

**Annual Report on the Operation of the *Canadian Multiculturalism Act*
2014–2015
FEDERAL INSTITUTION SUBMISSION TEMPLATE**

INSTRUCTIONS:

In accordance with the reporting requirements of the *Canadian Multiculturalism Act*, please complete the following submission template for the reporting period April 1, 2014, to March 31, 2015. Completed submissions are to be returned by email to Citizenship and Immigration Canada (CIC) at: Multi-Annual-Report@cic.gc.ca by **FRIDAY JUNE 26, 2015**.

Please note that information provided through this process will be considered for inclusion in the Annual Report. Key criteria for deciding what will be included are activities that:

- (1) are innovative;
- (2) fall within the requirements of the *Canadian Multiculturalism Act* (section 3.2. (a), (b), (c), (d), (e) and (f));
- (3) were undertaken during the reporting period (2014-2015);
- (4) demonstrate clear outcomes;
- (5) demonstrate lessons learned or promising new practices;
- (6) are described in plain language;
- (7) reflect the work of different types of institutions (e.g. small and large, geographic representation).

Please note that all information relating to equal opportunities to obtain employment and advancement in federal institutions should be reported in Section 1 of the template.

You can also consult the *Canadian Multiculturalism Guide: Promoting the Implementation of Multiculturalism in Federal Institutions* as a reference to help you fill out the federal institution submission template for the 2014-2015 Annual Report on the Operation of the *Canadian Multiculturalism Act*.

ABOUT YOUR INSTITUTION**Name of federal institution** (please provide in both official languages):

Bank of Canada - Banque du Canada

Name of person responsible for approving submission (on behalf of your institution):

Alexis Corbett

Title:

Chief, HR

Telephone number:

613-782-8690

E-mail address:

acorbett@bank-banque-canada.ca

Contact person (responsible for submission):

Ann Abels

Title:

Sr. Policy & Program Specialist, HR

Telephone number:

613-782-8561

E-mail address:

aabels@bank-banque-canada.ca

Name of Multiculturalism Champion (if one has been appointed):

Alexis Corbett

Title:

Chief, HR

Telephone number:

613-782-8690

E-mail address:

acorbett@bank-banque-canada.ca

SIZE OF YOUR INSTITUTION

Please indicate whether your institution is large (500 or more employees) or small (499 employees or less).

Large: ___X___

Small: _____

SECTION 1 – Equal Opportunity for Employment and Advancement in Federal Institutions

Canadian Multiculturalism Act, section 3.2. (a)

Ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in those institutions.

For the 2014-2015 reporting year, briefly describe how your institution developed new or revised existing policies, programs or practices to promote equal opportunities for employment and advancement. (200 words maximum) (Please indicate if not applicable)

Note: While the 1986 *Employment Equity Act* focuses on equal opportunities for four designated groups (women, people with disabilities, Aboriginal Peoples, and members of visible minorities), the *Canadian Multiculturalism Act* relates to Canadians of all origins; this may include other groups based on factors such as religion, nationality, culture, sexual orientation, and other characteristics.

In an effort to promote equal opportunities for employment, the Bank of Canada expanded its outreach mechanisms to better connect with diversity groups. One example is the use of Aboriginal Link, a communication service that specializes in reaching aboriginal communities. Other mechanisms that were used to improve outreach for the 2014-2015 reporting year include:

- A scholarship and work placement program for both aboriginal students and persons with disabilities (approved in March 2015 and to be launched in the fall of 2015).
- Partnering with the Employment Accessibility Resource Network (EARN), a community initiative led by the United Way, to increase meaningful employment opportunities for persons with disabilities. Part of this commitment includes a new Bank program which provides work placement opportunities to persons with disabilities when possible.
- Forging stronger collaborative relationships with university diversity offices to identify new channels for the Bank to connect with diversity groups.
- Continuing to partner with Equitek, an organization which provides outreach solutions and diversity metrics for the four designated employment equity groups. In 2014, close to 5,500 candidates from designated employment equity groups demonstrated intent to apply to positions at the Bank of Canada.
- Updating the ‘Careers’ section of the external website in early 2014 to better reflect the Bank’s commitment to diversity and accommodation of candidates and employees.

In addition, in the fall of 2014, the Bank began offering half day workshops on unconscious bias in the workplace in an effort to promote equal opportunities. A total of 81 managers completed this training in the 2014-2015 reporting year with very positive feedback. The goal is to have all Bank managers complete this training by 2017.

