

2021
SURVEY
RESULTS
REPORT



Table of Contents

Introduction.....	3
Why a Diversity and Inclusion Survey?.....	4
Infographic.....	6
Definitions.....	7
Response Rates	8
Demographics Results.....	8
Age	8
Gender Identity	9
Languages Spoken.....	11
Racial Identity/Ethnicity.....	12
Immigration	14
Indigenous Identity.....	15
Sexual Orientation	16
Disability	17
Religion and Spirituality	18
Family Status	19
Demographic Conclusions.....	20
Inclusivity Results	21
Overall Familiarity	21
Gender.....	23
Sexual Orientation	23
Racial Identity and Ethnicity.....	23
Indigenous	23
Disability	23
Inclusivity Conclusion	24
Appendix A: Frequently Asked Questions	25
Appendix B: Survey Questions	28

Table of Figures

Figure 1: Age of City of Mississauga Staff Respondents	8
Figure 2: Leadership Breakdown at City of Mississauga by Age	9
Figure 3: Gender Identity – Staff Respondents vs. Mississauga Census Data 2016.....	10
Figure 3.1: Female Employees in Leadership Positions.....	10
Figure 4: Languages spoken in addition to English – Staff Respondents	11
Figure 5: Languages spoken in addition to English/French – Census Respondents	11
Figure 6: Identification as a racialized persons – Staff Respondents	12
Figure 7: Ethnic Background – Staff Respondents vs. Census Data 2016	12
Figure 8: Leadership Breakdown at City of Mississauga by Identification as Racialized	13
Figure 9: Leadership Breakdown at City of Mississauga by Ethnic Background	13
Figure 10: Born in Canada – Staff Respondents vs. Census Data 2016	14
Figure 11: Indigenous Identity – Staff Respondents vs. Census Data 2016.....	15
Figure 12: Sexual Orientation – City of Mississauga Staff Respondents	16
Figure 13: Identification as a Person with a Disability – Staff Respondents	17
Figure 14: Affiliation with Religious and/or Spiritual Group – Staff Respondents.....	18
Figure 15: Religious Affiliation Requiring Accommodation – Staff Respondents	18
Figure 16: Provides Care for Dependents – City of Mississauga Staff Respondents	19
Figure 17: Familiarity with City’s Workplace Diversity & Inclusion Strategy	21
Figure 18: Leadership by Familiarity with Diversity Strategy – Staff Respondents	21
Figure 19: Demographic Breakdown of the % Agreement to the Statement “My workplace is committed to diversity and inclusion”	23

Introduction

Between October 15 and November 22, 2020, the City of Mississauga conducted its first ever *Diversity and Inclusion Survey* ("The Survey") to employees. Participation in the Survey was voluntary yet highly encouraged by the City's leadership team. The Survey was open to all full and part-time employees. Participation was promoted through the City's traditional internal communications channels. Anonymity was guaranteed, assuring the responses would only be reported at an aggregate level and would not be used to identify any individual employee.

Of the 7,143 City employees at the time of the survey, 3,354 completed it, representing an overall response rate of 47 per cent.

The Survey questions were divided into two categories:

1. **Demographics** – Questions focused on age, gender, languages spoken, sexual orientation, Indigenous identity, racial and ethnic background, gender identity, spirituality, and disability. The purpose of these questions was to gain a better understanding of the demographic makeup of the corporation. Leadership data was also overlaid to indicate the demographics of those in leadership positions.
2. **Inclusivity** – Participants were asked a series of questions regarding their perceptions about inclusion at the City of Mississauga. This was done to better understand how employees experience the City of Mississauga's corporate culture as it relates to parity in visibility, respect, support, and access for equity-seeking communities in the workplace. This data was overlaid with the demographic data to provide a clearer picture of diverse employee groups' lived experience and the extent to which the Corporation's commitments to a culture that centres equity, diversity and inclusion is being upheld.

The two sets of questions combined provide the City of Mississauga with a strong data set to measure the corporation's diversity and inclusivity.

Why Undertake this Survey?

The City of Mississauga Council and leadership team are committed to ensuring the City is representative of the entire population we serve. Undertaking a Diversity and Inclusion Survey was a recommendation of the City's 2017 Workforce Diversity and Inclusion Strategy. The Survey is a snapshot in time. It is also an opportunity to form a baseline of results that allows us to measure our efforts to date and how we compare against Canadian Census data for Mississauga.

Equity, diversity and inclusion are core strategic priorities for the City. Through the workplace Diversity and Inclusion Survey we genuinely want to better understand our workplace culture and whether it works well for everyone. Through the survey, we will have a more detailed understanding of our City's workforce demographics as well as employees' perceptions of inclusivity; in turn, providing the City with quantitative data not previously available on our workforce makeup. This will help the City identify gaps where under-representation of equity-seeking groups may exist, and develop strategies to address these gaps and barriers.

The data collected will be used to help identify priorities for improving workplace inclusion through policy development; recruitment, hiring, succession planning and retention; creating programs and initiatives and further refining our organizational learning plans from an equity, diversity and inclusion perspective.

To make the right decisions requires the right data. The Ontario Human Rights Commission has long recommended and advocated for the use of data in equity, diversity and inclusion efforts.

The Ontario Human Rights Code creates positive obligations for corporations like the City of Mississauga to address systemic barriers in employment. Collecting diversity and inclusion data and using that data to build proactive hiring programs to address gaps in representation is

Ontario Human Rights Commission

Organizations that collect such data recognize that to effectively thrive in an increasingly globalized competitive business environment, they must:

- Promote an inclusive and equitable work culture throughout the organization
- Take steps to attract and retain the best and brightest people available
- Find innovative ways to improve service delivery and programming to meet the needs and wants of an increasingly diverse population base.

OHRC, 2009

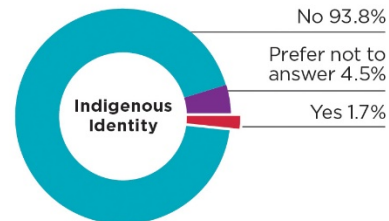
a way to meet this obligation. The City of Mississauga is committed to fulfilling its legal and ethical obligations under the Code, ensuring accommodation is met for all code-protected groups in order to help remove the barriers that prevent these groups and individuals from fully taking part in, and contributing to, the community.

City of Mississauga Diversity and Inclusion Survey Results

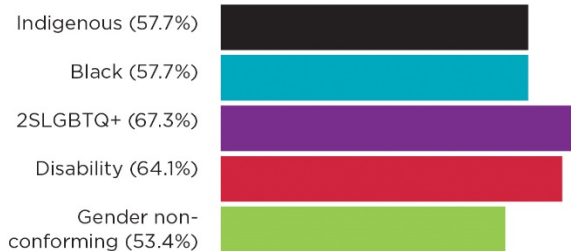
City's talent pipeline is younger and more diverse

51% identify as racialized

30-49 years old



Perception of the City's Commitment to Diversity and Inclusion



7% of staff identified having a disability

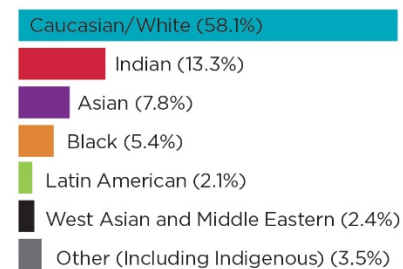
The most prevalent included:

- Mental and emotional health
- Chronic health conditions
- Mobility limitations
- Learning disabilities
- Vision

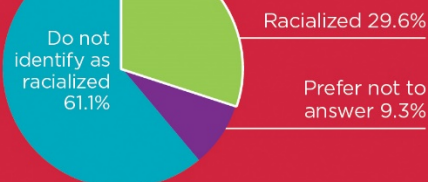
City staff primarily identify as male or female with a small percentage identifying as gender non-conforming



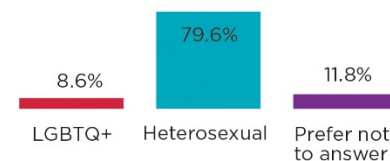
The majority of employees in leadership positions identify as Caucasian or White



Fewer employees identify as racialized



Sexual Orientation



Important Notes

A few important notes about the data collected:

1. The Survey was initially scheduled to be conducted in March 2020; the onset of the COVID-19 pandemic delayed the launch to October 2020.
2. During the period when the Survey was conducted, the City of Mississauga was under COVID-19 restrictions. A majority of employees had been working from home since March 2020. At the same time, the majority of our 2,000 part-time staff were on layoff, mainly in the Community Services Department, due to the closure of recreation facilities and libraries.
3. The data should not be considered fully conclusive or fully representative of the diversity at the City of Mississauga. However, the data does provide a strong baseline about diversity and perceptions of inclusivity at the City.

