

**Annual Report on the Operation of the *Canadian Multiculturalism Act*
2015–2016
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, 2015 to March 31, 2016. Completed submissions are to be returned by email to Citizenship and Immigration Canada (CIC) at: pch.ram.pch@canada.ca by **FRIDAY July 22, 2016**.

Please note that the focus of reporting should always be related to actual outcomes achieved. 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 outcomes-based;
- (2) are innovative;
- (3) fall within the requirements of the *Canadian Multiculturalism Act* (section 3.2. (a), (b), (c), (d), (e) and (f));
- (4) were undertaken during the reporting period (2015-2016);
- (5) demonstrate clear outcomes;
- (6) demonstrate lessons learned or promising new practices;
- (7) are described in plain language;
- (8) 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.

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):

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

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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 2015-2016 reporting year, briefly describe the results of any new and/or revised anti-racism/discrimination, as well as employment equity (EE) measures that your institution has in place to promote equitable opportunities for employment or 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 2015-2016, the Bank instituted a number of new measures to promote equitable opportunities for employment. For instance:

- The Careers section of the Bank’s website offers candidates the opportunity to self-identify when applying to Bank of Canada positions. This is an important step in creating equitable opportunities for employment as it allows recruiters to consider employment equity goals during the screening process. In 2015, applicants were provided with the opportunity to self-identify much earlier in the application process compared to previous years. This likely contributed to the increase in the percentage of applicants who self-identified when applying to a job between 2014 (55.4%) and 2015 (61.5%).
- A lunch and learn session titled “Raising Awareness about Hiring Persons with Disabilities” was hosted by an external Disability Management and HR Consultant with the objective of helping to debunk some of the most common myths about hiring persons with disabilities. Those who attended had the opportunity to learn what they can do, as managers, to overcome some of the unintentional barriers.
- In September, we successfully launched Skype for Business across the Bank. This tool allows us to communicate and work with each other in new ways, supporting the Bank’s vision of an open and collaborative work environment. Our Recruitment team leverages the tool’s capabilities to reduce geographic and situational barriers, using Skype to conduct interviews with prospective candidates from around the world. The Bank was previously using a less advanced videoconferencing tool.
- Half day workshops on unconscious bias in the workplace continue to be offered to Bank managers. Since the fall of 2014 a total of 137 managers (out of 220) have completed this training with very positive feedback to date. The goal is to have all managers complete this training by end of 2017.

All of these initiatives may have contributed the increase in overall hiring rates of women (+1.15%), visible minorities (+0.08%), Aboriginal Peoples (+0.15%) and persons with disabilities (+0.22%) between 2014 and 2015.

SECTION 2 – Enhance Contributions to the Continuing Progress of Canada

**Canadian
Multiculturalism**

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

Act, section 3.2. (b)	continuing evolution of Canada.
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For the 2015-2016 reporting year, briefly describe new and/or revised: a) *internal* policies, programs or practices and b) *external* policies/ programs/ services aimed to promote inclusion, diversity and equitable participation of Canadians of all origins that your institution developed. Please provide details on the outcomes. Additionally, you may describe your institution’s consultations and/or new partnerships in this regard. (200 words maximum) (Please indicate if not applicable)

In 2015, the Bank of Canada’s External Stakeholder Management Team continued to offer 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

As part of Fraud Prevention Month 2016, new English/Arabic and French/Arabic versions of the leaflet were included in a package on financial matters created for refugees by Financial Consumer Agency of Canada. The rationale for this initiative was twofold:

- Refugees have no credit history in Canada and likely use a lot of cash, making them potential targets of counterfeiting scams.
- The leaflet could be an effective tool for familiarizing refugees with the security features of bank notes from their new home country.

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.
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For the 2015-2016 reporting year, briefly enumerate internal or external policies, programs or practices that your institution developed or revised to promote inter-cultural and inter-faith understanding and respect for Canada’s diversity. Please include the outcomes of those initiatives. 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 2015-2016 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.

- In support of International Women’s Day, Senior Deputy Governor Carolyn Wilkins took part in a Globe and Mail interview, along with other prominent female economists, to discuss the global struggle for gender parity.
- In 2015, the Bank developed a set of five leadership competencies. These competencies are a reflection of what the Bank values and expects from its leaders. Behaviours related to diversity, bias awareness and inclusion are included amongst these competencies and managers have the opportunity to use a self-assessment tool to identify opportunities for development.