SECTION 2 – Enhance Contributions to the Continuing Progress of Canada

Canadian Multiculturalism Act, section 3.2. (b)

Promote policies, programs and practices that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada.

For the 2014-2015 reporting year, briefly describe how your institution developed new or revised existing policies, programs or practices that enhance the ability of individuals and communities of all origins to contribute to the progress of Canada. Additionally, you may describe your institution’s consultations and/or new partnerships in this regard. (200 words maximum) (Please indicate if not applicable)

In the 2014-2015 reporting year, the Bank of Canada’s Currency Awareness and Education Team offered a leaflet that outlines the security features of polymer notes. This leaflet allows Canadians and Canadian retailers to better identify counterfeit bills which gives them the opportunity to help reduce the negative effects of counterfeiting on Canadian society. In an effort to leverage the assistance of Canadians of different backgrounds, the leaflet is produced in English and French, as well as the following languages:

- Korean
- Punjabi
- Standard Chinese
- Simplified Chinese

SECTION 3 – Enhance Cross-Cultural Understanding and Respect for Diversity

Canadian Multiculturalism Act, section 3.2. (c)	Promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society.
--	---

For the 2014-2015 reporting year, briefly describe how your institution developed new or revised existing policies, programs or practices that enhance cross-cultural understanding and respect for Canada’s diversity. Additionally, you may describe your institution’s consultations and/or new partnerships in this regard. (200 words maximum) (Please indicate if not applicable)

In the 2014-2015 reporting year, the Bank had many initiatives in place to enhance understanding and respect for the diversity of Canadians. Some of these initiatives have been listed below.

- To increase awareness, the Bank highlighted the various holiday traditions celebrated by staff in the winter issue of *Bank Notes* (an internal employee magazine) and offered print and online copies of multicultural calendars to all employees. Many of these calendars are posted in team areas such as cafes and printer rooms.
- Select cultural events, such as Francophonie Day, are featured on the Bank’s Tele-Info screens throughout the year.
- Half day workshops on unconscious bias in the workplace are offered to Bank managers. The goal is to have all managers complete this training by 2017.
- The Bank continues to offer flexible work arrangements for religious observances and also provides employees with a Wellness area that includes a space which can be used for prayer and meditation.

In addition, in the 2014-2015 reporting year, the Bank of Canada Museum continued to contribute to the promotion of English and French in Canadian society through its website and exhibits. For instance, the first series of bank notes issued by the Bank of Canada (1935-1937) was available in matching, unilingual English and French versions; however, due to changes in legislation, the Bank of Canada began producing bilingual bank notes in 1937. Drawing visitors’ attention to this feature promotes recognition of English and French as Canada’s official languages. Currency is widely considered to be a reflection of the people who use it and a representation of the country to visitors.

SECTION 4 – Collect Statistical Data and Conduct Research

**Canadian
Multiculturalism
Act, section 3.2.
(d)**

Collect statistical data in order to enable the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada.

For the 2014-2015 reporting year, briefly describe your institution's data collection and research on populations served that support policies, programs and practices that are sensitive and responsive to Canada's multiculturalism. Additionally, you may describe your institution's consultations and/or new partnerships in this regard. (200 words maximum) (Please indicate if not applicable)

On an annual basis, the Bank conducts an analysis of employment equity data in order to review and revise hiring goals as appropriate which are set in the Bank's Employment Equity Plan. In 2014, this data was used to support the business case for a scholarship and work placement program targeting Aboriginals and persons with disabilities. This program has been approved and will be launched in the fall of 2015.

Every 3 years, the Bank conducts an employee survey to gather feedback on the level of satisfaction with various elements of the work environment. During the analysis of results, the Bank measures any gaps in the employee experience of employee's within the four employment equity groups (women, visible minorities, aboriginals and persons with disabilities) against their counterparts (e.g. women vs. men). Significant gaps are reviewed and considered in future policy and program decisions. The latest survey results from 2014 were relatively positive for these 4 groups with increases over 2011 to the overall level of satisfaction for women, visible minorities and persons with disabilities and a small decrease for Aboriginals. Discussions are currently underway regarding the need to seek additional input from these groups (e.g. conduct focus groups to identify appropriate actions).

