

WELCOME

DIVERSITY

FEEDBACK

SURVEY

STEP TWO

 **VanCity**

 **Citizens Trust**

VANCITY AND CITIZENS TRUST DIVERSITY FEEDBACK SURVEY

The VanCity group of companies is committed to ensuring that all employees are provided with full and fair opportunities to develop to their fullest potential in the workplace.

The Diversity Feedback Survey is designed to help us see how well we are doing in meeting this commitment. What is VanCity doing that supports our commitment to fairness and diversity? Are there instances where discriminatory barriers exist? Could we improve the way we treat individuals? This is your chance to express your view.

Except where there is a genuine and legitimate occupational requirement, the BC Human Rights Act prohibits an employer to discriminate against a person with respect to any term or condition of employment because of a person's: race, colour, ancestry, place of origin, political belief, religion, marital status, physical or mental disability, age, sex (including sexual harassment and pregnancy) or conviction for a criminal or summary conviction charge that is unrelated to the employment.

The Diversity Feedback Survey is both confidential and anonymous.

The information will NOT be entered in coded form or otherwise on employees' personnel files. The information will NOT be misused in any way.

If you wish to discuss a particular situation or seek confidential advice, please call, the Human Resources and Environment Division at VanCity, Human Resources at Citizens Trust, Employee Assistance Counsellor Dan Stone, or your manager.

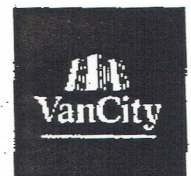
Thank you for your participation.

**VANCITY AND CITIZENS TRUST
DIVERSITY FEEDBACK SURVEY**

Please answer the four questions below.

1. *Within the last five years, what actions do you feel VanCity /Citizens Trust has taken to support your individual needs related to diversity (e.g. culture, family responsibilities, disabilities, religion, etc.)*

2. *Are there areas that you feel VanCity/Citizens Trust could improve?*



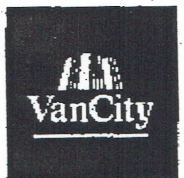
3a. As an employee at VanCity/Citizen Trust, within the last five years, have you experienced or seen others experience disadvantages in hiring, promotions, training or opportunities based on any of the grounds protected under the Human Rights Act? Please check as many as apply:

	Have experienced myself	Have seen others experience
Race	_____	_____
Colour	_____	_____
Ancestry	_____	_____
Place of origin	_____	_____
Political belief	_____	_____
Religion	_____	_____
Marital status	_____	_____
Family status	_____	_____
Physical disability	_____	_____
Mental disability	_____	_____
Sex	_____	_____
Sexual orientation	_____	_____
Age	_____	_____
Criminal background (unrelated to employment)	_____	_____

3b. If you answered "Yes" to any of the above, could you describe your major concerns:

4. What actions do you feel VanCity/Citizens Trust could take to address these issues?

Additional Comments:



Note: Only complete the next section if you wish to be contacted:

If you would like to be contacted by a staff member of the Workplace Diversity Council, Human Resources & Environment Division at VanCity, Human Resources at Citizens Trust, or a Diversity Facilitator, to discuss your comments or concerns, please record your name and local below. Any comments will be held in the strictest of confidence.

Name: _____

Local: _____

If there is someone in particular you wish to speak with, please refer to the list in the "Introduction" brochure and note their name in the space provided below.

Name: _____

Thank you for your participation.

YOUR VOICE COUNTS

1994 INTERNAL ASSESSMENT

SECTION 1: DEMOGRAPHIC INFORMATION

- 1a. What is your current position within the organization?
Check all that apply.
- | | |
|--|---|
| <input type="checkbox"/> Front Line Worker | <input type="checkbox"/> Supervisor/Coordinator |
| <input type="checkbox"/> Senior Worker | <input type="checkbox"/> Senior Management |
- 1b. Are you? ☐ Part Time ☐ Full Time
2. Number of years with ☐ less than 1 year
(From Date of Hire) ☐ 1 - 2 years
 ☐ 3 - 5 years
 ☐ 6 - 10 years
 ☐ Over 10 years
- 3a. What is your total household income?
- | | |
|--|--|
| <input type="checkbox"/> Under \$20,000 | <input type="checkbox"/> \$40,001 - \$50,000 |
| <input type="checkbox"/> \$20,001 - \$30,000 | <input type="checkbox"/> \$50,001 - \$60,000 |
| <input type="checkbox"/> \$30,001 - \$40,000 | <input type="checkbox"/> Over \$60,000 |
- 3b. Are you the sole wage earner in your household? ☐ Yes ☐ No
- 4a. How would you describe yourself?
- | | | |
|--------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Upper Class | <input type="checkbox"/> Middle Class | <input type="checkbox"/> Working Class |
|--------------------------------------|---------------------------------------|--|

- 4b. Have you ever felt hurt, excluded or discriminated against in ' Society because of your class or household income? Yes ☐ No ☐

If Yes please describe.

