



**Transnational Training on Benchmarking
Webinar, 7 – 8 April 2021**

Session: Present existing benchmarking tools

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Introduction to AUMA's Measuring Inclusion Tool for Municipal Governments

Fall 2019



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Who is AUMA

The **Alberta Urban Municipalities Association (AUMA)** represents Alberta's urban municipalities – including cities, towns, villages, summer villages, and specialized municipalities.

- Advocates on behalf of urban municipalities and also delivers numerous business services to support municipal needs.
- AUMA's Welcoming and Inclusive Communities (WIC) initiative offers tools and resources to overcome issues of social exclusion.



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Why our municipal government should support inclusion

- ◆ We have a mandate to serve all residents – Everyone should have equitable access to our services
- ◆ Reduce social conflict
- ◆ Encourage business growth and attraction
- ◆ Involving more people leads to new innovation
- ◆ Remove barriers so all employees and residents can reach their full potential

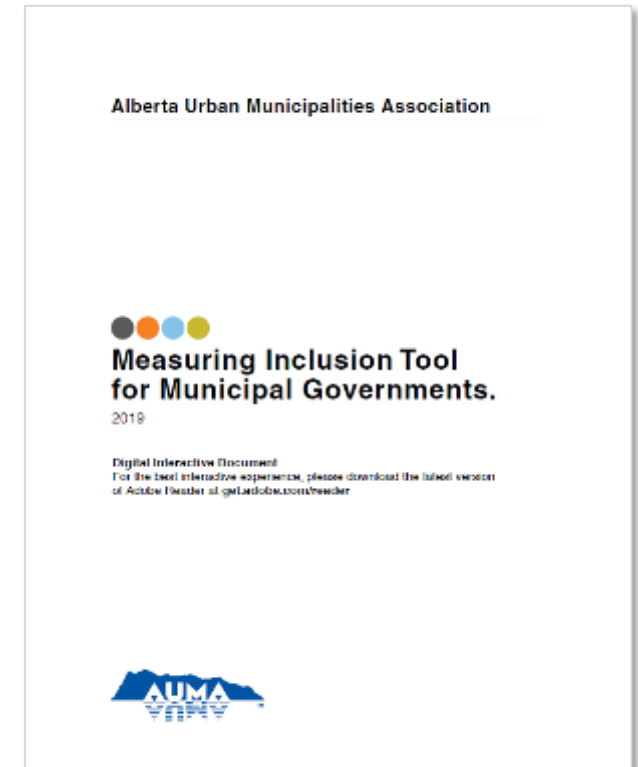


Why evaluate our work on inclusion

- ◆ To assess the progress of inclusion work in our municipality
- ◆ To be able to communicate our progress to management, council, our community partners and other stakeholders
- ◆ To create a case for allocating resources to inclusion work
- ◆ To provide a framework which can be used to work with community partners to achieve common goals

Overview of the Measuring Inclusion Tool

- Assists a municipal government to:
 - **Assess its current state** of inclusiveness.
 - **Identify areas for improvement.**
 - Advance strategies to be more inclusive of employees, residents, and service users.
- Provides a framework to measure ongoing performance.



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Areas of Focus



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Levels of inclusion



We do not recognize that there is a problem.

We know there is a problem, we are taking tentative steps, but we are not sure how to proceed.

We are taking formal steps to eliminate all forms of discrimination through systematic change.

Inclusion is normal and part of our culture.



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Area of focus and description

A. Leadership

All residents and municipal staff benefit when elected officials and administrative leaders of the municipal government are involved and accountable in validating issues of discrimination and demonstrating commitment to building inclusion and equity.

