seeking out and capitalizing on employee differences in order to meet the organization's objectives.

### ***Equity***

Treating people fairly. In order to create equity, differences need to be recognized, respected and accommodated when reasonably possible.

### ***Employment Equity***

Organizational policies, practices and initiatives aimed at increasing employment representation of historically disadvantaged groups across the organization. Employment equity strategies are special measures taken to achieve specific goals. Once those goals have been reached, the special measures are no longer required.

### ***Designated Groups***

In Canada, four groups have been identified as having faced arbitrary and unfair employment barriers. Historically, unfair employment barriers for these groups have resulted in higher unemployment rates, lower than average pay rates and concentration in jobs that are lower paid and have less chance of advancement.

- *Women*
- *Aboriginal People* – First Nation (includes Status, Treaty or Non-Status), Metis and Inuit
- *Visible Minorities Persons (other than Aboriginal)* – Non-white in colour/ethnicity regardless of place of birth, (i.e. Chinese, Filipino, Black, Asian, Latin American, mixed, etc.)
- *Persons with Disabilities* – A visible or non-visible long-term or recurring physical, mental, psychiatric, sensory or learning impairment, which limits the quantity or type of work you can do in the workplace or which may be perceived as a limitation.

### ***Workforce Profile***

A workforce profile is a description of the employees who work at the City of Winnipeg at a specific point in time.

### ***The City of Winnipeg / The City***

The report will sometimes use “the City” in reference to the City of Winnipeg organization.



## ***Representative***

Determining whether or not we have achieved a representative workforce is measured by comparing the city's workforce profile against the profile of Winnipeg's labour market availability statistics.

## ***Labour Market Data (Labour Market Availability – LMA)***

For diversity purposes, the term labour market availability refers to people in the labour market who have the necessary qualifications to occupy a particular position within a given organization. The current labour market workforce availability for women, Aboriginal peoples and visible minorities is derived from the 2006 Census and looked at the population aged 15 and over who worked in 2005 or 2006. The labour market workforce data for persons with disabilities was derived from the 2006 Participation and Activity Limitation Survey and looked at the population aged 15 and over who worked in 2005 or 2006.

## ***Benchmark***

The LMA is also considered the benchmark or long term goal. The City of Winnipeg has customized the LMA based on the occupations within the City of Winnipeg. The LMA or benchmark can change from year to year if the number of positions within a specific occupation changes significantly, (e.g.) if the City increased its complement of police constables or the City eliminated a particular occupation altogether.

# Introduction and Overview

## The City of Winnipeg – The Organization

The City of Winnipeg is the second largest employer within Winnipeg. We are the municipal government, delivering public services to the citizens of Winnipeg. At the beginning of 2008, the City of Winnipeg had just under 8300 paid employees (includes permanent, temporary, part/time, casual and students). Seven unions and associations represent most of the employees.

Just over 70% of the workforce is concentrated in the following four occupational groups (as per the National Occupational Classification System developed by Service Canada in partnership with Statistics Canada):

Skilled Sales & Service (Police Officer, Firefighter);

Semi-Skilled Manual (Bus Operator, Equipment Operator);

Semi-Professional & Technical (Technologist, Technician, Paramedic, Recreation Technician, Instructor Guard, Library Service Assistant);

Clerical Personnel (Clerical Worker, Communication Dispatcher, Library Page, Storekeeper).

Naturally, a large percentage of our new hires fall into the same four occupational groupings. The only exception is the summer student labourer which comprises the largest portion of our annual hires every year. Bus Operators, Police Officers, Fire Fighters and Paramedics are hired into permanent positions. Most of the other positions are filled on a seasonal, temporary, part time or casual basis and at the entry level. As employees gain seniority and experience, they can apply to permanent positions that are posted internally.

## Commitment to Equity and Diversity

Like the people of our City, the people of our public service come from many backgrounds and we value this diversity. We believe it makes us a stronger, more effective public service. More than 10 years ago, we launched our Equity and Diversity Initiative to help build and maintain a more diverse and equitable workforce.

Diversity is a part of how we view and manage our human resources and is reflected in our Human Resource Strategic Plan (HRSP). Approved by Council in 2001, it outlines our HR vision which incorporates the importance of diversity. In other words, diversity is built into all of our HR related policies, directives and practices.

## HR Vision

***“A dynamic & diverse workforce of highly skilled people working together to deliver excellent service to the community of Winnipeg”.***

Our equity and diversity efforts are centered around three main goals:

- Diversity – valuing and capitalizing on employee differences
- Equity – creating a fair and respectful workplace.
- Activities that help us recruit and retain a diverse group of qualified new employees (includes employment equity).

## **Diversity**

Diversity is about differences (such as race, gender, family status, and education) between all people, not just designated group members. People are distinct because they differ in religions, education, sexual orientation, cultures, styles, belief systems, ways of thinking, and much more. By valuing these differences, we emphasize fairness for all and treat each individual with dignity and respect.

The diversity approach is an inclusive strategy for all employees and makes good business sense for the City. A diverse workforce that is reflective of the community it serves will better understand the needs of the citizens. To meet current and future challenges of providing responsive, affordable and innovative public service, the City of Winnipeg must continue to build a fully productive and creative workforce. Our goal is to successfully manage and motivate a highly diverse workforce.