- 5a. What is the highest education level you have completed? Please check one only.

- ☐ Elementary School
☐ Some High School ☐ Undergraduate
☐ High School Completion ☐ Some Graduate Courses
☐ High School Equivalency ☐ Graduate
☐ Certificate/Diploma ☐ Post Graduate
☐ Some Undergraduate Courses

- 5b. Do you have any other specialized training or education? Yes ☐ No ☐

6. What is your age?

- ☐ Under 20 ☐ 20 - 34 ☐ 35 - 49 ☐ 50 - 64 ☐ 65 or over

- 7a. Family Status: Do you have dependent children living with you?

- ☐ Yes ☐ No

- 7b. If yes, how many? _____

- 7c. How many children living with you do you have between the ages of:

- 0 - 5 _____ 17 - 21 _____
 6 - 10 _____ 22 - 25 _____
 11 - 16 _____ 26 or over _____

- 8a. Do you have a parent/relative dependent on you for care? ☐ Yes ☐ No

- 8b. Do you have any other person dependent on you for care? ☐ Yes ☐ No
9. Are you a single parent? ☐ Yes ☐ No
10. Your Gender? ☐ Female ☐ Male
- 11a. What is your sexual orientation?
- ☐ Bisexual ☐ Heterosexual
- ☐ Gay ☐ Lesbian
- 11b. Is this an environment where you have felt or would feel comfortable disclosing/discussing your sexual orientation?
- ☐ Yes ☐ No
- 11c. If no, please state why you feel uncomfortable sharing this information.
- _____
- _____
- _____
- _____
- 11d. Have you ever felt hurt, excluded or discriminated against in ~~any~~ Society because of your sexual orientation? Yes ☐ No ☐
- If Yes please describe.
- _____
- _____
- _____
- _____
- _____

12. From which ethnic/cultural group(s) did your family originate? (Birth, extended, foster, or adoptive family.) Check as many as apply.

☐ Aboriginal Canadian (e.g. Métis,
Status Indian, Inuit, Non-Status Indian)

☐ African

☐ American

☐ Black

☐ British (English, Scottish, Irish, Welsh)

☐ Cambodian

☐ Canadian

☐ French Canadian

☐ Chinese

☐ Dutch (Netherlands)

☐ Filipino

☐ French

☐ German

☐ Hungarian

☐ Italian

Please add any other groups that describe you.

☐ Japanese

☐ Jewish

☐ Korean

☐ Latin American

☐ Middle Eastern (e.g. Iran,
Iraq, etc)

☐ Polish

☐ Portuguese

☐ Russian

☐ South Asian (e.g. from
India, Pakistan, etc.)

☐ Spanish

☐ Ukrainian

☐ Vietnamese

☐ West Indian

☐ _____

☐ _____

☐ _____

13a. With what ethnic or cultural group(s) do you personally identify yourself?

- | | |
|---|---|
| <input type="checkbox"/> Aboriginal Canadian (e.g. Métis,
Status Indian, Inuit, Non-Status Indian) | <input type="checkbox"/> Japanese |
| <input type="checkbox"/> African | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> American | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Black | <input type="checkbox"/> Latin American |
| <input type="checkbox"/> British (English, Scottish, Irish, Welsh) | <input type="checkbox"/> Middle Eastern (e.g. Iran,
Iraq, etc) |
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Polish |
| <input type="checkbox"/> Canadian | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> French Canadian | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> South Asian (e.g. from
India, Pakistan, etc.) |
| <input type="checkbox"/> Dutch (Netherlands) | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Filipino | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> French | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> German | <input type="checkbox"/> West Indian |
| <input type="checkbox"/> Hungarian | |
| <input type="checkbox"/> Italian | |

Please add any other groups that describe you.