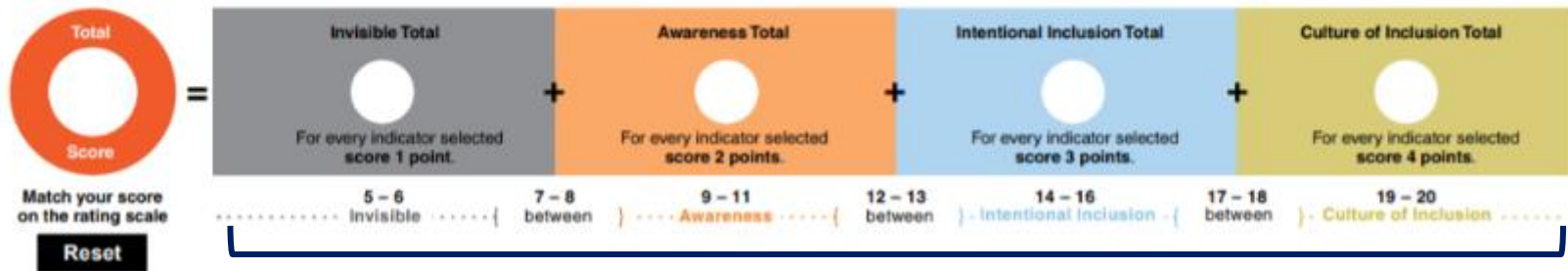
Levels of inclusion

Topics

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
Leadership by elected officials	<input type="checkbox"/> Most elected officials see work on inclusion as pulling staff resources away from more important municipal services	<input type="checkbox"/> Elected officials attend community events that support diversity, but have not supported proposals for the municipal government to take action to support inclusion	<input type="checkbox"/> Most elected officials support the development of an inclusion strategy or initiatives	<input type="checkbox"/> Most elected officials publicly initiate and support inclusion-related policies and initiatives, even if residents view it as controversial
Communication by elected officials	<input type="checkbox"/> Most elected officials are not aware of the importance of diversity and inclusion	<input type="checkbox"/> Elected officials require notes or scripts to discuss diversity or inclusion	<input type="checkbox"/> Most elected officials willingly make speeches and statements about inclusion, but usually only at events about diversity	<input type="checkbox"/> Most elected officials talk about the value of diversity and inclusion in speeches and conversations, no matter the audience
Representation on municipal committees	<input type="checkbox"/> Members of municipal committees are of similar age, gender, race, ethnicity, income levels, etc.	<input type="checkbox"/> Council is aware that members of municipal committees may not be representative of the community's diversity	<input type="checkbox"/> Council is appointing underrepresented populations to municipal committees more often than in the past	<input type="checkbox"/> The membership of municipal committees is representative of the community's diversity
Leadership by management	<input type="checkbox"/> The managers I engage with use stereotypes or discriminatory language	<input type="checkbox"/> The managers I engage with are aware of the value of inclusion, but have not invested their time to understand the issues and opportunities	<input type="checkbox"/> The managers I engage with are actively attempting to learn about inclusion and are supportive of inclusion initiatives	<input type="checkbox"/> The managers I engage with can explain the municipality's inclusion strategy, and are leading the way in implementing inclusion initiatives
Responses to discrimination	<input type="checkbox"/> The managers I engage with ignore or are defensive when issues of discrimination are brought to their attention	<input type="checkbox"/> The managers I engage with can describe some aspects of legislation/regulation that help create equity in the workplace	<input type="checkbox"/> The municipality regularly trains managers about equity in the workplace and how to respond to issues of discrimination	<input type="checkbox"/> All managers are fully prepared and will adequately respond if issues of discrimination are brought to their attention

Indicators for each topic

Scoring system



Rating scale

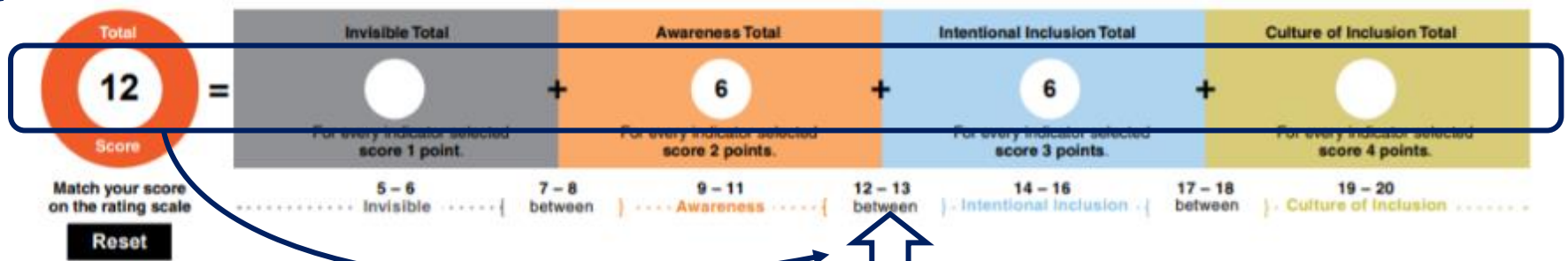
Example

This person's responses resulted in a score of 12 for this area of focus. This means the person rated the municipality's leadership at "Between Awareness and Intentional Inclusion".

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Key items to know

- Your responses will be anonymous.
- Key words are defined in the Terminology section.
- You must rate every topic.
- You may feel that you don't know the answer to some topics. This is expected. Your goal is to answer based on your perception of what is happening in the municipal organization.



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How will this information be used

- Your ratings will be consolidated with the ratings of others to produce an average rating for the municipality.
- Those ratings will highlight the areas where the municipality is demonstrating a culture of inclusion and where there are opportunities to improve.
- This sets the stage to implement strategies to improve.
- Suggested strategies are available at wic.auma.ca.



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Instructions for paper users

1. Read the four indicators for a topic and select the indicator that best describes our municipal organization. Repeat this process for all five topics.
2. Add up your score in each column.
3. Add up the totals from each column and write the number in the 'Total Score' circle
4. Using your total score, find the corresponding number on the rating scale. This is your rated level of inclusion for the area of focus.

Scoring

- 1 point for every indicator selected under Invisible.
- 2 points for every indicator selected under Awareness.
- 3 points for every indicator selected under Intentional Inclusion.
- 4 points for every indicator selected under Culture of Inclusion.



Instructions for electronic users

1. Read the four indicators for a topic and select the indicator that best describes our municipal organization. Repeat this process for all five topics.
2. The Tool will automatically calculate your total score.
3. Using your total score, find the corresponding number on the rating scale. This is your rated level of inclusion for the area of focus.



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More information

- Access 50+ tools and resources at wic.auma.ca
- Videos available at bit.ly/AUMA_YouTube



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Subscribe to AUMA's WIC email list or contact WIC for support at wic@auma.ca

