



PUBLIC SERVICE COMMISSION

2022-23



DIVERSITY AND INCLUSION ANNUAL PROGRESS REPORT



SHAPE THE
Future

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Land Acknowledgement and Recognition of the Indigenous Peoples of Prince Edward Island

We acknowledge that the land on which we live, work, and gather is the ancestral land of the Mi'kmaq, and we respect the Mi'kmaq as the Indigenous people of Prince Edward Island (PEI).

The Government of Prince Edward Island deeply values and honors its longstanding relationships with Indigenous peoples. The government is committed to actively implement the Truth and Reconciliation Commission's (TRC) Calls to Action through concrete measures that promote reconciliation. This partnership is rooted in mutual respect, recognition, and a shared responsibility to preserve these partnerships now and in the future.¹

¹ Truth and Reconciliation Commission of Canada: 94 Calls to Action available at https://ehprnh2mwo3.exactdn.com/wp-content/uploads/2021/01/Calls_to_Action_English2.pdf

Message from the Minister Responsible for the Public Service Commission



As the Minister responsible for leading the Government's commitment to modernizing and building a public service that is representative of Prince Edward Island's population, I am very pleased to introduce our first Diversity and Inclusion Annual Progress Report.

Equity, diversity, inclusion, and accessibility is at the center of our organization's vision – a culture fostering inclusivity; prioritizing psychological safety; promoting respect; fostering engagement; and cultivating welcoming workplaces that cherish individual differences, diverse perspectives, continuous personal and professional growth, accountability, fairness, and transparency. This commitment also aligns

with the Public Service Commission People Strategy 2023-2026 that aims to advance the implementation of the 2022-2025 Diversity and Inclusion Strategy.

All accomplishments outlined in this report are evidence of established inclusive practices and ongoing efforts to increase workforce diversity. A diverse, inclusive, and skilled public service workforce will continue to play a pivotal role in driving transformative change and achieving optimal access to effective and innovative practices, services, programs, and policies that respond to the needs of our Island's increasingly diverse population.

I commend the Public Service Commission (PSC) and our entire public service for work underway to further inclusion in the workplace and in the community. These achievements could not have been attainable without your leadership, commitment, and organizational support.

A handwritten signature in black ink that reads "Jill Burridge". The signature is fluid and cursive.

Honorable Jill Burridge
Minister of Finance
Minister Responsible for the Public Service Commission

Message from the Chief Executive Officer



I am pleased to present the first Diversity and Inclusion Annual Report. In 2022, the Government endorsed a three-year strategic plan to guide the implementation of the Diversity and Inclusion Policy 2019 across government departments and agencies. This report features departmental progress and a summary of activities that were completed during the 2022-2023 fiscal year.

I want to re-affirm PSC's dedication to integrating equity, diversity, inclusion, and accessibility principles into every facet of our organization, from corporate culture to employee engagement, and recruitment initiatives to talent acquisition and management. Given this, inclusion stands as our paramount corporate objective: it not only enhances performance, but also nurtures reconciliation, transparency, and accountability. It fosters a sense of belonging, improves employee well-being, strengthens relationships with stakeholders, cultivates inclusive leadership, and elevates the quality of the policies, programs, and services we provide to the public.

While departmental mandates vary across government, every department embraces the responsibility of cultivating healthy and welcoming work environments. The greatest impact of inclusion initiatives is not only being felt at the corporate level, but also within our communities – affirming our commitment to building an inclusive workforce that enhances the quality of services and programs we offer Island residents.

We remain on course and in the right direction to achieving our objectives. The synergy that comes from working with colleagues and communities from diverse backgrounds remains our greatest asset and it is what makes this work possible. I appreciate you taking the time to read about our progress and welcome your input as we move forward.

A handwritten signature in blue ink that reads "Tanya Rowell". The signature is fluid and cursive.

Tanya Rowell, CPHR
Chief Executive Officer (CEO)
Public Service Commission

Diversity and Inclusion Advisory Committee

The Diversity and Inclusion Advisory Committee (DIAC) is an interdepartmental advisory committee entrusted with the responsibility of advising Prince Edward Island's Public Service Commission on matters relating to workplace diversity and inclusion, and strategic planning. Established in 2001 by the Government of Prince Edward Island and most recently renewed and approved by the Executive Council, DIAC consists of twenty-one representatives (as of 2023) from across government departments and agencies.