☐ _____

☐ _____

☐ _____

13b. Have you ever felt hurt, excluded or discriminated against in ~~Survey C~~ ~~Community Resource~~

Society because of your ethnic/cultural group? Yes ☐ No ☐

If Yes please describe.

14a. In what country were you born?

☐ Canada ☐ Other Specify _____

14b. If born outside Canada, how long have you lived in Canada?

☐ Under 1 year ☐ 1 - 5 years ☐ 6 - 10 years ☐ Over 10 years

15. What language(s) are you able to work (communicate effectively) in?

<input type="checkbox"/> Aboriginal Canadian	<input type="checkbox"/> Italian
<input type="checkbox"/> Cambodian	<input type="checkbox"/> Japanese
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Mandarin
<input type="checkbox"/> English	<input type="checkbox"/> Punjabi
<input type="checkbox"/> French	<input type="checkbox"/> Spanish
<input type="checkbox"/> German	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Hindi	<input type="checkbox"/> Sign Language

Other - please specify:

☐ _____
☐ _____

16. What language(s) are you able to read and write in?

Read Write

<input type="checkbox"/>	<input type="checkbox"/> Aboriginal Canadian
<input type="checkbox"/>	<input type="checkbox"/> Cambodian
<input type="checkbox"/>	<input type="checkbox"/> Cantonese
<input type="checkbox"/>	<input type="checkbox"/> English
<input type="checkbox"/>	<input type="checkbox"/> French
<input type="checkbox"/>	<input type="checkbox"/> German
<input type="checkbox"/>	<input type="checkbox"/> Hindi

Read Write

<input type="checkbox"/>	<input type="checkbox"/> Italian
<input type="checkbox"/>	<input type="checkbox"/> Japanese
<input type="checkbox"/>	<input type="checkbox"/> Mandarin
<input type="checkbox"/>	<input type="checkbox"/> Punjabi
<input type="checkbox"/>	<input type="checkbox"/> Spanish
<input type="checkbox"/>	<input type="checkbox"/> Vietnamese

Other - please specify

☐ ☐ _____
☐ ☐ _____

17a. Do you have a religious affiliation/spiritual practice? ☐ Yes ☐ No

17b. If yes, please identify _____

- 17c. Does the organization restrict/inhibit the celebration or practice of your religion?(e.g. scheduling meetings on holy days)

☐ Yes ☐ No

Comments: _____

- 18a. Do you have a disability? ☐ Yes ☐ No

- 18b. Is this an environment where you have felt or would feel comfortable disclosing/discussing your disability?

☐ Yes ☐ No

If no please describe why not:.

- 18c. What is the nature of your disability? Check as many as apply.

- ☐ Mobility
☐ Speech impairment (e.g. stutter, muteness)
☐ Coordination, dexterity or other non-visible physical disability
☐ Vision (e.g. partially sighted, blind)
☐ Hearing (e.g. hard of hearing, deaf)
☐ Learning impairment (e.g. dyslexia)
☐ Mental handicap
☐ Psychiatric
☐ Hidden (e.g. heart condition, diabetes, epilepsy, P.I.D. , depression)
☐ Other - please specify _____

- 18d. If you have a disability, do you believe that your special requirements are taken into consideration by the Community? ☐ Yes ☐ No

SECTION 2: OPEN QUESTIONS

1. Do you think this organization is accepting and welcoming of diverse groups at all levels of the organization? If no please describe why? If yes please describe how?

2. Are you aware of initiatives this organization has taken to become more accessible to diverse groups? If yes please describe.

3. Do you have specific concerns or questions about what it means to have diversity at
Please describe.

4. As an employee at _____ have you experienced or seen
others experience disadvantages/discrimination in the society's hiring , promotions,
training or opportunities because of:

Race, Colour, Ancestry, Place of Origin, Political Belief, Religion, Marital Status, Family
Status, Physical Disability, Mental Disability, Sex, Sexual Orientation Age, and Criminal
Background (unrelated to employment):

If yes, please describe.

5. As an employee at _____, have you experienced or seen others experience disadvantages/discrimination in the society's service delivery to clients because of:

Race, Colour, Ancestry, Place of Origin, Political Belief, Religion, Marital Status, Family Status, Physical Disability, Mental Disability, Sex, Sexual Orientation Age, and Criminal Background (unrelated to employment).

If yes, please describe.

6. List your ideas which _____ could implement to welcome diversity.

Thank you for your participation in completing this questionnaire.