Definitions

Gender non-conforming: denoting or relating to a person whose behavior or appearance does not conform to prevailing cultural and social expectations about what is appropriate to their gender.

Equity-Seeking Groups: those groups that identify barriers to equal access, opportunities and resources due to disadvantage and discrimination and actively seek social justice and reparation. For the purposes of this Survey, these include LGBTQ2S, Indigenous, women, racialized people, those with a disability, and immigrants).

Leadership: City Manager, Commissioners, Directors and Managers. Specific leadership positions were not differentiated in the survey.

HiPo: High potential employee, identified by leadership to be future leaders within the organization.

Response Rate

- Of the 7,143 employees at the City at the time of the survey, 3,354 completed the survey, for a response rate of 47 per cent across the entire corporation.
- 35.9 per cent of employees said they were fully aware of the City's Diversity and Inclusion Strategy, with 44 per cent saying they were somewhat familiar.
- The response rate for part-time employees was 20.8% compared to 69% for permanent, salaried employees. The low response rate for part time employees is likely attributable to the large number on temporary layoff.
- Of the 478 leadership employees (managers, directors, commissioners, and City Manager), 431 completed the survey for a response rate of 90 per cent.
- Of the 264 employees identified as High Potential (HiPo), 237 responded, for an 89 per cent response rate.

Demographics Survey Results

Methodology

The following section is a detailed summary of the demographic breakdown at the City of Mississauga. Comparison is made to the City's Statistics Canada 2016 Census data where available and applicable.

Age

Employees were asked to choose a defined age range: under 20, 20-29, 30-49, and 50-69. Of those that responded, the largest age cohort of employees are those ages 30-49 (47 per cent), followed by ages 50-69 (33.1 per cent), and 20-29 (13.2 per cent). This is in keeping with 2016 Mississauga Census data.

Figure 1 provides an overview of the percentage of employees in each age cohort, overlaid with data on racial identity.

Figure 1:
Age of City of Mississauga Staff Respondents

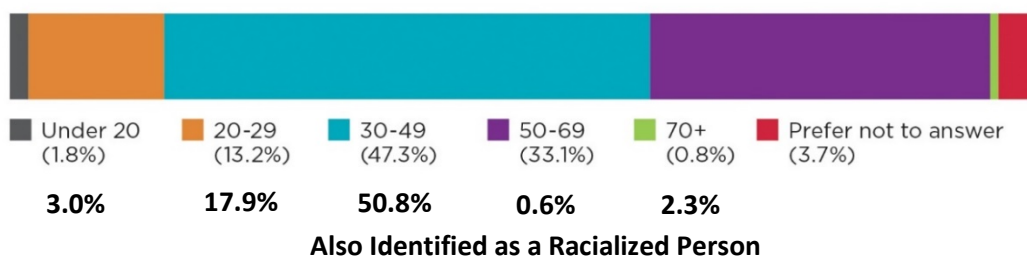
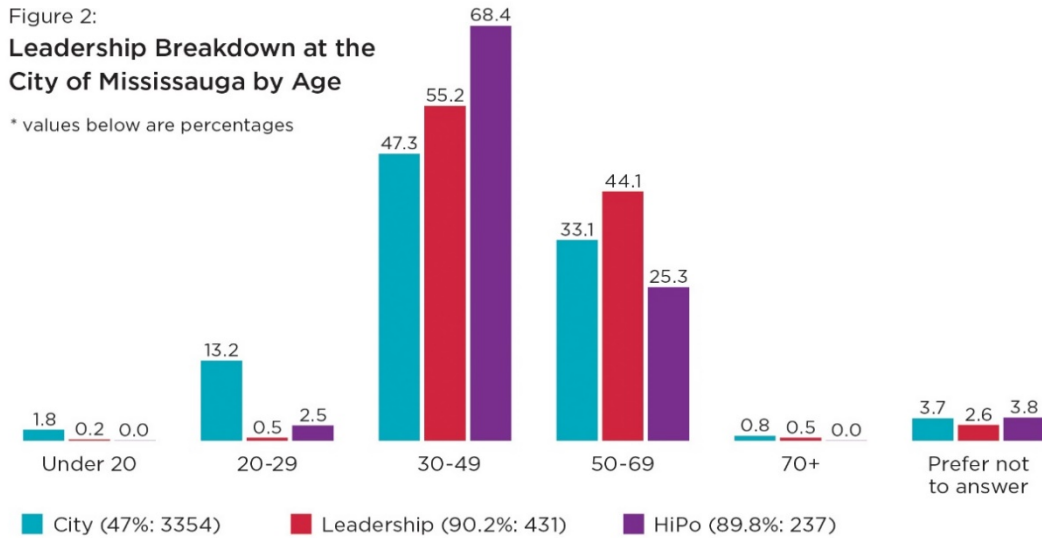


Figure 2 illustrates the differential in leadership and HiPo positions by age



Key Takeaways:

- The majority of the HiPo employees surveyed are in the 30-49 age range and within that age range, 50.8 per cent identify as racialized, compared to only 0.6 per cent for those aged 50-69. 68% of all HiPos are in the 30-49 age group.
- Leadership at the City is also becoming younger, with 55.2 per cent of leaders aged 30-49, compared to 41.1 per cent for those aged 50-69.
- One-third of the City's workforce is at or is approaching retirement age. These employees occupy 41 per cent of the leadership positions within the City and are almost entirely non-racialized. As this cohort retires, there is an opportunity for workforce planning to ensure more representative leadership.

Gender Identity

There is a 6% gap in representation between those who identify as man and woman. The City of Mississauga results are similar to the 2016 City of Mississauga Statistics Canada Census Survey.

Figure 3 provides a breakdown of gender identity of employees compared to 2016 Canadian Census data for Mississauga

Figure 3:

Gender Identity - City of Mississauga Staff Respondents versus Mississauga Census Data 2016

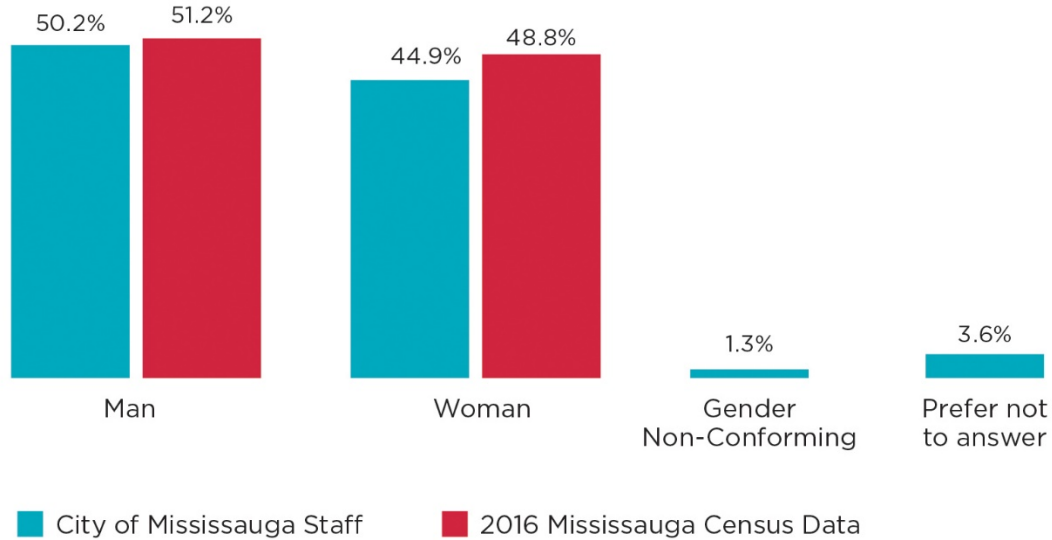
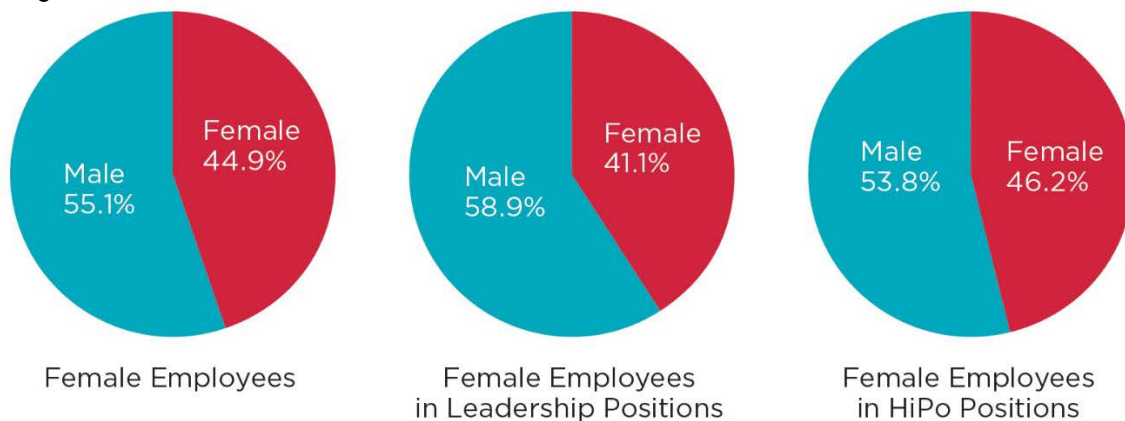


