CoP Refresh

DEI Action Plan

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Introduction

2023 FSC CoP Refresh

The Future Skills Centre's (FSC) Community of Practice (CoP) is an integrated, pan-Canadian network of diverse partners and community members across the skills training and workforce development ecosystem. The CoP is about network connections, community-building, peer learning and exchange, and access to experts, tools, and resources.

The CoP enables people to:

- Access online training, resources, and news related to skills development
- Engage with others across Canada, and develop new relationships for future collaborations
- Join workshops and events facilitated by experts in the field

Approach for September - December 2023

Until Fall 2022, the primary mechanism used for FSC's CoP was an online platform powered by Magnet. The next phase of work will include other tools, mechanisms, and methods of delivering activities and building connections. Research Impact Canada (RIC) will lead the implementation of CoP refresh activities, integrated with other RIC-supported FSC knowledge mobilization activities and technical support.

Some activities will be shared on social media asynchronously (e.g. Insight Bytes), while other activities will be organized synchronously, with connection points to the online platform (e.g. peer learning groups, webinars).

Disclaimer: This report was initially an internal-facing working document and it was last updated on August 2023.

Entering September 2023, the CoP is refreshing offerings in three areas:

P2P: Connecting People to People (peer exchange and learning)

Meet people across the country who are preparing Canadians for the future of work

P2K: Connecting People to Knowledge (tools & resources)

Access curated products, research, and tools with actionable insights and innovative practices

P2L: Connecting People to Learning (learning supports)

Learn from experts and participate in professional development opportunities

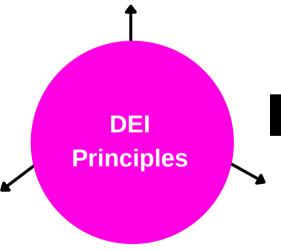# CoP Diversity, Equity and Inclusion

CoP Diversity, Equity and Inclusion

A thriving Community of Practice encompasses people of different experiences, knowledge and places. Fostering a community rooted in diversity, equity and inclusion (DEI) ensures that all community members are welcomed and engaged.

A DEI plan for The Future Skill Centre's (FSC) Community of Practice (CoP) can create an inclusive community that connects people, knowledge and opportunities across Canada. For this action plan, the DEI principles are defined as follows:

Diversity

A diverse CoP ensures that differences amongst community members are recognized, valued and celebrated. It encourages diverse perspectives and experiences. It also ensures there is a diversity of content that is shared within the CoP.

DEI Principles

Equity

An equitable CoP recognizes that barriers to participation, engagement, and opportunities in the skills development and workforce training ecosystem exist. It is the action of creating an environment that discusses and addresses these barriers and provides support so that all community members receive equitable opportunities to succeed.

Inclusion

A community is built with a sense of belonging from its members. It is the action of creating a supportive space that ensures all community members are heard, respected and understood.

Vision and Mission

Vision

The FSC CoP is a diverse and inclusive network that provides equitable opportunities for participation and engagement of partners in the skills development and workforce training ecosystem.

Mission

The mission of this action plan is to embrace different perspectives, knowledge and lived experiences to equitably address the growing challenges in building the future of work.

Goals

The DEI Action Plan aims to achieve four goals:

1. Equitable opportunities for access, participation and engagement
Foster equitable access to the CoP through an inclusive outreach strategy. Moreover, this goal seeks to implement practices that address knowledge, financial, geographical, and language barriers faced by CoP community members.

2. Accessible CoP activities
Implement practices to accommodate a full range of stakeholder accessibility needs across all CoP activities.

3. Inclusive content and programming design
Design resources, tools and refresh activities inclusive of all stakeholder groups working with or serving diverse client demographics (e.g. Women, radicalized peoples, 2SLGBTQ+ peoples, persons with disabilities, immigrants and refugees, youth and early career workers (up to 35 years), mid-career workers (35-55 years, older workers (55+ years), people with essential skills gaps, entrepreneurs and small business owners, apprentices, veterans), sectors, and geographical areas.

4. DEI capacity and commitment of Core Delivery Team and Executive Steering Committee
Enable the Core Delivery Team (CDT) members to improve their awareness, knowledge and skills of DEI principles. Also, ensure the CDT and Executive Steering Committee (ESC) members are committed to implement the actions set forth in this DEI action plan.

Furthermore, this goal seeks to foster an environment where the CDT and ESC members feel seen, valued and heard.

Lastly, it aims to ensure that the CDT has the capacity, resources, tools and support from the ESC needed to sustainably execute CoP activities in the short and long-term.