Do you have any comments, suggestions or questions about this questionnaire. Please describe.

Employee Survey 1995

About This Survey

The purpose of the employee survey is to identify staff's perceptions of the current work environment and build a data base of employee attitudes and opinions for organizational program planning and evaluation. Your candid and thoughtful opinions are important and your participation in the survey is critical to its success. We will report the survey results back to you in April 1995.

Thank you for your interest, time and participation.

Instructions

Please answer each question by circling the answer that best describes your opinion. Respond to the questions as they apply to British Columbia's Children's Hospital today and your current job. Indicate your opinion by circling the appropriate number describing your response. If you don't know or the question does not apply to your situation circle 3 "neutral/don't know".

Your individual responses are completely confidential and anonymous; no one at the hospital will see your completed questionnaire.

Once you have completed the questionnaire, please seal it in the envelope and return it to Children's Hospital mail room, via our internal mail, or drop it in one of the boxes located in the two cafeterias. Your questionnaire and all others received will be sent unopened to Tudor Williams Inc., the management consultant assisting us with this survey.

If you wish to add comments, please write them in the comments sections at the end of the questionnaire.

Please be sure to return your questionnaire no later than

	Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
1. I am proud to say I work for	1	2	3	4	5
2. My job makes good use of my skills and abilities.	1	2	3	4	5
	Very Poor	Poor	Neutral/ Don't Know	Good	Very Good
3. Overall, how would you rate the physical working conditions in your area?	1	2	3	4	5
	Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
4. I have the proper tools, equipment and resources to do the job.	1	2	3	4	5
5. In my opinion, employees are treated fairly throughout	1	2	3	4	5
6. does all it can to enable me to work safely.	1	2	3	4	5
7. I feel more committed to than I did in the past.	1	2	3	4	5
8. The better employees leave to work elsewhere.	1	2	3	4	5
9. My work unit has sufficient staff to do the job safely.	1	2	3	4	5

About Senior Management

		Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
10.	In general, I think senior management is aware of many of the challenges my co-workers and I face on the job.	1	2	3	4	5
11.	Senior management has a sincere interest in the satisfaction and well being of _____ employees.	1	2	3	4	5
12.	Senior management delegates appropriate authority to dept. heads.	1	2	3	4	5
13.	Senior management encourages and acts on new ideas from staff.	1	2	3	4	5

Supervision

		Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
14.	In general, my immediate supervisor:					
	a) Holds people accountable for poor performance.	1	2	3	4	5
	b) Recognizes and appreciates good work.	1	2	3	4	5
	c) Acts on my ideas and suggestions.	1	2	3	4	5
	d) Clearly defines my duties and responsibilities.	1	2	3	4	5
	e) Deals fairly with everyone, does not play favourites.	1	2	3	4	5
	f) Gives me sufficient feedback on how I am doing my job.	1	2	3	4	5
15.	I feel free to discuss job-related problems and concerns with my supervisor.	1	2	3	4	5
16.	_____ managers/supervisors have the skills to manage a diverse workforce.	1	2	3	4	5

Communication

		Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
17.	I am kept well informed about s activities and plans.	1	2	3	4	5
18.	I have enough information to do my job well.	1	2	3	4	5
19.	It's safe to say what you think around here.	1	2	3	4	5
20.	Information given to employees by is believable.	1	2	3	4	5
21.	Employees are generally informed on a timely basis about important developments and major decisions that affect them.	1	2	3	4	5
22.	In general, the reasons for changes in policies and procedures are adequately explained.	1	2	3	4	5
23.	As organizational changes occur, tries to keep employees informed.	1	2	3	4	5
24.	At this hospital, we have a clear sense of our identity and who we are.	1	2	3	4	5
25.	In my work unit, important issues are discussed and resolved.	1	2	3	4	5
26.	In my work unit clinical issues are discussed and resolved.	1	2	3	4	5

27. From which of the sources listed below do you **currently** get information about ?

	Never a Source	Sometimes a Source	Neutral/ Don't know	Usually a Source	Always a Source
a) My immediate supervisor/manager	1	2	3	4	5
b) "News Scan"	1	2	3	4	5
c) Department memos	1	2	3	4	5
d) The grapevine	1	2	3	4	5
e) Senior management	1	2	3	4	5
f) Staff meetings	1	2	3	4	5
g) Bulletin boards	1	2	3	4	5
h) Union	1	2	3	4	5
i) "Scanner"	1	2	3	4	5
j) Coloured staff bulletins	1	2	3	4	5