## **Equity**

Equity is about treating people fairly. When we treat people equally we ignore differences. When we treat people equitably we recognize differences. In order to create equity, differences are recognized, respected and accommodated when reasonably possible. To accomplish this we need to find ways to increase our understanding of cultures, religions, learning styles etc. We also need to find respectful ways to manage conflict when it occurs.

## **Recruitment - Employment Equity**

Four groups in Canada have been identified as having faced arbitrary and unfair employment barriers. Historically, these unfair employment barriers have resulted in higher unemployment rates, and concentration in jobs that are lower paid and have less chance of advancement. These groups are: Women; Aboriginal People; Visible Minorities; and Persons with Disabilities. Employment equity strategies focus on removing barriers, finding ways to increase the number of qualified applicants hired from the four designated groups and working with community organizations that provide job readiness training to obtain employment.

We have an employment equity "Statement of Commitment" that speaks to the importance of addressing the historical wrongs of the four designated groups. That is why we continue to say we are an employment equity employer. One day, maybe in the not to distant future, we won't need to say we are an employment equity employer. Instead, we will say we are committed to diversity which is inclusive of all. Currently, because we still have some designated group members under-represented in some occupations, we still have a focus on employment equity.

## **Action Plan for Creating a Diverse Workforce**

Senior Management endorsed the Action Plan for Creating a Diverse Workforce in September 2002. It was developed following an employment systems review that included a workforce analysis to identify under-representation of designated group members. The Action Plan is a living document which reflects initiatives that address how the City will effectively value and manage diversity.

## Activities and Projects

All Departments are responsible for ensuring they help create a more diverse and respectful workplace. Each department reports annually on their activities and efforts. This information is then used to create our "Diversity Report Card" that describes our activities and reports on the progress made with respect to designated group representation.

The City of Winnipeg continued to take an active leadership role to develop initiatives that support the diversity goals of our organization. Initiatives for 2007-2008, included:

### Workplace Accommodation

The City of Winnipeg strives to ensure that our values of diversity and respect are embedded in our reasonable accommodation and return to work guidelines. As the City's workforce ages, we have seen an increase in the number of employees who have developed a disability and require accommodation in order to continue or return to work. As we see more immigrants entering our workforce other types of accommodations related to religion may also increase. A comprehensive series of administrative procedures are now in place to assist employees, managers and union representatives in dealing with accommodation needs.

### Aboriginal Youth Strategy

In April 2008, City Council passed a motion to adopt an Aboriginal Youth Strategy. This strategy was initiated in regard to the next steps following the completion of the First Steps: Municipal Aboriginal Pathways (MAPS) initiative. This strategy framework has been developed to guide the City's urban Aboriginal Agenda during the current term of Council to 2010. The goal of the Aboriginal Youth Strategy is to increase Aboriginal Youth participation in the overall City system, including programs, services and employment. It is also a goal of Component I of the Winnipeg Partnership Agreement (WPA). For more information about the WPA, go to:

<http://www.winnipegpartnership.mb.ca/program.shtml#CoreComponents>

The Aboriginal Youth Strategy will be facilitated through two activity streams. The first activity stream supports the efforts of Aboriginal based community organizations to provide Aboriginal specific youth programs and services. The second activity stream will ensure City Services (current and future) are culturally relevant and accessible to Aboriginal Youth.

### Field Assistant Project

This is a partnership with the City's Assessment and Taxation Department, Assembly of Manitoba Chiefs (AMC), Manitoba Metis Federation (MMF) and Canadian Union of Public Employees. AMC and MMF are providing financial support and resources for up to four individuals to obtain a certificate in Real Property Assessment via distance education. Once these individuals successfully complete the certification they will be offered employment in the Assessment and Taxation Department as Field Assistants. Discussions are now underway with another agency that supports recent immigrants to see how we might be able to work with them.

## Annual Summer Youth Career Awareness Camp

Since 2004, the City of Winnipeg has hosted a 5 day summer camp for youth 12-15 years of age. The purpose of the camp is to expose youth to the large variety of careers available at the City and to reinforce the 'stay in school' message as many of the jobs require post-secondary education. The availability of external funding to support the camp has meant that four out the five camps targeted Aboriginal youth and one year invited immigrant and refugee youth.

Here is what some of the Aboriginal youth who participated in our Career Camp had to say:



John  
"There are many careers!"



Carmen  
"The camp encouraged me to learn more about gardening."



Cody  
(learn more about)  
"careers at the Dog Pound"



Shelby  
"This made me want to do something big in my life (Firefighter)."

## Aboriginal Scholarship and Services Awards Program

Our Planning, Property and Development and Corporate Services Departments in partnership with the Winnipeg School Division offers a scholarship and service award program for Aboriginal Junior High and Senior High School students. The objectives of the program are: 1) To provide a continuing scholarship to students who exemplify leadership in school and community; 2) To provide summer employment, job shadowing, professional mentorship and other support to Aboriginal students who display interest and capacity in municipal planning and related fields; 3) To serve as a recruitment strategy to attract qualified candidates for positions with the City. Future plans include inviting the younger award winners to attend our annual summer career camp.