Objectives	Actions	Targets	Data Source	Limitations
Foster equitable access to the CoP through an inclusive outreach strategy.	Develop an outreach strategy inclusive of diverse community member groups, experiences, and varying expertise.	• **70% of community members identify as Employment and Skills Training Providers** • **30% of community members who identify as Employment and Skills Training Providers are frontline staff** • **14% of community members identify as researchers** • **6% of community members identify as policy makers** • **10% of community members identify as business, industry, and/or labour groups** • **% of community members identify as Francophone**	RIC administrative data (e.g., Lu.ma registrations, Zoom)	Unexpected technical issues that may arise that make it difficult to collect data
	Refine outreach targets based on ecosystem scan findings	• **TBD**	Ecosystem scan	Unexpected technical issues that may arise that make it difficult to collect data

Objectives	Actions	Targets	Data Source	Limitations
Implement practices that address knowledge, financial, geographical, and language barriers faced by CoP community members.	Raise awareness of the resources and offerings available on the CoP through refresh activities to increase inclusive participation	• **N/A**	N/A	N/A
	Provide community members with free access to refresh activities	• **100% of refresh activities offered are free to all community members**	N/A	N/A
	Develop strategies to connect with community members in different geographic locations (e.g. urban vs rural, pan-Canadian).	• **5% of community members who report working/serving populations in a rural or remote area** • **5% of community members report working in the Atlantic provinces (NB, NS, NL,PE)** • **55% of community members report working in central Canada (ON, QC)** • **20% of community members report working in the Prairie provinces (AB, SK, MB)** • **10% of community members report working in the West coast (BC)** • **5% of community members report working in the Northern territories (YT, NT, NU)**	RIC administrative data (e.g., Lu.ma registrations, Zoom) FSC/RIC Social Media Analytics (e.g., LinkedIn, Twitter)	Unexpected technical issues that may arise that make it difficult to collect data
	Develop bilingual outreach activities	• **100% of outreach activities are performed in English and French**	RIC administrative data (e.g., observation records)	

Goal 2: Accessible refresh activities

Objectives	Actions	Targets	Data Source	Limitations
Implement practices to accommodate a full range of community member accessibility needs across all refresh activities and platform.	Ensure all refresh activities are compliant with provincial and territorial Accessibility and Disability Acts (e.g. Accessibility for Ontarians with Disability Act)	• **90% of refresh activities are compliant with the respective provincial and territorial Accessibility and Disability Acts**	RIC administrative data CDT content and programming design	Unexpected technical issues that may arise that make it difficult to meet accessibility needs
	Include accommodation requests in registration forms for all refresh activities Provide accessible measures as requested (e.g. sign language interpretation)	• **100% of refresh activities include an accommodation request field in the registration forms** • **90% of accommodation requests are provided upon request across all refresh activities** • **80% of community members report that refresh activities meet their accessibility needs and expectations**	RIC administrative data (e.g. Lu.ma registrations, Zoom, observation records) Opinion polls (e.g., Zoom polls during virtual refresh activities)	Unexpected technical issues that may arise that make it difficult to meet accessibility needs
	Deliver all refresh activities in French and English with French or English facilitators and/or interpreters	• **100% of refresh activities are delivered in French and English with French or English facilitators and/or interpreters**	RIC administrative data (e.g. observation records) CDT content and programming design	Workforce shortage or unexpected cancellations of French/English facilitators and interpreters Unexpected technical issues that may arise that make it difficult to offer bilingual services

Goal 2: Accessible refresh activities and platform

Objectives	Actions	Targets	Data Source	Limitations
Implement practices to accommodate a full range of stakeholder accessibility needs across all refresh activities and platform.	Share resources and tools resulting from refresh activities in French and English	• **100% of resources and tools resulting from refresh activities are shared in French and English** • **5% of community members access and engage with French versions of information and knowledge products** • **# share/comments/likes across social media platforms for the Insight Bytes** • **# share/comments/likes across social media platforms for the CoP Activities**	RIC administrative data (e.g. observation records) FSC/RIC Social Media Analytics (e.g., LinkedIn, Twitter)	Unexpected technical issues that may arise that make it difficult to share bilingual resources and tools
	Provide live closed captioning and transcripts for all virtual refresh activities	• **100% of virtual refresh activities offer live closed captioning and transcripts**	RIC administrative data (e.g. observation records)	Unexpected technical issues that may arise that make it difficult to meet accessibility needs

	Ensure compliance with the **Web Content Accessibility Guidelines (WCAG) 2.1**	• **100% of digital engagement across all refresh activities is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1**
		• **CoP Newsletter**
		  ○ **40% open rate**
		  ○ **6.5% click rate**
		  ○ **0.3% unsubscribes**
		  ○ **# new subscribers**
			Mailchimp Analytics	Unexpected technical issues that may arise that impact compliance to the WCAG guidelines

Goal 2: Accessible refresh activities and platform

Objectives	Actions	Targets	Data Source	Limitations
Implement practices to accommodate a full range of stakeholder accessibility needs across all refresh activities and platform.	Upload all resources and tools resulting from refresh activities to the RIC website to ensure ease of access for community members	• **100% of resources and tools resulting from refresh activities are available on the RIC website**	RIC administrative data (e.g. RIC website resources)	Experts' consent to release CoP refresh activity resources and tools Digital infrastructure needed to upload resources and tools to the RIC website