Figure 3.1 shows by gender who holds leadership and HiPo positions in the corporation.

Female Employees in Leadership Positions

Figure 3.1



Key Takeaways

- The largest group was those who identify as Man at 50.2 per cent, followed by those who identify as Woman at 44.9 per cent.
- 1.3 per cent of respondents identified as Gender Non-Conforming. (*Note: Gender Non-Conforming includes: Non-Binary, Gender Queer, or a similar term, “I do not identify with a gender, Two-Spirit, Transman, Transwoman and I would like to specify an identity.”*)
- Men continue to occupy more leadership positions within the corporation. 55.6 per cent of men are leaders, compared to 41.1 per cent per cent of women.
- There is greater gender balance among HiPo positions, with men occupying 50.4 per cent of the spaces and women occupying 46.2 per cent.
- Of those who identify as woman, 33 per cent are aged 50-69, and 43 per cent are aged 30-49.
- 30.5 per cent of both ‘woman’ and ‘man’ respondents also identify themselves as racialized.
- 8% of City leaders and 13.5% of HiPos are racialized women.

Languages Spoken

43% of employees who responded speak at least one language other than English. In addition to English, the most spoken languages among City employees are French, Hindi, Punjabi, Italian and Urdu.

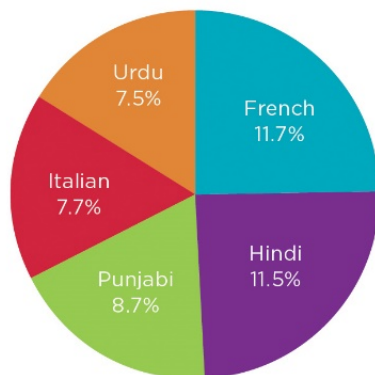


Figure 4:
Top languages spoken in addition to English – City of Mississauga Staff Respondents

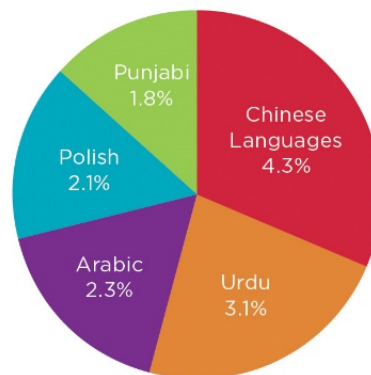


Figure 5:
Top languages spoken in addition to English and/or French – City of Mississauga Census Respondents

Racial Identity and Ethnicity

Figure 6 provides an overview of racial identity compared to the 2016 Census Survey Data for Mississauga

Figure 6:
Identification as a Racialized Person – City of Mississauga Staff Respondents

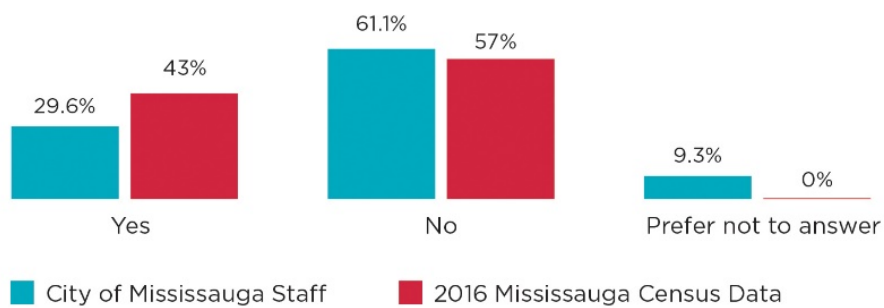


Figure 7 breaks down respondents in terms of their identified ethnicity.

Figure 7:
Ethnic Background – City of Mississauga Staff Respondents versus Mississauga Census Data 2016

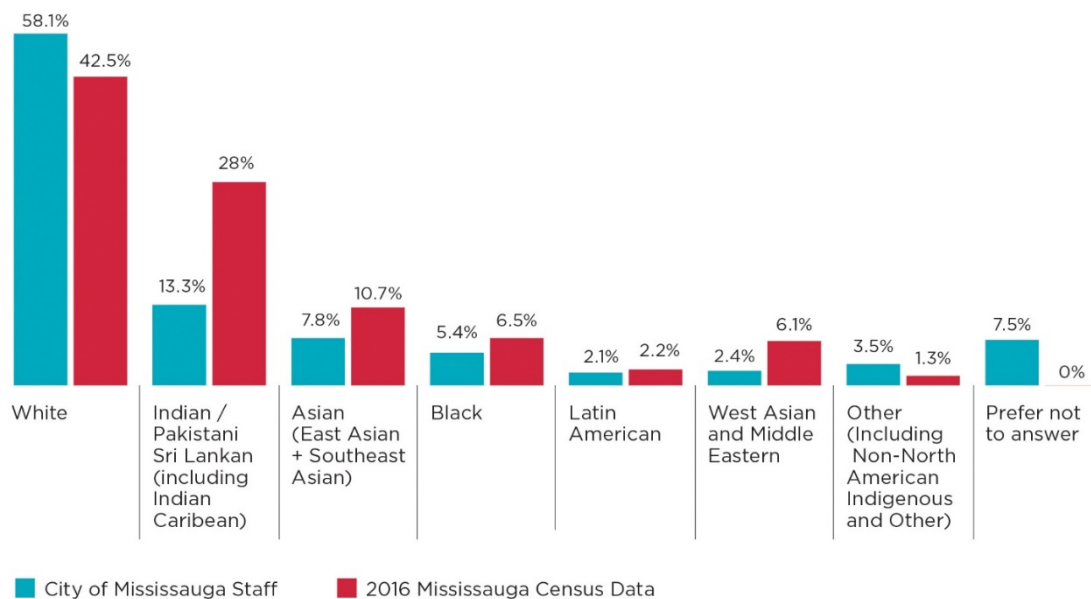


Figure 8 illustrates the leadership breakdown at the City of Mississauga by respondents' identification as racialized.