## The Community Service Worker Program

This is a paid work experience project run by the Community Services Department. It assists individuals to gain work experience and acts as a stepping stone for future employment. The project is designed to provide a meaningful work experience in a supportive work environment. Most of the participants are Aboriginal people and new immigrants. They are placed in community clubs to perform janitorial duties for up to six months. Program benefits include: current and Canadian work experience, a current resume for all participants, referrals to alternate employment, education and/or training opportunities and paid job search days.

## Internships and Work Experience

In support of acquiring skilled, diverse, and competent employees to fill key positions across the organization, the City supports initiatives to provide potential applicants with opportunities to gain practical experience through internships and unpaid work experiences.

These initiatives also demonstrate our commitment to diversity by encouraging departments to provide internships and work experience specifically for designated group members (Aboriginal people, visible minorities and persons with disabilities) and recent immigrants.

The City of Winnipeg established a fund to support the creation of internships in 2008. The goal of the program was to provide students with meaningful paid summer work that could lead to further study or to provide a paid internship for someone who has academic credentials and lacks experience or is a recent immigrant or is a person with a disability. Where possible, the City also partnered with external funders to create the internships. In 2008, a total of ten internships were created for Aboriginal youth, immigrants and persons with disabilities.

Several of the internships were for high school students. They were created in partnership with three external groups (Manitoba Aboriginal Youth Career Awareness Committee; Black Youth Internship Program; and Newcomer Employment Education & Development Services (N.E.E.D.S.). These organizations provided the City of Winnipeg with a wage subsidy for the paid summer employment offered to the students. The programs included providing the youth with an opportunity to be exposed to a career through a weekly half-day job shadow opportunity in the spring and a paid summer job.

In preparation for summer employment opportunities, the Community Services and Corporate Services Departments partnered with the previously mentioned organizations to provide CPR and First Aid training at no cost to nine youth (Aboriginal and immigrant). This training was needed to meet the qualifications for summer employment. Here is what one student from N.E.E.D.S. had to say about his experience with the City of Winnipeg.



“Working with youth this summer allowed me to experience the challenges and joys of living in the inner city. Through this experience I was able to get to know a lot of people and they got to know me personally. Thank you for opening the door for me to pursue my dream of creating a brighter future for disadvantaged kids”. Ezekiel Morris

## Foreign Engineer Program

The Internationally Educated Engineers Qualification Program (IEEQ) provides a route for immigrants with engineering credentials obtained outside of Canada to meet part of the licensing requirements for professional engineering practice in Manitoba. This is a program of the University of Manitoba and the City participates by providing paid employment opportunities for engineers in the program. For more information please visit the University of Manitoba, Faculty of Engineering's web page at [www.umanitoba.ca/faculties/engineering/programs/ieeq](http://www.umanitoba.ca/faculties/engineering/programs/ieeq)

## Networking Groups

Several employee initiated groups have been formed that provide support and guidance to employees as well as administration.

The Aboriginal Employee Group (AEG) meets regularly and identifies ways to support Aboriginal culture and create understanding and awareness of Aboriginal culture. The AEG has organized forums and assists employees who wish to meet with an Elder to address work-related and/or personal issues. Winnipeg Transit has more recently formed their own AEG which also meets regularly.

The Winnipeg Police Service supports a Women's Network that deals with issues specific to women officers, including recruitment, mentoring, retention and promotion. The Network organizes an annual conference for female officers and supports a web site designed to encourage women to consider policing as a career. ([www.winnipeg.ca/police/WomenInPolicing](http://www.winnipeg.ca/police/WomenInPolicing))

Females in Transit (FIT) meet to discuss and resolve workplace-related issues faced by women in the Department. The group is supported by Transit management.

### Winnipeg Police Service

- Established a "Diversity Resource Team"
- Members will be Police Officers who expressed interest in joining the team.
- The team's objective is to establish a diverse representation of individuals committed to promoting and encouraging diversity.
- The "Ambassadors of Diversity" will be tasked with assisting the Diversity Unit throughout the year with different events occurring in the city, training and education, awareness, and acting as active liaisons with a variety of communities.



## Citizen Equity Committee (CEC)

Established in 2001, the CEC advises the Mayor and Council on equity and diversity issues related to City of Winnipeg policies, procedures and services. Providing information, recommendations and monitoring progress regarding equity and diversity is the ongoing role of the Committee. Members include nine citizens, two Councillors and one representative from the Provincial and Federal governments.

## Habitat For Humanity – Adopt a Day Program

Ten employees from the Assessment and Taxation Department participated in this event in 2008.

Participating is a demonstration of the City's commitment to the community. It also provides a fun and unique way for employees to work as a team while assisting with the building of safe, decent and affordable homes for low-income working families. The City's Aboriginal Employee Group initiated this project and then coordinated the event.