Objectives	Actions	Targets	Data Source	Limitations
Design resources, tools and refresh activities inclusive of all community member groups working with or serving diverse client demographics (e.g. Indigenous peoples, Women, racialized peoples, 2SLGBTQ+ peoples, persons with disabilities, immigrants and refugees, youth and early career workers (up to 35 years), mid-career workers (35-55 years, older workers (55+ years), people with essential skills gaps, entrepreneurs and small business owners, apprentices, veterans), sectors, and geographical areas.	Work with consortium partners to gather experiences and knowledge on best practices to design inclusive programming, resources, tools, etc. Work with experts in the skills training and workforce development ecosystem who engage, serve, or support diverse client demographics	• **N/A**	CDT content and programming design RIC administrative data (e.g. observation records)	CDT capacity Workforce shortage or unexpected cancellations of experts in the skills training and workforce development ecosystem
	CDT members work closely with FSC's Strategic Initiatives team to align CoP refresh activities with FSC's Equity, Diversity, Inclusion & Reconciliation Strategy and facilitate FSC's long-term commitment towards Truth and Reconciliation alongside Indigenous communities	• **N/A**	FSC/RIC resources, CDT feedback, Industry research/ knowledge	Unprecedented barriers that may hinder alignment of CoP refresh activities with FSC's Equity, Diversity, Inclusion & Reconcilation Strategy
	CDT members complete DEI trainings to understand how to best develop offerings for diverse groups	• **100% of RIC members complete relevant DEI trainings**	RIC administrative data (e.g., DEI training tracker)	RIC members' capacity
	Deliver refresh activities, resources and tools in a variety of formats including synchronous, asynchronous, and virtual	• **100% of refresh activities are delivered synchronously** • **100% of refresh activities are delivered asynchronously** • **100% of refresh activities are accessible virtually**	RIC administrative data (e.g., CoP activity tracker)	Unexpected technical issues that may arise that impact the ability to deliver refresh activities synchronously, asynchronously, or virtually

Goal 4: DEI capacity and commitment of Core Delivery Team and Executive Steering Committee

Objectives	Actions	Targets	Data Source	Limitations
Enable the Core Delivery Team (CDT) members to improve their awareness, knowledge and skills of DEI principles as well as ensure they are committed to implement the actions set forth in this DEI action plan.	Ensure all CDT members complete relevant DEI trainings (e.g., OCAP training)	• **100% of RIC members complete relevant DEI trainings** • **100% of RIC members feel more competent implementing DEI principles and approaches to their work**	RIC administrative data (e.g., DEI training tracker) RIC team survey	RIC members' openness to report on training completion Privacy/ confidentiality concerns. RIC members may not feel comfortable providing their honest/candid feedback
Foster an environment where the CDT and ESC members feel seen, valued and heard.	Implement the "Guidelines and Principles for Creating Safe and Courageous Spaces" to facilitate an environment of open dialogue Host CDT and ESC meetings as a space for discussion to understand individual and team diverse experiences, successes, and areas of improvement Continuously update the CoP learning document that reflects on the opportunities, paint points and proposed solutions from collaboration amongst CDT and ESC members	• **100% of CDT members feel comfortable sharing their thoughts and opinions** • **Host weekly CDT meetings** • **Host bi-monthly ESC meetings** • **Share CoP learning document with CDT and ESC quarterly**	CDT + ESC bi-annual survey CDT + ESC administrative data CoP Refresh learning document	Survey fatigue Privacy/ confidentiality concerns. CDT and ESC members may not feel comfortable providing their honest/candid feedback
Ensure the CDT has the capacity, resources, tools and support from the ESC needed to sustainably execute refresh activities in the short and long-term.	Create a CoP Refresh Implementation Plan detailing all objectives, strategies, timeline and a RACI matrix to best align refresh activities	• **Completed CoP Refresh Implementation Plan: September to December 2023**	N/A	N/A

Lead Partners

To support the development and integration of an accessible and inclusive community of practice, Research Impact Canada (RIC) will work closely together with FSC and Magnet.

Future Skills Centre Strategy Lead	Magnet Digital Platform Lead	Research Impact Canada Implementation Lead
• Overall strategic vision • Coordination and oversight • Integration with other activities across FSC teams • Integration with other activities across FSC's consortium • Promotion and marketing lead	• Architecture and design of the technology roadmap • Development of new features on digital platform • Digital strategy for digital integrations of non-platform offerings • Technical functionality • Ongoing improvements to user experience • Cross-promotion and marketing (webinars/events)	• Design and implementation of community offerings (content, not technology) • Day-to-day delivery • Integration with other RIC-supported FSC activities in knowledge mobilization and technical support • Cross-promotion and marketing (webinars/events)

Finding alignment in DEI priorities across all three partners is key. As such, the **Core Delivery Team**, which includes staff from FSC, RIC and Magnet, is responsible for driving the implementation of the plan. They will discuss DEI approaches, best practices, strategies, and share insights and areas of improvement during weekly meetings.

An **Executive Steering Committee**, which includes leadership from FSC, RIC and Magnet, will provide oversight, guidance and approval of DEI initiatives during bi-monthly meetings.

In the efforts to support gaps in expertise and capacity around DEI, external service providers and consultants will be contracted to ensure delivery of offerings that meet the diverse needs of CoP community members.

Works Cited List

Below are a list of relevant readings on diversity, equity and inclusion principles, and learnings in a community of practice.

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