Figure 8:

Leadership Breakdown at City of Mississauga by Identification as Racialized

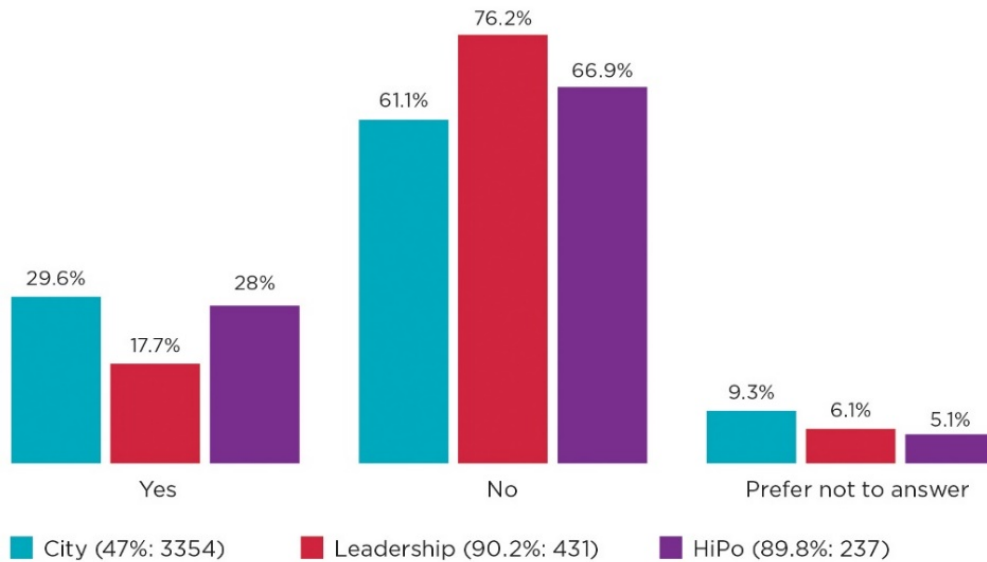
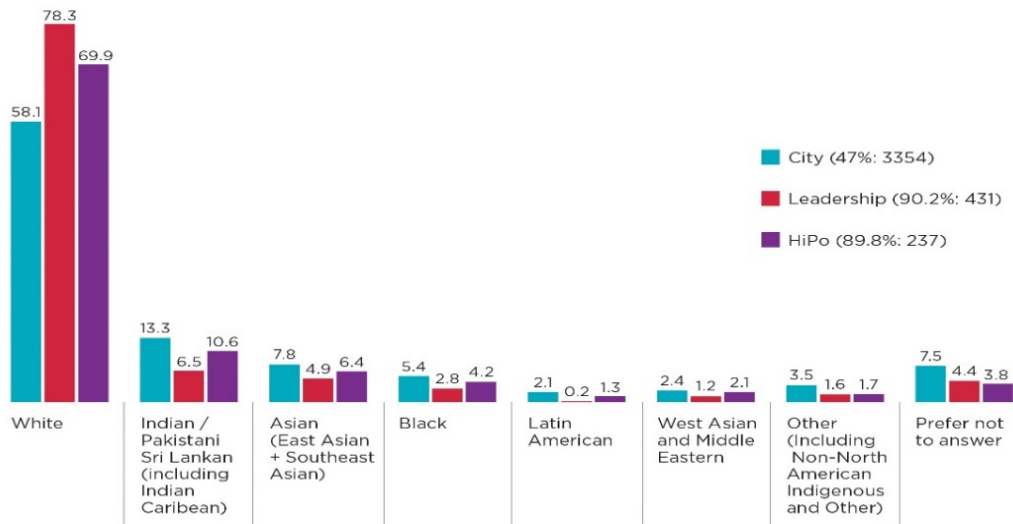


Figure 9 further disaggregates the responses by declared ethnicity

Figure 9:

Leadership Breakdown at City of Mississauga by Ethnic Background

* values below are percentages



Key Takeaways

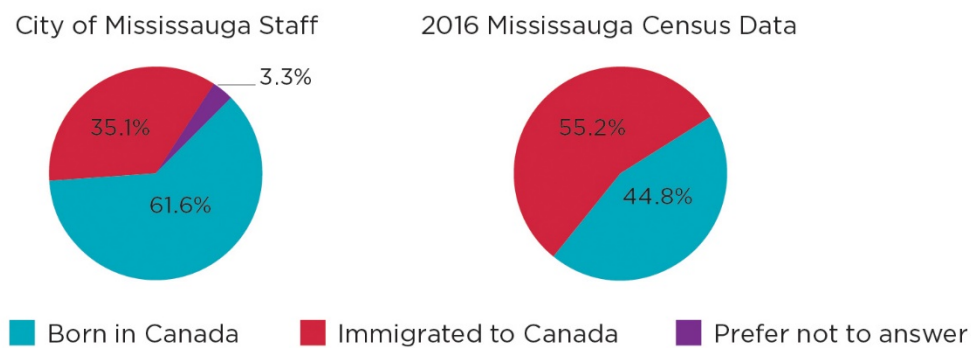
- In terms of where those who identify as racialized, 17.7 per cent of those who identify as racialized were in leadership positions, compared to 76.2 per cent who did not identify as racialized.
- Racialized employees are significantly under-represented across the workforce compared to the population at large.
- All ethnic groups other than White are under-represented in the City's workforce when compared to the 2016 Census Survey data for Mississauga.
- White employees occupy the majority of the leadership positions in the City, with 76% being in leadership and 69% being in the HiPo talent pool.
- A significant proportion of diverse employees is available in the younger cohorts (30-49) and represents a key opportunity for leveraging this talent pool to support the City's goal of building a more representative leadership pool.

Immigration

Almost two-thirds of Mississauga's employees that responded to the survey were born in Canada, compared to just over one-third who were not.

Figure 10 compares staff responses on immigration to the 2016 Canadian Census Data for Mississauga.

Figure 10:
Born in Canada - City of Mississauga Staff Respondents versus Mississauga Census Data 2016



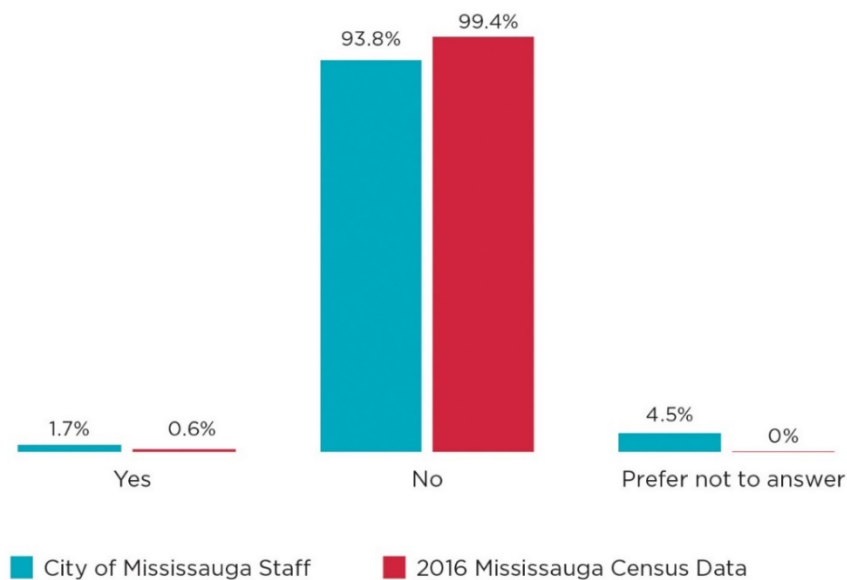
Key Takeaways

- 35.1% of respondents state that they immigrated to Canada, compared to 61.6% who state they were born in Canada. The Canadian Census data shows in Mississauga 55% of people immigrated to Canada versus 44% who were born here.
- Those employees born in Canada occupy 76% of leadership positions and 68% of the HiPo positions.
- 50 per cent of those who immigrated identify as Man and 45 per cent identify as Woman.
- Immigrants and racialized employees are under-represented in terms of leadership, especially compared to their percentage of the Mississauga population.

Indigenous Identity

Figure 11 indicates only 1.7 per cent of all respondents identified as an Indigenous Person of North America. However, federal Census data can under-reflect the actual representation of Indigenous Peoples in an available labour market pool due to a number of systemic issues including histories of colonial violence impacting participation and disclosure of self-identification data.