## Online Information About City of Winnipeg Services for Newcomers

The City of Winnipeg is revising its online information targeting Aboriginal residents. The current site contains information about City of Winnipeg services that would be of special interest to Aboriginal citizens and newcomers (immigrants and refugees). Please go to [www.winnipeg.ca/interhom/guide/All](http://www.winnipeg.ca/interhom/guide/All)

The new site will be a “one stop shop” for Aboriginal peoples looking for information about City of Winnipeg services and initiatives – both those that target Aboriginal peoples and those of general interest. In some cases the information found on the site will be unique, that is, not found elsewhere on the City of Winnipeg's web site. In other cases the new site will direct visitors to relevant content found on other City web pages. The new site will also provide links to Aboriginal organizations in the city and will continuously highlight new services, programs and policy initiatives.



## Employment Outreach Activities

Many City departments conduct employment outreach activities, hold open houses, participate in career fairs and make presentations to various groups. The Equity & Diversity Branch's Outreach Coordinator is available to provide group presentations on general Employment/Career information with the City of Winnipeg. Presentations are approximately 45 minutes and cover topics such as:

- Where and how to apply for employment with the City of Winnipeg
- Summer and Student employment opportunities
- General description on the types of careers and educational requirements

Winnipeg Transit and the Winnipeg Police Service hold open houses every year to attract potential new employees. In 2007 Winnipeg Transit launched a new recruitment advertising campaign featuring Bus Operators who are designated group members and an "Accelerate Your Career" theme. Advertising was conducted over several months on radio, newspaper, bus boards, bus benches, billboards and other media. There was considerable media coverage on several TV stations and live remote radio coverage on the day of the event itself. A similar approach was used again in 2008.

The City of Winnipeg participates in career fairs and makes employment presentations to various schools and community groups and agencies. Various departments participate in the career fairs and presentations depending on the audience. Winnipeg Transit and the Winnipeg Police Service also participate in a large number of career fairs and presentations on their own. Visit here to find out how to invite us to your next career fair or request an employment presentation:

<http://winnipeg.ca/hr/workingwithcity/OutreachServices.stm>

In 2007 and 2008, the City participated in more than 75 career fairs and/or presentations each year. Below are some of the career fairs the City participated in:

- Centre for Aboriginal Human Resource Development
- Manitoba Business Leadership Network Job Fair for persons with disabilities
- Several job fairs hosted by Employment Projects of Winnipeg for newcomer immigrants
- Indian and Metis Friendship Centre
- Vision Quest – conference for Aboriginal youth
- Rotary Career Symposium for Manitoba High School Students
- Brandon Chamber of Commerce
- Aboriginal Chamber of Commerce
- Jewish Federation – summer employment for students
- Afro-Caribbean Association of Manitoba
- Canadian Mennonite University
- Red River College
- University of Winnipeg
- University of Manitoba

Employment presentations to various groups and schools included:

- Canadian National Institute for the Blind
- Newcomer Employment and Education Development Services
- Patal Vocational School
- Engineering students (Aboriginal) at the University of Manitoba
- Yellowquill College
- Garden City Collegiate; Maples Collegiate; St. John's High School; West Kildonan Collegiate; Children of the Earth High School; Hastings School
- Winnipeg Adult Education Centre
- Success Skills Centre Inc.

- Youth Employment Services
- Manitoba Metis Local Management Board
- Winnipeg Transition Centre
- Opportunities for Employment
- Anokiiwin
- Employment Development System Committee (group of North End agencies)
- Employment Exchange Committee – SEED

## Volunteer Opportunities

The City has several options for volunteering opportunities. These opportunities are coordinated directly with the departments providing the opportunities. Community Services reported that 23% of volunteer placements within the Community Services Department are visible minorities, persons with disabilities and Aboriginals. The Volunteer Branch works in partnership with Manitoba Aboriginal Youth Internship Program, the Salvation Army's Community Venture Organization, Lifeworks and many High Schools to place individuals into department programs and services. The Volunteer Branch is a member of the recently formed Aboriginal Youth Strategy Committee. The Aboriginal Youth Strategy Committee hopes to increase the number of Aboriginal youth who volunteer in the Community Services Department programs.

For more information on volunteering at the City of Winnipeg, please visit these web pages:

Community Services (recreation, library, aquatic and animal services volunteering opportunities), <http://www.winnipeg.ca/cms/volunteers>

Winnipeg Police Service (Victim Service Volunteer Program and Community Volunteer Program), <http://www.winnipeg.ca/police/HumanResources/volunteer.stm>

## Education and Training

Workshops on a variety of topics are available to employees. Below is a summary of the courses that employees attended in 2007 and 2008 related to equity and diversity, followed by a short description of the courses. There are also a number of other courses offered through the Corporate Education Branch or individual departments that support diversity that are not listed below (e.g. Rising Star – Job Bulletins, Resumes and Interviews; Workforce Planning; and On-line learning modules.)

Competencies have been attached to each course. Competencies are “behaviours, skills, capabilities, knowledge, attributes and attitudes that characterize excellent performance within a specific context.” Participating in the course supports the development of the identified competencies. Each course also has a “level of learning” identified. The levels are:

**Awareness** – Learners gain knowledge on the topic through explanation, definition and discussion.

**Skill Building** – Learners participate and receive feedback through activities to develop or enhance specific behaviours, skills and knowledge, (e.g. exercise, case studies, role-play etc.)

**Application** – Learners demonstrate their understanding of or proficiency in the skill, knowledge, ability through a project, presentation, case study or test.