28. From which of the sources listed below would you **most prefer** to get information about ?

	Never Prefer	Sometimes Prefer	Neutral/ Don't Know	Usually Prefer	Always Prefer
a) My immediate supervisor/manager	1	2	3	4	5
b) "News Scan"	1	2	3	4	5
c) Department memos	1	2	3	4	5
d) The grapevine	1	2	3	4	5
e) Senior management	1	2	3	4	5
f) Staff meetings	1	2	3	4	5
g) Bulletin boards	1	2	3	4	5
h) Union	1	2	3	4	5
i) "Scanner"	1	2	3	4	5
j) Coloured staff bulletins	1	2	3	4	5

29. How **important** to you is information about each of the following subjects?

	Not at all Impor- tant	Somewhat Impor- tant	Neutral/ Don't Know	Impor- tant	Very Impor- tant
a) Training and development opportunities	1	2	3	4	5
b) Changes to policies/procedures	1	2	3	4	5
c) Safety	1	2	3	4	5
d) Future plans/directions for	1	2	3	4	5
e) Funding/allocation of resources	1	2	3	4	5
f) Social events and news	1	2	3	4	5
g) Diversity	1	2	3	4	5
h) Employment equity	1	2	3	4	5

30. How well does _____ keep you **informed** about these subjects?

	Not At All Informed	Some- what Informed	Neutral/ Don't Know	Very Well Informed	Very Well Informed
a) Training and development opportunities	1	2	3	4	5
b) Changes to policies/procedures	1	2	3	4	5
c) Safety	1	2	3	4	5
d) Future plans/directions for	1	2	3	4	5
e) Funding/allocation of resources	1	2	3	4	5
f) Social events and news	1	2	3	4	5
g) Diversity	1	2	3	4	5
h) Employment equity	1	2	3	4	5

Career Enhancement

	Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
31. From what I've seen in my dept., the most qualified people are selected when opportunities for promotion come up.	1	2	3	4	5
32. The procedures for considering employees for job openings is fair.	1	2	3	4	5
33. In the last two years, I have had a formal performance review with my supervisor.	1	2	3	4	5
34. My last performance review was helpful to me in knowing what is expected of me in my job.	1	2	3	4	5
35. In my last performance review, my supervisor accurately assessed my performance.	1	2	3	4	5

Quality Improvements

36. Team-work is important to improving quality.	1	2	3	4	5
37. My department gets the cooperation and assistance it needs from other depts.	1	2	3	4	5
38. The environment at _____ encourages me to examine what I do and find ways to do it better.	1	2	3	4	5
39. People in my department are encouraged to develop new ideas and better ways of doing things.	1	2	3	4	5
40. The emphasis on quality at _____ I has changed the way I approach my work.	1	2	3	4	5
41. I am pleased with the results of the quality initiatives at _____	1	2	3	4	5
42. This hospital focuses on care more than paperwork and numbers.	1	2	3	4	5

Vision and Values

	Not at All	Some- times	Neutral/ Don't Know	To Some Extent	To A Great Extent
43. To what extent does the talk about each of the following?	1	2	3	4	5
a) To communicate openly and honestly with employees	1	2	3	4	5
b) To ensure employee health and safety	1	2	3	4	5
c) To provide clear leadership and direction	1	2	3	4	5
d) To provide necessary job training	1	2	3	4	5
e) To treat employees with trust and respect	1	2	3	4	5
f) To treat employees fairly and consistently	1	2	3	4	5
g) To value and respect diversity	1	2	3	4	5
h) To encourage innovation, creativity	1	2	3	4	5
i) To eliminate harassment and abuses of power	1	2	3	4	5
44. To what extent does the do a good job of practising these things?					
a) To communicate openly and honestly with employees	1	2	3	4	5
b) To ensure employee health and safety	1	2	3	4	5
c) To provide clear leadership and direction	1	2	3	4	5
d) To provide necessary job training	1	2	3	4	5
e) To treat employees with trust and respect	1	2	3	4	5
f) To treat employees fairly and consistently	1	2	3	4	5
g) To value and respect diversity	1	2	3	4	5
h) To encourage innovation, creativity	1	2	3	4	5
i) To eliminate harassment and abuses of power	1	2	3	4	5