- To promote mental health awareness, the Bank offered lunch and learn sessions on managing mental health in the workplace for managers and employee sessions on the healthy mind at work.
- Print and online copies of multicultural calendars which highlight important cultural holidays were once again offered to all employees. Some departments took the time to introduce the calendar to their employees and many posted them in team areas such as cafes and printer rooms to raise awareness.
- The Communications department continues to leverage internal messaging tools such as bank-wide emails and tele-info screens to remind Bank staff of national multicultural and diversity days.
- The Bank continues to offer flexible work arrangements for religious observances and also provides employees with a Wellness area that includes health break rooms and a self-service area that is equipped with a blood pressure machine, light therapy lamp, scale, small refrigerator to store medication, and first aid supplies. This area also includes a space which can be used for prayer and meditation.

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 2015-2016 reporting year, does your institution have data collection systems in place to support policies, programs and practices that are sensitive and responsive to Canada’s multiculturalism (as defined in sections 1, 2, 3, 5, 6, and 7 of this document). Additionally, you may describe your institution’s consultations and/or new partnerships in this regard. (200 words maximum) (Please indicate if not applicable)

A core principle that guides the design process for bank notes produced by the Bank of Canada is to actively engage the Canadian public. The Bank takes steps to ensure that the input it receives reflects the diversity of Canadian society. In 2015-16, the Bank solicited Canadians’ input into the design of two bank notes: a commemorative note that will be issued in 2017 to mark Canada’s 150th anniversary, and a note to be issued in 2018 that will feature an iconic Canadian woman. This latter note was announced on International Women’s Day (March 8 2016). Following that announcement, more than 26,000 Canadians nominated 461 iconic Canadian women. Those nominations were reviewed by an independent Advisory Council composed of eminent Canadian academic, cultural and thought leaders, which was formed to develop a short list of qualifying candidates for submission to the Minister of Finance. One of the Council’s operating principles in developing the shortlist was “to recognize that Canada is comprised of many different communities. The women who appear on our list should resonate with Canadians and reflect the diversity of Canada.” In addition to the work of the Advisory Council, the Bank also structured and conducted a public opinion survey and focus groups across Canada to assist in the design process. In the case of both the 2017 commemorative and 2018 note, the Bank ensured the active participation of women, indigenous peoples, and visible minorities in these groups.

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 2015, this data was used to support the business case for a temporary work experience program for persons with disabilities. The program aims to increase opportunities for meaningful employment for people with disabilities through short-term work arrangements for a minimum duration of four months. The pilot has been successful and we will now be rolling it out to the rest of the Bank. Moreover, the employee hired for the pilot will be taking part in presentations to senior leadership to discuss barriers faced by the disabled community and her own experience with the program. This program has been approved and will be launched in the fall of 2016.

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 2015-2016 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. Describe the impact or results achieved through leveraging employee language skills. (200 words maximum) (Please indicate if not applicable)

The Bank of Canada does not have any initiatives to highlight in this category for 2015-16.

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 2015-2016 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)

In early 2016, the Bank of Canada introduced a veterans outreach initiative that aims to help veterans understand how their skills can be applied to the work that the Bank does and encourages them to consider the Bank as a potential employer of choice. Since January, job posters have been shared with Veterans Affairs (an important employment resource for this target community), and veterans now have the opportunity to self-identify when they apply for Bank opportunities.

Later this summer, a new section will be added to the careers area of the Bank's external website, which will offer information to help veterans understand how their skills can be applied to the work that the Bank does. While there are no specific hiring goals associated with this outreach effort, leaders are encouraged to consider this important initiative when making staffing decisions.

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

- Exploring new ways to promote understanding and respect for the diversity of the members of Canadian society. For example, winners of the scholarship and work placement program for indigenous students and students with disabilities will be profiled on the Bank's internal blog. The intent is to increase awareness of the program and enhance understanding of diverse backgrounds. Other ideas include:
 - Reminding employees of important cultural days and milestones such as National Aboriginal Day, Women's History Month, World Mental Health Day, International Day for Persons with Disabilities, etc.
 - Publishing an article on multi-generational differences in the Bank's quarterly magazine.
 - Initiating an internal blog on topics related to diversity; written by employees.

- Lunch and learn sessions on topics related to diversity such as “Benefits of a work culture supportive of Aboriginal peoples”
- Meeting with departmental leaders to increase awareness of the revised Employment Equity Plan (updated in 2015) and obtain commitment on hiring targets and employment equity initiatives.

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)

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.