**Aboriginal Awareness (2 days)**

This Awareness course develops the competency of Respecting Diversity. The workshop increases awareness and understanding of Aboriginal peoples. Participants are introduced to the historical, cultural and contemporary issues faced by Aboriginal people throughout Canada. They have the opportunity to experience a smudge. Participation in the smudge is not mandatory.

**Aboriginal Sweat Lodge**

This Awareness course develops the competency of Respecting Diversity. The sweat lodge will build on the awareness and understanding developed in the two-day Aboriginal Awareness course but it is not necessary to have taken that course. Employees will be given the opportunity to participate in First Nations teachings and to experience a sweat lodge ceremony.

**Addressing Workplace Conflict (2 days)**

This Skill Building course develops the competencies of Conflict Management and Composure. Learn and practice the skills needed to deal with difficult situations. Learn anger intervention and conflict resolution skills. Receive coaching on intervention and resolution styles.

**Bias Free Selection (1 day)**

This Skill Building course develops the competencies of Hiring and Staffing and Respecting Diversity. Through lectures, group discussions, exercises and videos, become more culturally aware and inclusive in recruitment and selection. Emphasis placed upon gaining self-awareness and understanding of cultural, language and disability considerations at short-listing and interviews.

**Creating a Dynamic and Diverse Workforce (1/2 day to 1 day)**

This Awareness course develops the competency of Respecting Diversity. It provides an overview of the City of Winnipeg's commitment to creating a diverse workforce. Through instruction, discussion and activities, participants develop an understanding of the business case for diversity and why diversity is a key component of the City's values and human resource planning; and an understanding of how recognizing, valuing, managing and leveraging diversity helps employees deliver excellent service to the citizens of Winnipeg.

**Disability Awareness (1/2 day)**

This Awareness course develops the competency of Respecting Diversity. This workshop will give participants the opportunity to increase their understanding of disabilities, and to learn to communicate more effectively with people with disabilities in the workplace and the community.

**Diversity Action Plan and Report Card (2 hours)**

Offered one-on-one or to groups. Provides managers and supervisors with the opportunity to: review the Action Plan for Diversity template and the key activities within the plan; consider how the plan fits into the department's overall business plan; review what was accomplished in the previous year; and discuss future plans.

**Diversity in the Workplace – Role of the Supervisor (1 day)**

This Skill Building course develops the competency of Respecting Diversity. This workshop provides participants with an opportunity to assess what needs to be done in the workplace to manage diversity. Participants identify key activities that the supervisor can undertake to support their business needs and learn ways to measure their progress.

**Diversity in the Workplace – Role of the Manager**

This Awareness course develops the competency of Respecting Diversity and Business Acumen. The workshop examines the role of manager in not only managing but leveraging diversity in the workplace. Participants examine the steps taken to capitalize on diversity to deliver excellent service to internal and external customers.

### **Foundations of Supervisory Development**

This is an Awareness course that develops the competencies of Functional/Technical Skills and Business Acumen. It provides an overview of the fundamental roles and responsibilities of a supervisor in the City of Winnipeg. One of the topics is the importance of diversity and the key issues involved. Some other topics covered include: Communication & Interpersonal Relationships, Understanding the City Environment and Employee Performance Management.

### **Generations at Work (1 day)**

This Awareness course develops the competency of Respecting Diversity. The workshop examines the four current generational work cultures and the potential for clashes between them. Whatever generation you are from, you have invariably experienced and even collided with different work cultures. Participants will be given some helpful tips and strategies to work more effectively with each group and learn strategies to motivate and challenge employee change within the generational context.

### **Reasonable Accommodation in the Workplace (1/2 day)**

This Awareness course develops the competencies of Fairness to Direct Reports and Decision Quality. Participants receive an overview of the steps to take in responding to employee who may require accommodation related to a disability, their religion, family status etc. and the hiring and employment of people who may require an accommodation. Participants learn about the Reasonable Accommodation Process and examine recent case law and legal concepts that affect compliance with the City's Reasonable Accommodation Directive and the Manitoba Human Rights Code.

### **Respectful Workplace Training (1/2 day)**

This Awareness course develops the competency of Respecting Diversity. Discuss roles, rights and responsibilities in creating and maintaining a respectful workplace. Through discussion and small group work, participants receive information on the laws, policies and directives governing behaviour in the workplace. Have the opportunity to discuss workplace issues and identify possible resolution strategies, including the role they play in building a positive and respectful work environment.