The Bank also conducts an annual Public Awareness survey to determine the Canadian public's level of familiarity with the Bank's role and mandate. Past survey results had indicated lower levels of familiarity among French-speaking Canadians compared to English-speaking Canadians. As a result of these findings, over the past 2 years the Bank and Governing Council have made a concerted effort to increase the Bank's visibility and presence in French-language media, venues and outreach in Quebec in order to begin reducing that gap. The initial results of the Bank's 2015 survey now indicate comparable awareness levels among both language groups.

SECTION 5 – Leverage Language Skills and Cultural Understanding

**Canadian
Multiculturalism
Act, section 3.2. (e)**

Make use, as appropriate, of the language skills and cultural understanding of individuals of all origins.

For the 2014-2015 reporting year, briefly describe how your institution leveraged the language skills and cultural understanding of employees or external stakeholders of diverse origins in support of program and policy development and service delivery to Canadians. (200 words maximum) (Please indicate if not applicable)

The Bank of Canada invited Canadians of all origins to comment on the principles that guide the design of

the country's bank notes through a questionnaire published on its website October 8th - November 10th 2014. A total of 1,972 responses were collected via the online consultation. Analysis of the data indicates that the public would welcome an evolution of Canada's bank notes to incorporate and better represent Canada's diversity.

SECTION 6 – Multicultural Sensitive and Responsive Activities

Canadian Multiculturalism Act, section 3.2. (f)	Generally, carry on their activities in a manner that is sensitive and responsive to the multicultural reality of Canada.
--	--

Is there a specific example undertaken during the reporting year that you would like highlighted in the 2014-2015 Annual Report on the Operation of the *Canadian Multiculturalism Act*? Is there additional information that you wish to provide that would help us to better understand your institution's approach to multiculturalism? (300 words maximum)

- For example:
- How implementation of the *Multiculturalism Act* has evolved over time in your organization;
 - Continued areas of successful implementation of the *Multiculturalism Act* which may have originated prior to the reporting period;
 - Your institution's multiculturalism plans for the future.

Two of the activities in the Bank's Employment Equity Plan which support multiculturalism are training for managers on bias awareness and expanding outreach options for aboriginals and persons with disabilities. In the 2014-2015 reporting year, the Bank made very good progress against these activities.

- **Bias Awareness Training:** In an effort to ensure a supportive work environment for all staff, the Bank began offering half day workshops on 'Becoming Bias Aware' in the fall of 2014. A total of 81 managers completed this training between April 1, 2014 and March 31, 2015. The Bank is well on its way to meeting its goal of having all Bank managers complete this training by 2017.
- **Expand Outreach to Aboriginals and Persons with Disabilities:** In an effort to close the representation gap for both aboriginals and persons with disabilities, the Bank developed a scholarship and work placement program targeting both these groups. This program is aimed at students who have completed at least 1 year of post-secondary education at a degree granting institution and who are studying economics or another field that is relevant to the work of the Bank. It was approved by Senior Management in early 2015 and will be launched this coming fall. In addition, in the fall of 2014, the Bank became a member of EARN whose mission is to increase meaningful employment opportunities for persons with disabilities. Part of this commitment includes providing work placement opportunities to persons with disabilities who have very little work experience when possible.

In the upcoming year, the Bank plans to further implement the Canadian Multiculturalism Act by:

- Introducing Lunch and Learn presentations related to diversity. Possible topics include:
 - The benefits of a work culture supportive of aboriginal peoples
 - Leveraging cross-cultural agility at the Bank of Canada

- LGBTQ-friendly work environment
 - Busting myths about hiring persons with disabilities
- Asking Senior Management to include a commitment to diversity in their departmental goals for the year. This written commitment will ensure that management clearly understands its role in promoting and enabling an open and inclusive working environment. New templates are being developed to institutionalize this change in 2016.

SECTION 7 – Challenges and Areas of Cooperation

Describe the challenges that your institution has faced with respect to implementing the *Canadian Multiculturalism Act* and describe what opportunities and tools could help your institution further implement its objectives. Are there areas of cooperation (internal or external) that could be explored? (200 words maximum)

For example:

- Partnering with one or more federal institutions to develop and offer a new anti-discrimination training
- Sharing your institution's best practices through the Multiculturalism Champions Network
- Reaching out to specific cultural communities to increase understanding and awareness of specific needs

The Bank of Canada's mandate does not easily lend itself to a wider variety of initiatives that enhance the ability of individuals and communities of all origins to contribute to the continuing evolution of Canada.