Figure 11:
Indigenous Identity – City of Mississauga Staff
Respondents versus Mississauga Census Data 2016

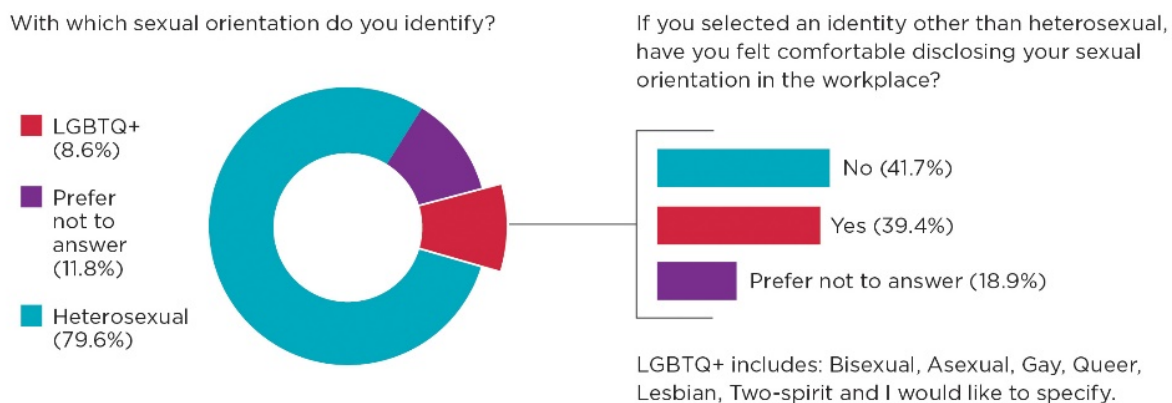


Sexual Orientation

When asked about sexual orientation, 79.6 per cent of City of Mississauga staff respondents identified as heterosexual/straight, and 8.6 per cent identified as one of the LGBTQ+ response options (which included bisexual, asexual, gay, queer, lesbian, two-spirit and 'I would like to specify'). Since 2001, Statistics Canada Census surveys have asked questions about same-sex couples, both married and common-law, but do not include questions about sexual orientation for individuals.

Figure 12 provides insight into the sexual orientation of survey respondents.

Figure 12:
Sexual Orientation – City of Mississauga Staff Respondents



Key Takeaways

- 8.6 per cent of City of Mississauga respondents identified as 2SLGBTQ+. Note: LGBTQ+ includes: Two Spirited, Lesbian, Gay, Bisexual, Transgender, Queer, and 'I would like to specify'.
- 11% chose not to disclose their response to this question.
- 41 per cent of respondents indicated they were not comfortable disclosing their sexual orientation in the workplace. There was no option presented to explain why those who did not feel comfortable disclosing their sexual orientation in the workplace chose that response.

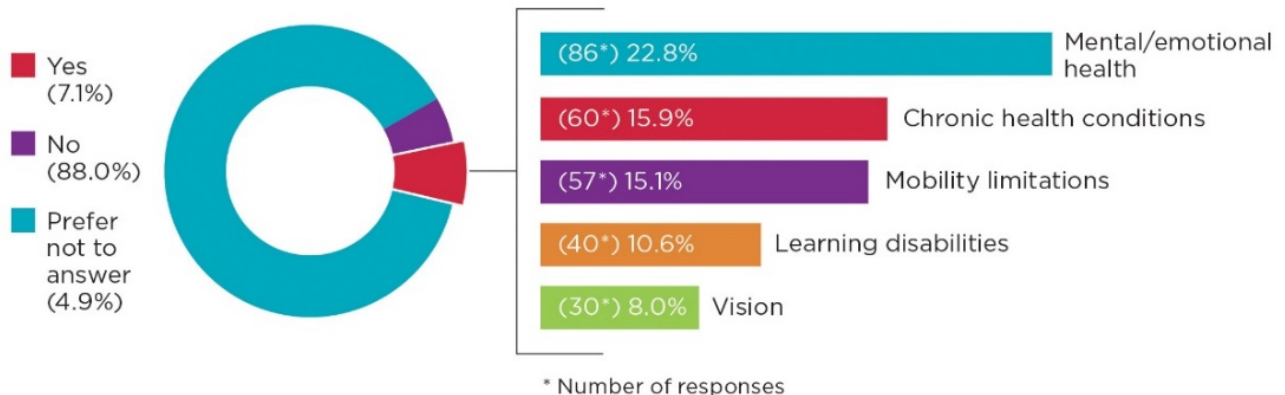
Disability

When asked about disabilities, 7.1 per cent of City of Mississauga staff identified as living with a disability. 88 per cent of respondents identified as not living with a disability. For those who provided additional information on the nature of their disability, the most frequent response was “mental health condition” (22.8 per cent of responses), followed by “chronic medical condition,” (15.9 per cent of responses).

Figure 13 provides a breakdown of staff identifying as having a disability and the type of disability identified.

Figure 13:

Identification as a Person with a Disability



Key Takeaways

- 7.1% of respondents identified as a person with a disability.
- The most common disabilities cited were mental and emotional health (22.8%), chronic health conditions (15.9%), mobility limitations (15.1%), learning disabilities (10.6%), and vision (8%).
- The impact of the COVID19 pandemic on mental health will be better known when this Survey is undertaken again in the future.

Religion and Spirituality

Figure 14 outlines the respondents who claim to be affiliated with a religious or spiritual group.

Staff Who are Affiliated with a Religious or Spiritual Group

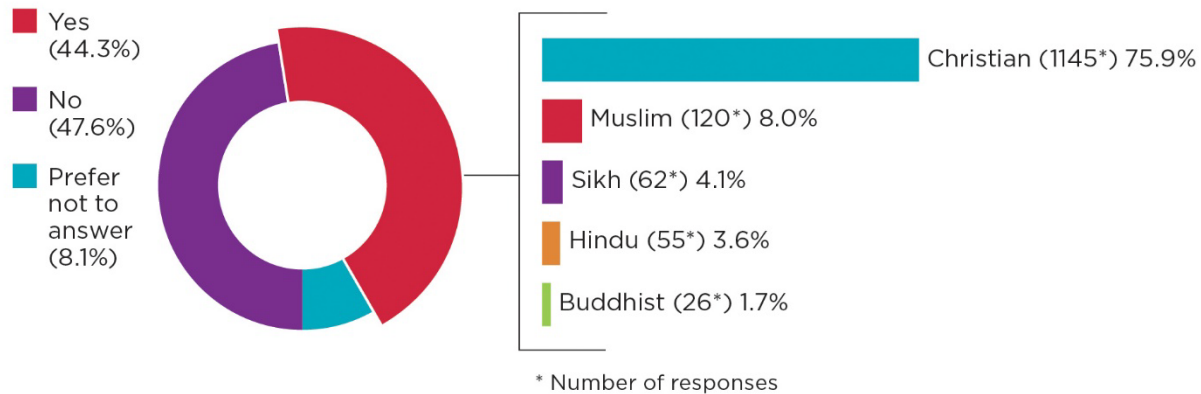
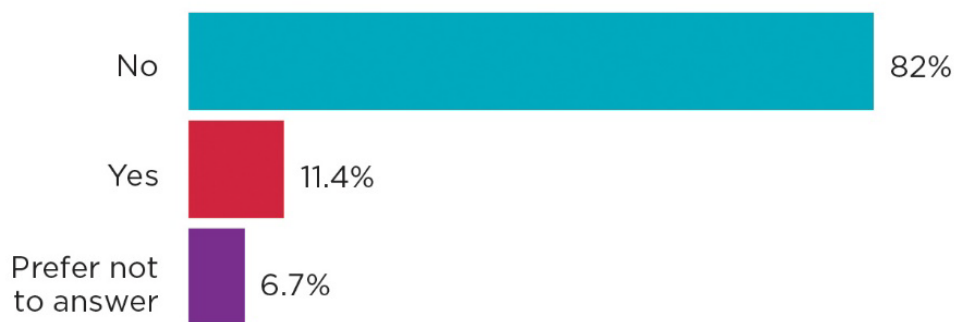


Figure 15 provides insight into employees requiring accommodation for their religion or spiritual practice.

Staff that practice a religion that requires special accommodations or time-off outside of the observed holidays by the City of Mississauga



Key Takeaways

- 44% of respondents identify as being affiliated with a religious or spiritual group. Of that, 75% identify as Christian, compared to 8% Muslim, 4% Sikh, 3% Hindu, and 1% Buddhist
- 11% of respondents say they require accommodation for their religion.