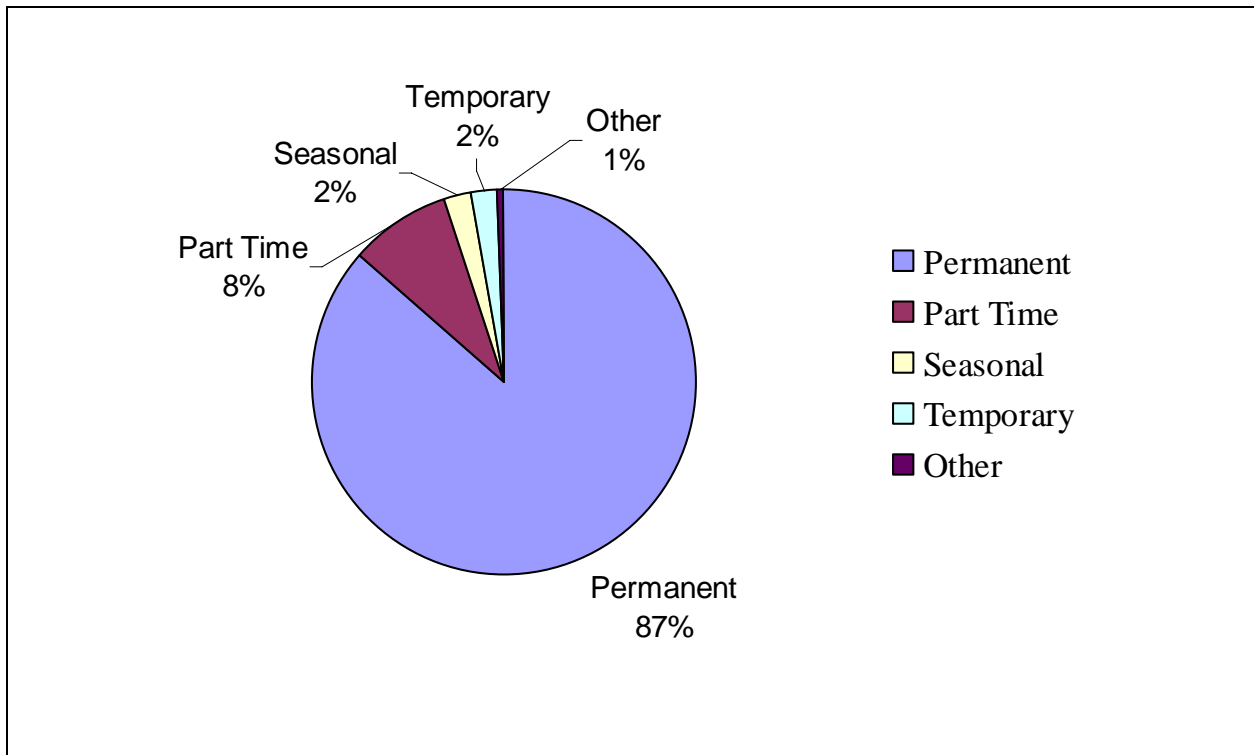
### **Universal Design in the Built Environment – Planning for an Accessible Municipality**

This Skill Building course develops the competencies of Functional/Technical Skills, Citizen & Customer Focus and Respecting Diversity. In this hands-on course, participants apply the approved Accessibility Design Standards and develop an understanding of the concept of Universal Design. Through a participatory approach, participants learn about basic human factors that must be considered when applying the principles of Universal Design early on in the decision making process. The length of the course varies from 2 hours to 1 day depending on the needs of the group.

# Workforce Profile

## Employee Statistics

As of January 2008, the total number of active employees was 8270. This included 7153 employees in permanent positions; 698 in part-time; 190 in seasonal; 175 in temporary; and 54 in other positions (student, contract and retired employees).

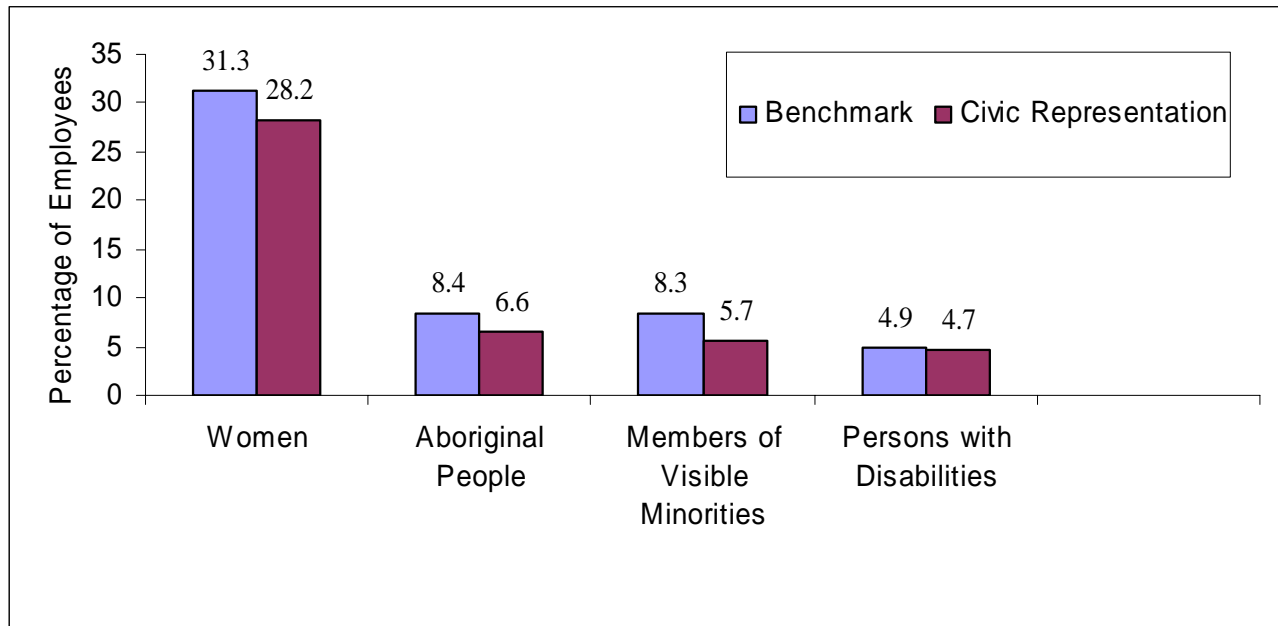


**Note:** Only includes employees who were actively working, (e.g. does not include employees on paid or unpaid leave of absence).