Diversity

45. In dealings with the communities we serve, [†] respects differences in:

	Not at All	Rarely	Neutral/ Don't Know	To Some Extent	To A Great Extent
a) race	1	2	3	4	5
b) ethnicity and culture	1	2	3	4	5
c) language	1	2	3	4	5
d) gender	1	2	3	4	5
e) age	1	2	3	4	5
f) religion	1	2	3	4	5
g) disabilities	1	2	3	4	5
h) sexual orientation	1	2	3	4	5

46. In the treatment of staff, [†] respects differences in:

a) race	1	2	3	4	5
b) ethnicity and culture	1	2	3	4	5
c) language	1	2	3	4	5
d) gender	1	2	3	4	5
e) age	1	2	3	4	5
f) religion	1	2	3	4	5
g) disabilities	1	2	3	4	5
h) sexual orientation	1	2	3	4	5

		Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
47.	_____ respects all employees on a fair and equal basis.	1	2	3	4	5
48.	_____ offers all employees career opportunities on a fair and equal basis.	1	2	3	4	5
49.	_____ offers all employees equal access to career training.	1	2	3	4	5
50.	Hiring at _____ reflects the diversity of the communities we serve.	1	2	3	4	5
51.	Staff promotions at _____ reflect the diversity of the communities we serve.	1	2	3	4	5
52.	_____ staff have the skills to deal with cultural diversity.	1	2	3	4	5
53.	Communication between _____ and our patients and families respects the diversity of the communities we serve.	1	2	3	4	5
54.	Staff attitudes at _____ are supportive of and sensitive to individual differences.	1	2	3	4	5
55.	_____ staff are sensitive to cultural and language diversity issues and concerns.	1	2	3	4	5
56.	_____ deals well with patients and families in their language of choice.	1	2	3	4	5
57.	_____ respects all patients and families on a fair and equal basis.	1	2	3	4	5
58.	The facilities at _____ are accessible to all individuals with disabilities.	1	2	3	4	5
59.	The facilities at _____ are readily usable by all individuals with disabilities.	1	2	3	4	5

About the Survey

	Strongly Disagree	Disagree	Neutral/ Don't Know	Agree	Strongly Agree
60. Filling out this survey will help identify strengths and weaknesses within	1	2	3	4	5
61. I believe management will act on many of the important issues identified by this survey.	1	2	3	4	5

62. Please use this space to write your comments about any topic concerning :

General Information

To help us better understand the information provided in this survey, please tell us a little bit about yourself. Please check off the boxes that best describe you.

63. I have worked at _____:

- a. ☐ Less than two years
- b. ☐ Two to five years
- c. ☐ Six to 10 years
- d. ☐ More than 10 years

64. I am (gender):

- a. ☐ female
- b. ☐ male

65. I am:

- a. ☐ a non-management employee
- b. ☐ a union member

66. I work in:

- a. ☐ a position that supervises other
- b. ☐ a non-supervisory position

67. My employment status is:

- a. ☐ full-time permanent
- b. ☐ part-time permanent
- c. ☐ temporary/casual/other

68. My first language (the language I learned as a child and can still speak effectively)

is: _____

69. Are you a member of a visible minority?

- ☐ yes
- ☐ no

70. Are you a member of the First Nations?

- ☐ yes
- ☐ no

71. I work in the following Division or Department:
(check only one box below)

Services Division:

- a. ☐ Nursing Department (In-patient and ambulatory)
- b. ☐ Treatment Services Department

Services Division:

- c. ☐ Environmental Services Department
- d. ☐ Food Services Department
- e. ☐ Information Services Records Department
- f. ☐ Logistics Department
- g. ☐ Department
- h. ☐ Department
- i. ☐ Plant Services Department
- j. ☐ Department
- k. ☐ Services (other departments)

Other divisions:

- l. ☐ Finance Division
- m. ☐ Human Resources Division
- n. ☐ Division
- o. ☐ Division
- p. ☐ Research Institute
- q. ☐ Fund Raising (Foundation/Capital Campaign)
- r. ☐ I (PR/Volunteer Services/Safe Start and Administration)