Family Status

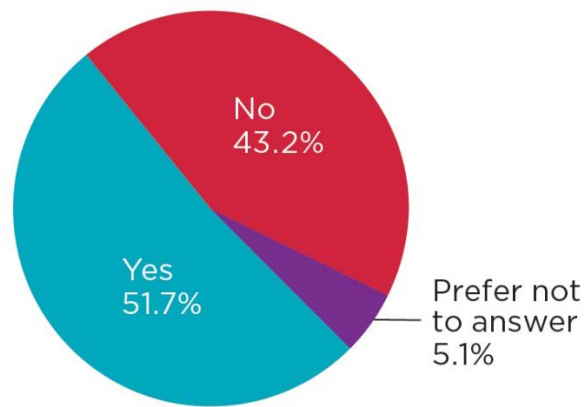
Figure 16 provides insight into the family situation of respondents and whether they care for dependents.

Key Takeaways

- 51% of respondents provide care for an elderly or child dependant.
- 63% of leaders are caring for a dependant and 68% of HiPo employees are doing the same.
- There may be additional pressure placed on employees due to responsibilities associated with caring for dependants. This may be exacerbated by COVID-19.

Figure 16:

Staff Who Provide Care for Dependents



Conclusions - Demographics

- Equity-seeking groups within the corporation are under-represented when compared to the available labour pool in the City of Mississauga, based on 2016 Statistics Canada Census data for Mississauga, and particularly underrepresented in positions of leadership;
- Majority groups (for example, White, heterosexual, able-bodied men) within the workplace perceive the corporation to be more committed to diversity and inclusion more than members of equity-seeking groups who express a different lived experience than the dominant group based on responses to the inclusion questions;
- The 30-49 age cohort makes up 47% of the City's workforce. Among employees aged 30-49, there is a higher proportion of racialized employees than other age-based cohorts in the City. This cohort is 50% racialized, and 43% are women. This suggests that the City is well situated to develop a more representative talent pipeline.
- The High Potential (HiPo) talent pool is comprised of predominantly White employees. Only 28% of the HiPo pool is racialized. Although, the majority of the HiPo employees are in the 30-49 cohort, the HiPo pool does not reflect the diversity of this cohort (as described above), which suggests there may be systemic barriers for racialized employees in gaining access to the HiPo talent pool.
- Women comprise 43% of the HiPo pool and 41% of leadership positions, however racialized women only comprise 8% of leadership positions and 13.5% of the HiPo positions.

Inclusivity Results

Methodology

The Diversity and Inclusion Survey asked City of Mississauga employees if they were familiar with the City's Workplace Diversity & Inclusion Strategy which was implemented in September of 2017.

Percentages are based on the arithmetic mean of responses across a 7-point Likert response scale, taking into account all questions included in each specific Inclusivity question, and then converted to a 0 to 100 (percent) range. Therefore, the per cent's represent an average level of agreement (i.e., NOT a proportion of people). Scores of 75 per cent or higher represent strong positive results and scores of 50 per cent or less represent potential areas for improvement.

Figure 17 highlights the familiarity with the City's Workplace Diversity and Inclusion Strategy

Familiarity with City's Workplace Diversity and Inclusion Strategy

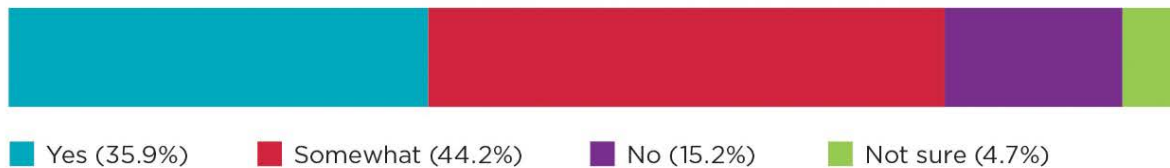
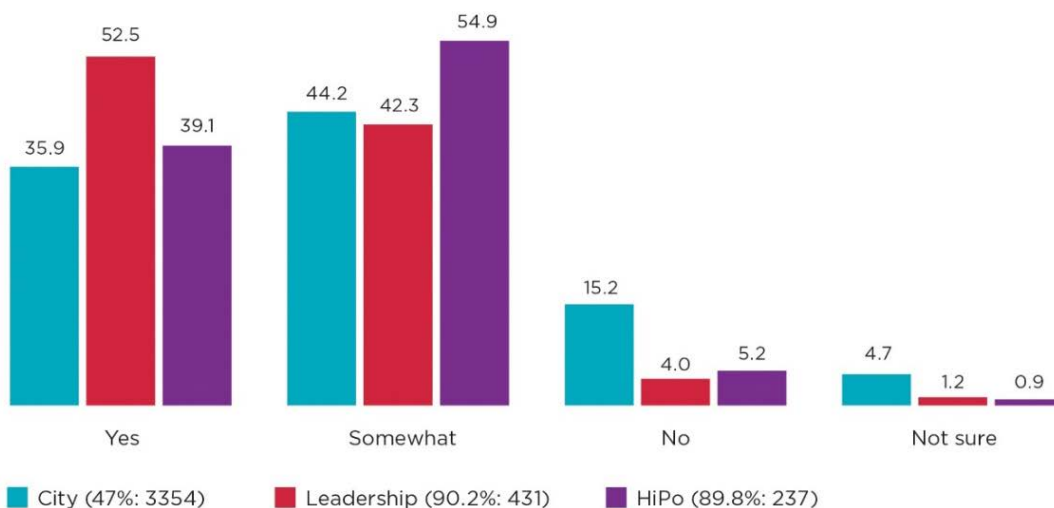


Figure 18 breaks down familiarity with the Workplace Diversity and Inclusion Strategy by leadership and HiPo position.

Leadership Breakdown by Familiarity with Diversity Strategy
- City of Mississauga Staff Respondents