## Employment Equity Statistics

The representation of employment equity groups in the civic service as of January 2008 was:

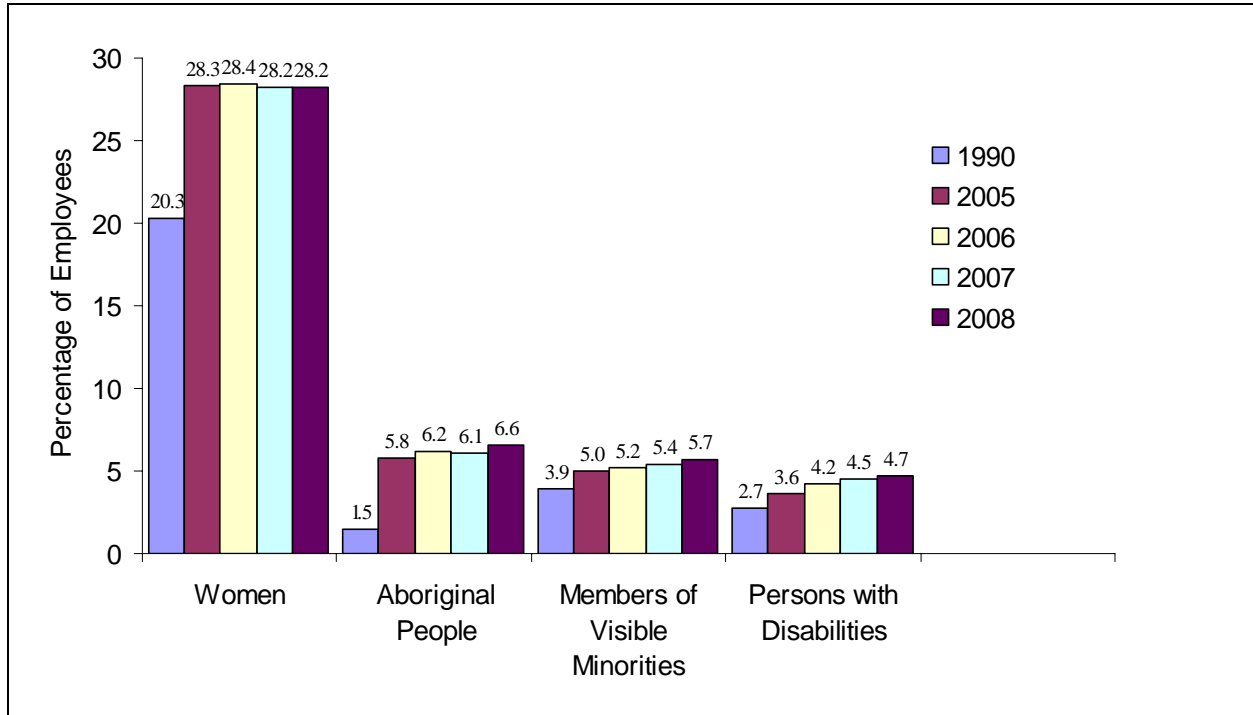
- Women 28.2%
- Aboriginal persons 6.6%
- Members of visible minorities 5.7%
- Persons with disabilities 4.7%.



**Note:** These totals include active employees only. Established Benchmarks are based on customization of Winnipeg's external labour market availability calculated from the 2006 Census and the 2006 *Participation and Activity Limitation Survey (PALS)* for persons with disabilities.

## Employment Equity Statistics – Trend Data

The chart below shows the representation of employment equity groups in the civic service over the last four years and the 1990 representation data.