CONSIDERATIONS RELATED TO DATA COLLECTION

Questionnaires

1. How will the Internal Assessment fit into the organizational change process?
2. Who will participate in the research? Board/Senior Management/Faculty/Staff/Teachers/Students/Parents/Community members.
3. Who will design the questionnaire? Will there be community involvement in the design?
4. What accountability will there be to the participants in the research? How will the outcome of the research be communicated/distributed?
5. Will the questionnaire be anonymous or confidential. What process can be set in place to build trust for respondents?
6. Is there a need to track mobility of staff?
7. How will the questionnaire be distributed? Will volunteers be used for community/parent questionnaires?
8. How will the information arising from the questions be used?
9. Will the information be used to make changes in the organization?
10. Do the questions communicate a message of inclusion?
11. What comparisons will be made from the data collected? Stats Canada/B.C./Municipal data? Cross - tabulations of what data? Students to faculty/teachers?

Focus Groups

1. Who will participate in the research? Board/Senior Management/Faculty/Staff/Teachers/Students/Parents/Community members.
2. Who will design the questions? Will there be community involvement in the design?
3. What accountability will there be to the participants in the research? How will the outcome of the research be communicated/distributed?

4. How will the participants be selected? Will there be a mix of targeted participants?
5. How long? Where? At what time?
6. How can the participation of ethno-cultural groups be maximized?
7. How will the information arising from the questions be used?
8. Will the information be used to make changes in the organization?
10. Do the questions communicate a message of inclusion?
11. Will the focus groups be offered in other languages? Who should facilitate?
12. What comparisons will be made with the information collected?

ANONYMOUS

Employee Opinions and Perceptions

THE RESPONSES IN THE FOLLOWING SECTION WILL BE ANONYMOUS.

Please return to the Consultant. This will ensure the ANONYMITY of your responses. (If you require additional space to answer any question, please use the Comments area on the reverse.)

1. Do you feel you have been discriminated against at

☐ Yes

☐ No If no, proceed to Question 3

If YES, in what areas

☐ job opportunities

☐ job promotions

☐ training and development opportunities

☐ salary

☐ benefits

☐ other Please Specify

2. On what basis do you believe you have been discriminated against?

☐ age

☐ sex

☐ race

☐ ethnic origin

☐ religious origin

☐ language

☐ disability

☐ sexual orientation

☐ other Please Specify

3. Do you believe discrimination exists within ?

☐ Yes

☐ No

If YES, please identify which of the following groups you feel experience discrimination.

☐ women

☐ aboriginal (native) people (e.g. Status, Non-Status, Metis, Inuit)

☐ visible minorities (e.g. Black, East Indian, Chinese, Vietnamese, Japanese, etc.)

☐ ethnic minorities (e.g. Italian, Greek, Portuguese, etc.)

☐ religious minorities

☐ persons with disabilities (individuals whose activities are limited because of a long term physical or mental condition or health problem)

☐ francophones

☐ other, please specify

4. Comments

Please add any comments you may have about the questionnaire, the survey process or the Employment Equity Program.

Place Part "B"
of your sticker here

Questionnaire

1. **ABORIGINAL (NATIVE) PEOPLE** are persons in Canada who are Status North American Indian, Non-Status North American Indian, Inuit and Metis.

Do you consider yourself to be an aboriginal person?

- ☐ Yes If yes, proceed to Question 3
☐ No

- 2a. Members of **VISIBLE MINORITIES** in Canada are persons (other than aboriginal people) who are non-Caucasian in race or non-white in colour. You may be a member of this group even though you are a Canadian citizen or born in Canada. If you are unsure of who would be included in the definition of **VISIBLE MINORITIES**, the list below should help you.

Are you a member of a visible minority group?

- ☐ Yes
☐ No If no, proceed to Question 2b

If yes, please indicate whether you are:

- ☐ Black
☐ Chinese
☐ Japanese
☐ Korean
☐ Filipino
☐ Indian/Pakistani
☐ West Asian or Arab (e.g. Turkish, Afghan, Egyptian, etc.)
☐ South East Asian (e.g. Kampuchean, Laotian, Malaysian, Thai, Vietnamese, etc.)
☐ Other (includes only visible minorities from Latin American, Indonesia, Pacific Islands, etc.) Please Specify

- 2b. To which **ETHNIC** group do you belong? Although you may not belong to any of the groups noted above, most Canadians identify themselves with a particular **ETHNIC** group (e.g. Scottish, German, Italian, etc.). You may be a member of this group even though you are a Canadian citizen or born in Canada. With which ethnic group do you associate yourself?