* values below are percentages

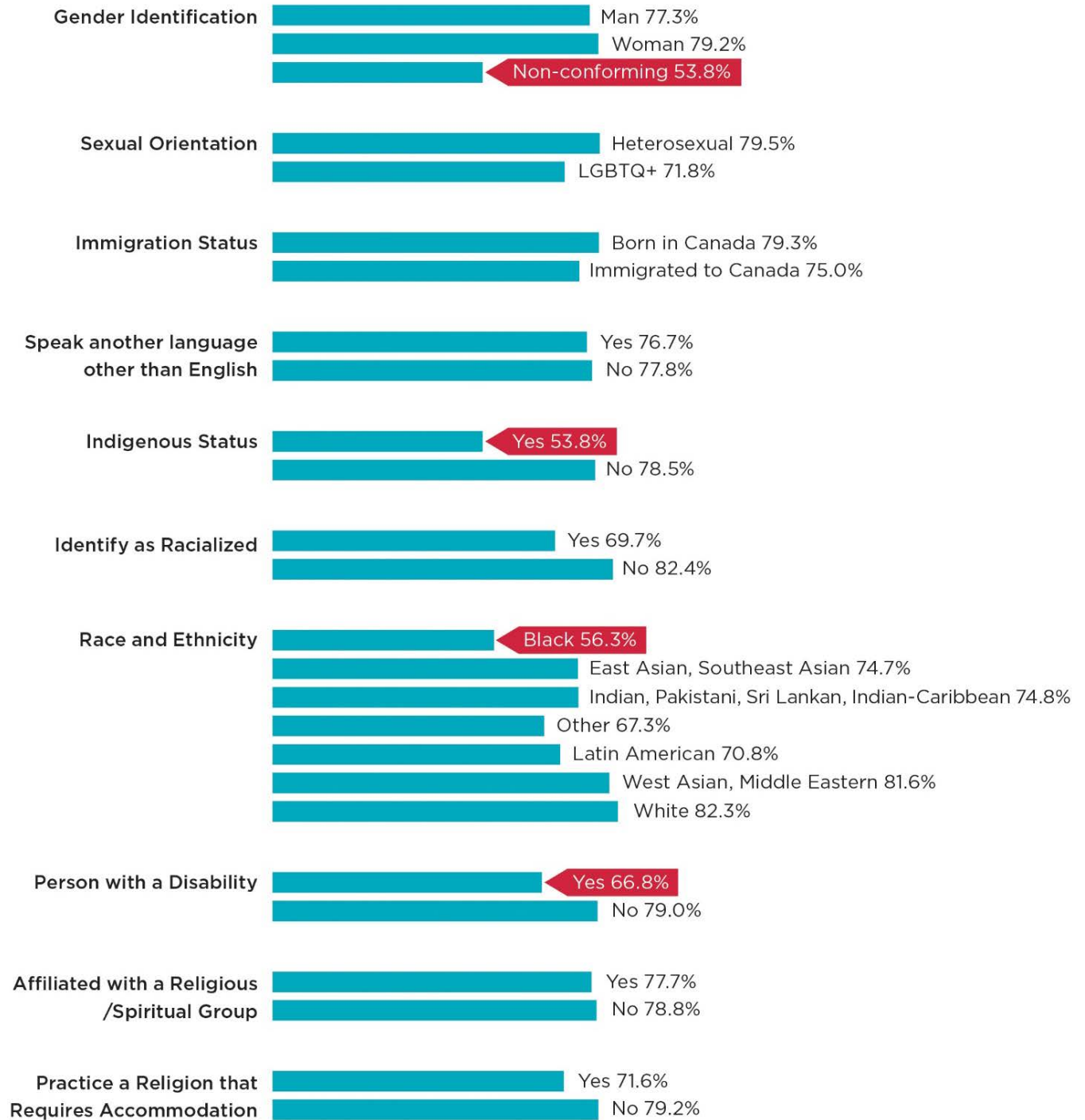


Demographic Breakdown of Agreement with the Statement “*My workplace is committed to diversity and inclusion*”

When asked whether the City of Mississauga was committed to diversity and inclusion, respondents answered with varying levels of agreement. In the aggregate, the levels of agreement are predominantly positive. However, there are key demographics that do not believe the City is as committed to diversity and inclusion, signalling that not all employees experience the City in the same way. In particular, respondents who identified as ‘gender non-conforming, racialized (in particular Black), Indigenous, and as having a disability are less positive and assured about the City’s commitment to diversity and inclusion.

Figure 19 breaks down the demographics of City of Mississauga employees and their belief in the City’s commitment to diversity and inclusion.

Figure 19:



Conclusions – Inclusivity

- Overall, 77% of all respondents agreed that the City is “committed to diversity and inclusion.”
- However, for those who do not identify as heterosexual and/or White, these numbers decline. 82.4% of those identifying as non-racialized agree with this statement, and 69.7% of those who identify as racialized agree.
- For Black employees in particular, the number is 56%. The same is true for those identifying as LGBTQ+ (71.8%), with a disability (66.8%), gender non-conforming (53.8%), and Indigenous (53%).
- The data underscores that while members of dominant groups (such as White, heterosexual employees) may experience the workplace to be inclusive, members of equity-seeking groups are having a different experience. Black, LGBTQ+, people with disabilities, gender non-conforming, and Indigenous employees are disproportionately impacted.
- The high response rates to the Survey from leaders is encouraging, although more work needs to be done to ensure a majority of staff are familiar with the City’s Workforce Diversity and Inclusion Strategy.

Appendix A: Frequently Asked Questions

Q1. Why did the City conduct an employee Diversity and Inclusion Survey?

Conducting a workplace Diversity & Inclusion Survey is one of the recommendations that are part of the Workforce Diversity and Inclusion Strategy. The survey will provide accurate quantitative data on the City of Mississauga's workforce make up, their perceptions about inclusiveness and where under-representation of equity-seeking groups may exist. We will use this information to develop strategies to address barriers.

Q2. Were City employees required to complete the survey?

Participation is completely voluntary however we do encourage staff to complete the survey as it provides an understanding of where we are today and will help us plan and change for the future. Each demographic question gives employees the opportunity to select "prefer not to answer" and the inclusivity questions gives the employee the option to select "don't know" or "neither agree or disagree".

Q3. What do the survey results say about diversity and inclusion at the City of Mississauga?

As compared to the 2016 Canadian Census Survey Data for Mississauga, equity-seeking groups in the corporation are under-represented, particularly in leadership positions. Perceptions of the City's commitment to diversity and inclusion are more favorable among majority groups than members of equity-seeking groups. The highest proportion of racialized employees at the City is among employees aged 30 to 49. This cohort makes up 47 per cent of the City's workforce. They are over 50 per cent racialized and 43 per cent are women. This suggests the City's talent pipeline is becoming younger and more diverse. Overall, the results suggest that while we are making progress, there is much more work to be done.

Q4. How will the City act on the survey results?

The City will use the Survey data to:

- Identify gaps and areas for improvement in the City's WD&I Strategy and develop actions to address any barriers where under-representation of equity-seeking groups may exist.
- Review the actions the City has taken to date, determine what needs to be done in the short, medium, and long term, and form the City's work plan for the next one to three years.
- Explore opportunities to form strategic partnerships to support and inform the City's efforts.
- Ensure the City's leadership and departmental teams have an understanding of what the data indicates and together define our future goals as an organization regarding equity, diversity and inclusion.
- Engage with the newly-created Employee Equity Advisory Committee to seek their input, feedback and guidance.

Q5. What actions has the City taken in response to the Survey?

As of May 2021, City staff have already begun using the results of the Survey to:

- Conduct a needs assessment of required diversity and inclusion learning initiatives to design a comprehensive Diversity and Inclusion Learning Plan for both leaders and employees.
- Undertake a review of our hiring and promotional processes for accessibility, fairness, transparency and consistency using an external consultant.
- Develop and implementing a diversity and inclusion lens on succession planning addressing any bias in succession planning processes to improve fairness using an external consultant
- Partner or will be partnering with the following outreach organizations:
 - ONYX Initiative (partnership confirmed) - a not for profit organization committed to expanding the Black talent pipeline by closing the systemic gap that exists in the recruitment and selection of Black college and university students for roles in corporate Canada.
 - Achev – Career Pathways for Women (partnership confirmed), which provides assistance in employment opportunities for immigrant women.
 - Ready, Willing and Able (partnership confirmed) - supports Canadian businesses to build an inclusive workplace that capitalizes on the skills and qualifications of people with an intellectual disability or Autism Spectrum Disorder (ASD).
- Create an Employee Equity Advisory Committee of employees from across the organization who will act in an advisory role to Human Resources and the City Manager's Office and operate as a space for sharing knowledge and piloting ideas/processes.
- Send monthly Equity Alerts as a means to raise employee awareness on equity, diversity and inclusion (EDI) related topics.
- Hire a Diversity and Inclusion Consultant in Human Resources focused on talent management, and a Diversity and Inclusion Strategic Leader in the City Manager's Office to implement the City's Workforce D&I Strategy and lead change initiatives across the corporation.

Q6. Why is it important to have a diverse and inclusive workplace?

The City of Mississauga is a public sector organization with a responsibility to serve everyone in our diverse community. When our employees bring with them a broad diversity of lived experiences and perspectives, we are better positioned to make decisions that respond to the needs of everyone in our community.

Research shows that increasing diversity and inclusion in the workplace can lead to an increase in mental health and well-being for all employees, as well as increased employee satisfaction, retention and productivity.

Q7. How will recruitment and hiring practices change based on the survey results?

The City of Mississauga is committed to attracting a talented, diverse workforce that broadly reflects the communities and citizens it serves as well selecting the best candidates for all positions. As part of our next steps, we will review our recruitment and hiring practices based on this data to ensure we are working effectively to achieve this goal. By collecting workforce census data and comparing it to the 2016 Canadian Census Survey Data for Mississauga, we now have a baseline of information we can use to identify gaps, barriers and areas for improvement that may impact current and future employees.

Q8. What is the difference between equity, diversity and inclusion?

The [Ontario Human Rights Commission](#) defines equity, diversity, and inclusion as follows:

Equity – Fairness, impartiality, even-handedness. A distinct process of recognizing differences within groups of individuals, and using this understanding to achieve substantive equality in all aspects of a person’s life. It is important to note that equality does not mean equity.

Diversity – The presence of a wide range of human qualities and attributes within an individual, group or organization. Diversity includes such factors as age, sex, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

Inclusion – Appreciating and using our unique differences – strengths, talents, weaknesses and frailties – in a way that shows respect for the individual and ultimately creates a dynamic multi-dimensional organization.