**Note:** These percentages include active employees only.

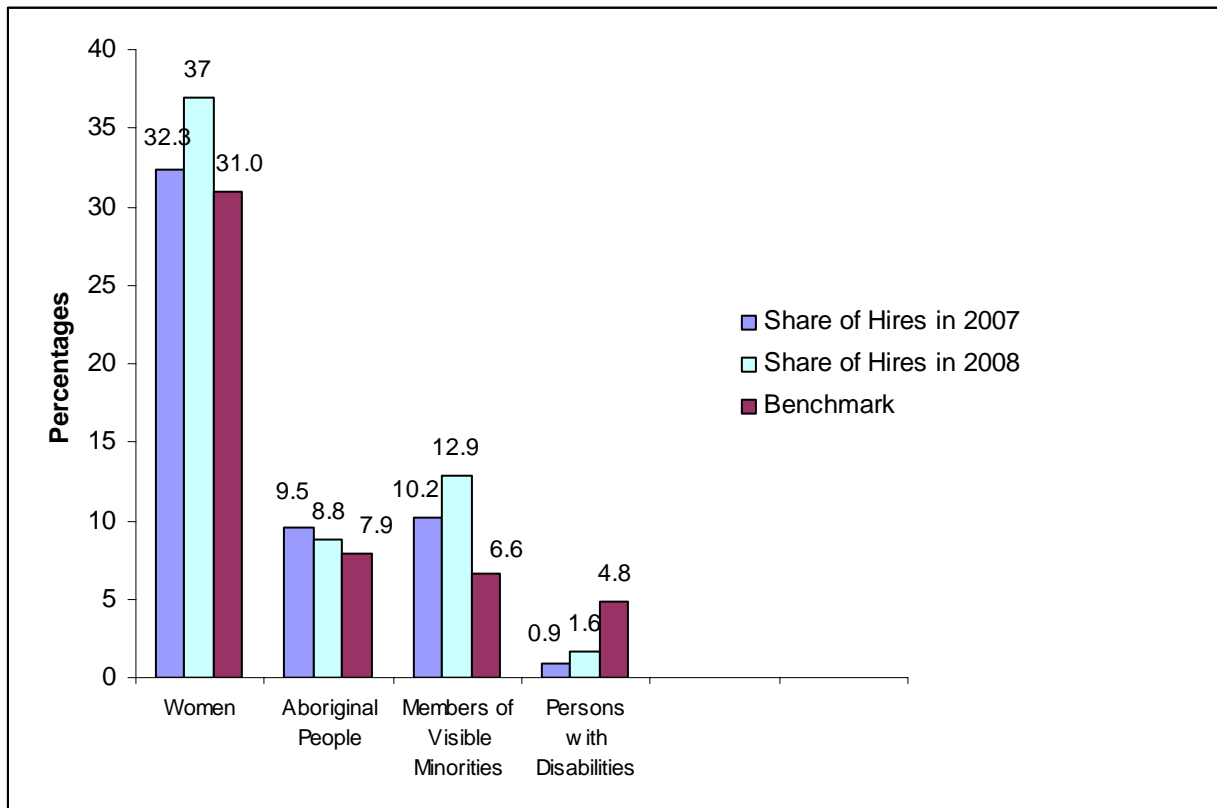
## Share of Hires

There were 1515 employees hired in 2007 and 1478 in 2008.

The representation or share of hires for the employment equity groups in 2007 was: Women: 32.3%; Aboriginal persons: 9.5 %; Members of visible minorities: 10.2%; and Persons with disabilities: 0.9%.

The representation or share of hires for the employment equity groups in 2008 was: Women: 37.0%; Aboriginal persons: 8.8 %; Members of visible minorities: 12.9%; and Persons with disabilities: 1.6%.

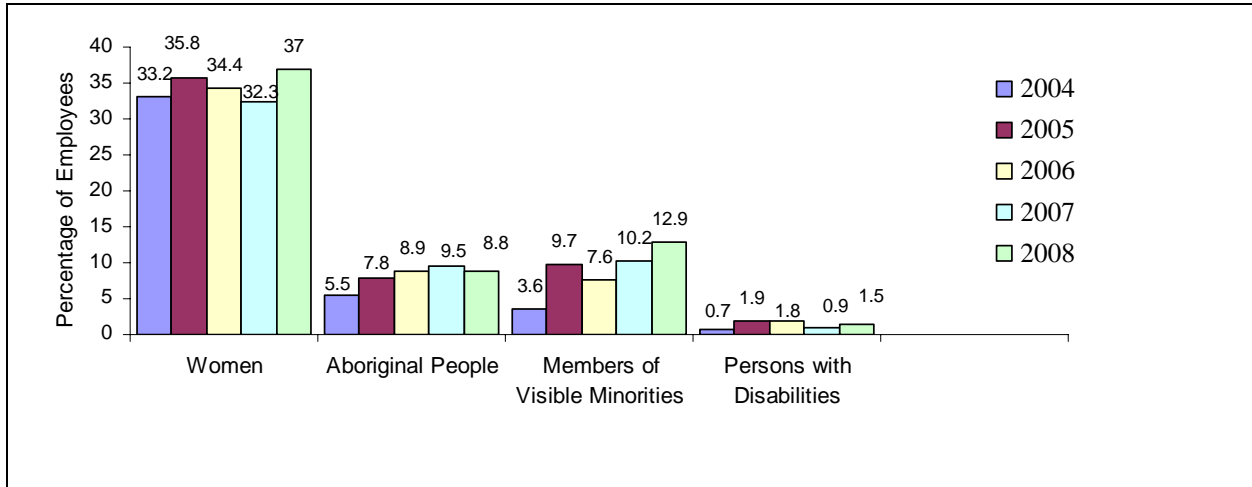
**Note:** The 'share' is the percentage of the total hires received by members of an employment equity group. These totals reflect all types of hires, e.g. permanent, seasonal, temp. etc.





## Share of Hires - Trend Data

The chart below shows the representation of employment equity hires over the last five years.



**Note:** These totals reflect all types of hires (e.g. permanent, seasonal, summer etc.)