Please Specify

- 2c. What languages other than English do you speak fluently?

Please Specify

3. **FRANCOPHONES** are persons whose first language learned and still understood is French.

Do you consider yourself to be a Francophone?

☐ Yes

☐ No

4. **PERSONS WITH DISABILITIES** are persons who have a persistent physical, mental, psychiatric, sensory or learning impairment which might substantially reduce their prospects of securing, retaining and advancing in suitable employment. Listed below are examples of disabilities.

- impairment of coordination/dexterity, mobility (e.g. use of wheelchair, amputation, back problems), speech, vision (partial or complete blindness), hearing (hard of hearing or deaf)
- mental or developmental impairment (e.g. Down's Syndrome)
- learning impairment (e.g. dyslexia)
- disfigurement
- non-visible impairment (e.g. epilepsy, haemophilia, psychiatric or emotional condition, controlled alcohol or drug dependency)

Keeping in mind this definition, do you consider yourself to have a disability?

☐ Yes

☐ No

If you wish to specify the nature of your disability, please do so here

If you have questions or concerns, please contact [REDACTED] or [REDACTED] at [REDACTED]
[REDACTED]. Thank you for your assistance.

USES AND LIMITATIONS OF THE DATA

Uses

Organizations are obliged to ensure access to, and equity in, receipt of services. They must know who they are serving and what programs and services to offer. They must know whether the programs and services are meeting needs. They must meet requests of funding agencies to provide data on who is being served. Within the internal organization, they must know whether their organization is an equal opportunity employer and must implement employment equity. To do all or any of this, requires the organization to collect ethnoracial data. The information garnered from the data will assist all human service planners and providers to plan for an increasingly culturally diverse population.

Limitations

There are a number of methodological issues to be considered in collecting ethno-specific information, regardless of whether the collection be through qualitative or quantitative means. Issues range from sampling, to lack of clarity in defining race and ethnicity, to measurement and utility issues. Briefly, the reader should be aware that:

- There is no consensus with regard to an effective operational definition of race. Surveys and forms have employed the term White for Caucasian, Black for Negroid and subdivided Asian into East Asian, South Asian, South-east Asian, and West Asian and Arab, or a combination thereof. There is also no commonly accepted definition of ethnicity. Moreover, discrepancies exist between race and ethnicity as self-reported or observed. What may be measures of race may be more accurately ethnicity or self-perceived membership in a population defined by diverse characteristics.
- Members of minority groups can be a small and highly dispersed component of a geographic area. Existing population lists or sampling frames may not adequately represent minority of households. Therefore, more intensive or specialized techniques for sampling are required.
- There are differences in reliability and validity of survey responses across cultural and language context. Validity of responses may vary by ethnicity and method of interview. Cultural patterns or common historical experiences amongst certain ethnoracial groups may influence the way these groups respond to questions with ethnoracial identifiers; for example, giving responses socially acceptable to the researcher or giving responses based on a perception of a derived benefit or stigma. (Louden, 1994).

These issues highlight why one needs to get community participation and feedback. It is the best safeguard for ensuring useful data is collected.

- As in the 1981 and 1986 Census, the 1991 Census has no mention of, or reference to, race or colour or visible minority. Ethnic origin remains the pivot and requires support from other ethnocultural characteristics - birth place, language and religion. Hence, Census data often undercount minority populations. Undercounting can also be affected by minorities who self identify themselves with a group other than their own particular ethnoracial group. New groups arriving between Census may also not show up on the Census.
- Data on race and ethnicity should not be used as surrogates for socio-economic status, income or other predictors and should not be misinterpreted.
- A researcher with cultural similarities as the ethnoracial community that is being studied may enhance or differentially affect response rates. The types of questions asked, the survey format, and the instrument translation may all be affected by population characteristics, thereby affecting response rates. It is therefore important to work closely with the reference or advisory group in the planning, implementation and analysis of research initiatives.

Two examples of collecting ethnoracial data are provided. The purpose of providing the examples is to illustrate different means of collecting ethnoracial data and to share a number of practical lessons learned as well as data collection methods that contributed to the success of the project. The second example will be of particular interest to those doing research with a particular community, and having a strong connection to that community.

From the examples, the reader will gain a certain amount of practical knowledge needed in replicating the collection of ethnoracial data in various settings. The ethnoracial questions to be used in the National Population Health Survey are also cited to illustrate wording and categorization differences.