Q9. Was the Survey conducted to understand if a quota system on hiring a specific number of under-represented people is required?

No. A quota system is an ineffective way of tackling issues of diversity and inclusion in the workplace. Demographic data collected to understand the full picture of the workforce is imperative to having a complete understanding of diversity and inclusion in an organization, in order to review and revise strategic planning for the City.

Q10. Do other municipalities collect demographic data of their employees?

The Ontario Human Rights Commission encourages municipalities to collect demographic data this is now becoming an increasingly well-known practice across Ontario.

Appendix B: Diversity and Inclusion Survey Questions

Section One: Demographic Questions:

Immigrants to Canada

1. Please indicate which statement applies to you:

- ☐ I was born in Canada
- ☐ I was born in another country, and immigrated to Canada within the last 5 years (on or after January 1, 2015)
- ☐ I was born in another country, and immigrated to Canada before January 1, 2015
- ☐ Prefer not to answer

Age

2. What is your age:

- ☐ Under 20
- ☐ 20-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60-69
- ☐ 70-79
- ☐ Over 79
- ☐ Prefer not to answer

Languages Spoken

3. Please select all languages you can speak fluently, in addition to English. This checklist is based on the top 20 languages spoken in Mississauga according to the 2016 Census. Please provide all additional languages by specifying them in the text box.

- | | | |
|---------------------------------|----------------------------------|---|
| <input type="radio"/> Urdu | <input type="radio"/> Vietnamese | <input type="radio"/> Korean |
| <input type="radio"/> Mandarin | <input type="radio"/> Portuguese | <input type="radio"/> Farsi |
| <input type="radio"/> Arabic | <input type="radio"/> Tamil | <input type="radio"/> Russian |
| <input type="radio"/> Polish | <input type="radio"/> Hindi | <input type="radio"/> Serbian |
| <input type="radio"/> Punjabi | <input type="radio"/> Gujarati | <input type="radio"/> Prefer not to answer |
| <input type="radio"/> Cantonese | <input type="radio"/> Ukrainian | <input type="radio"/> I would like to specify additional languages: |
| <input type="radio"/> Spanish | <input type="radio"/> Italian | <hr/> |
| <input type="radio"/> Tagalog | <input type="radio"/> French | <input type="radio"/> Prefer not to answer |

Indigenous Peoples of North America/Turtle Island

4. Do you identify as an Indigenous Person of North America/Turtle Island?

- ☐ Yes
☐ No
☐ Prefer not to answer

If yes, please select all that apply:

- ☐ First Nations (includes status and non-status, treaty or non-treaty)
☐ Inuit
☐ Métis
☐ Native American/Alaskan Native/Native Hawaiian Peoples
☐ Prefer not to answer

Race and Ethnicity

5. Do you identify as a Racialized Person?

For the purposes of the Diversity and Inclusion Survey, the term 'racialized person' includes people who are non-Caucasian in race or non-white in colour and does not include Indigenous Peoples of North America/Turtle Island. A separate question about Indigenous Peoples is in the survey.

- ☐ Yes
☐ No
☐ Prefer not to answer

6. With which race(s) and/or ethnicities do you identify? Select all options that apply, e.g. to reflect mixed heritage. To specify identities not listed below, please provide them in the text box.

- | | | |
|---|--|--|
| <input type="radio"/> Black - African (e.g., Ghanaian, Kenyan, Somali) | <input type="radio"/> Indigenous person from outside North America | <input type="radio"/> West Asian and Middle Eastern (e.g. Arab, Lebanese, Iraqi) |
| <input type="radio"/> Black - Caribbean (e.g., Barbadian, Jamaican) | <input type="radio"/> Latin American (e.g. Columbian, Ecuadorian) | <input type="radio"/> White - European (e.g., English, Italian, Portuguese, Irish) |
| <input type="radio"/> Black - North American (e.g., Canadian, American) | <input type="radio"/> South Asian (e.g. Indian, Pakistani, Sri Lankan) | <input type="radio"/> White - North American (e.g., Canadian, American) |
| <input type="radio"/> East Asian (e.g. Chinese, Japanese, Korean) | <input type="radio"/> Southeast Asian (e.g. Cambodian, Filipino, Vietnamese) | <input type="radio"/> I would like to specify an identity not listed: |
| <input type="radio"/> Indian-Caribbean (e.g., Guyanese with origins in India) | | <hr/> |
| | | <input type="radio"/> Prefer not to answer |

Disability

7. Do you identify as a person with a disability? Disability covers a broad range and degree of conditions, and may be temporary, sporadic, or permanent.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

If yes, please select any of the following categories that apply to you. The following checklist is illustrative and not exhaustive and additional options may be specified in the textbox.

- ☐ Mobility/dexterity limitations (e.g. a broad term referring to any physical disability that limits the physical function of one or more limbs.)
- ☐ Hearing (e.g. Hard of hearing, Deafness)
- ☐ Vision (e.g. Glaucoma, Vision loss)
- ☐ Speech/language (e.g. Difficulty generating or emitting verbal messages, such as Aphasia)
- ☐ Neurological Disorders (e.g. Epilepsy, Chronic Pain, Parkinson's Disease or Multiple Sclerosis)
- ☐ Developmental disabilities (e.g. Tourette's, Autism Spectrum)
- ☐ Mental/emotional health (e.g. Depression, Anxiety Disorder, Schizophrenia, Post-Traumatic Stress Disorder or Substance Use Disorder)
- ☐ Learning or behavioral disabilities (e.g. Dyslexia, Deficit/Hyperactivity Disorder)
- ☐ Chronic Health Conditions (e.g. health conditions or disease that is persistent or otherwise long lasting)
- ☐ I would like to specify: _____
- ☐ Prefer not to answer

Gender Identity

8. How do you identify with regards to your gender?
Select all that apply.

- ☐ Woman
- ☐ Man
- ☐ Non-Binary, Gender Queer, or a similar term
- ☐ Two-Spirit
- ☐ Transwoman
- ☐ Transman
- ☐ I would like to specify an identity: _____
- ☐ I do not identify with a gender
- ☐ Prefer not to answer

Sexual Orientation

9. With which sexual orientations do you identify?

Select all that apply.

- ☐ Asexual
- ☐ Bisexual
- ☐ Two-spirit
- ☐ Gay
- ☐ Heterosexual / Straight
- ☐ Lesbian
- ☐ Queer
- ☐ I would like to specify an identity: _____
- ☐ Prefer not to answer

If you selected an identity other than heterosexual/straight, have you felt comfortable disclosing your sexual orientation in the workplace?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Religious/ Spirituality

10. Are you affiliated with a religious or spiritual group?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

If you selected yes, which of the following best describes your religious or spiritual affiliations?

This checklist is based on Religions listed in the Statistics Canada 2011 National House Survey.

Check multiple options if they apply:

- ☐ Buddhist
- ☐ Christian (includes, but not limited to, Anglican, Baptist, Catholic, Christian Orthodox, Lutheran, Pentecostal, Presbyterian, and United Church)
- ☐ Hindu
- ☐ Indigenous Spirituality
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ I would like to specify an additional religion or spiritual affiliation: _____
- ☐ Prefer not to answer

11. Do you practice a religion that requires special accommodations (e.g., to pray) or time-off outside of the observed holidays by the City of Mississauga?

- ☐ Yes
☐ No
☐ Prefer not to answer

Family Status

12. Do you provide care for elder or child dependents? This refers to a parent/child relationship.

- ☐ Yes
☐ No
☐ Prefer not to answer

Section Two: Inclusivity Questions:

13. Are you familiar with the City's Workplace Diversity & Inclusion Strategy?

- ☐ Yes
☐ Somewhat
☐ No
☐ Not Sure

14. I feel my workplace is committed to diversity and inclusion.

- ☐ Strongly disagree
☐ Disagree
☐ Somewhat disagree
☐ Neither agree nor disagree
☐ Somewhat agree
☐ Agree
☐ Strongly agree
☐ Don't Know

15. My workplace is supportive of employees...

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Do Not Know
a) Who are visible minorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) With different ethnic backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Who are people with all types of disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Who are immigrants to Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Of different religions or beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Of all ages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Of different genders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Of different sexual orientations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2021
SURVEY
RESULTS
REPORT