Focus: Overseeing the overall public service development, implementation of the Diversity, and Inclusion Policy, Strategy, learning and development programs, and advising the PSC on policy review, evaluation and any other matters related to workplace equity, diversity, and inclusion initiatives.

Members responsibilities include:

- ❖ Modelling and championing a provincial approach to achieve an equitable, diverse, inclusive, and accessible public service that is representative of the province's diversity.
- ❖ Supporting and advising the PSC regarding equity, diversity, inclusion, accessibility strategic planning, and any other matter that relates to inclusion in the workplace.
- ❖ Monitoring and reporting outcomes of the Policy and Strategy implementation.
- ❖ Participating in roundtables to share best practices.
- ❖ Identifying challenges at the departmental or corporate level and proposing recommendations or concerns as they relate to inclusion work.
- ❖ Acting as the link between their respective departments or agencies and the PSC.
- ❖ Reporting back to DIAC on departmental priorities and actions.
- ❖ Communicating the committee's ongoing discussions, goals, and resolutions to their departments or agencies among other duties.

Message from the Chair

To build inclusive and psychologically safe workplaces, we must break out from the conventional ways of doing things and be open to engage in genuine dialogues and collaborate collectively. Since becoming the DIAC chair, this is exactly what I have witnessed from the membership.

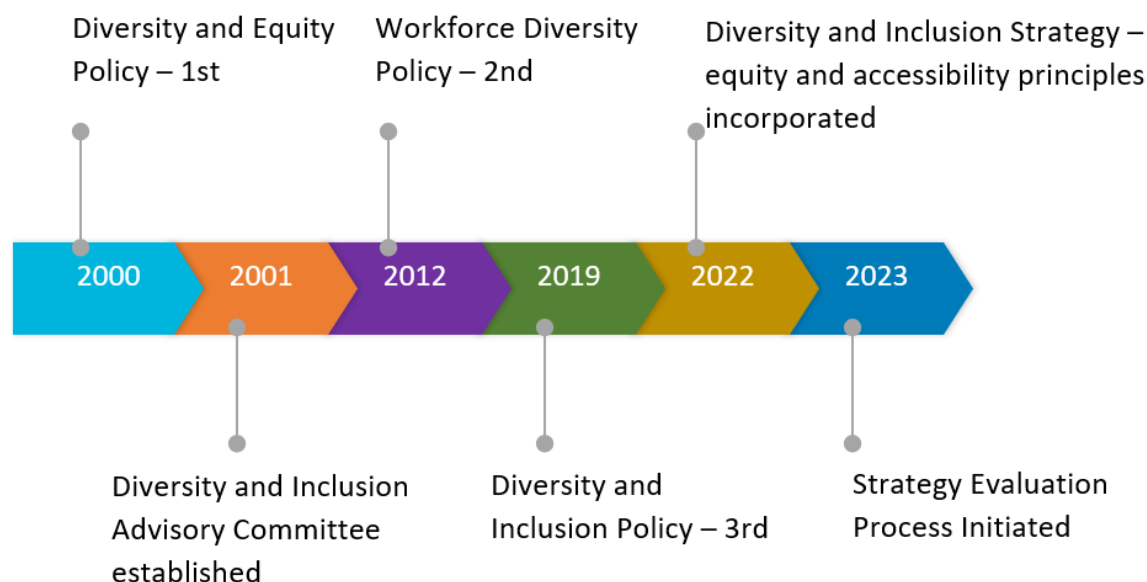
It has been a great privilege to lead a task force of members who are selfless, tenacious, and unequivocally committed to prioritizing the voices of the public service employees at every level of policy and decision making.

To attract and retain top talent from varied backgrounds and lived experiences, we must ensure that we articulate equity, diversity, inclusion, and accessibility as a business imperative. The 2022-2025 Diversity and Inclusion Strategy announced our Inclusion Framework for moving the public service forward over the next three years. However, to maximize fully on the many benefits that inclusion presents, we must recognize that change is not linear. We must remain intentional and proactive while evolving our structures and systems to meet the needs of our ever-changing Island population.

Maribeth Vos (she/her)

Chair of DIAC and Director of Staffing, Classification and Organizational Development

Diversity and Inclusion Policy Evolution



Policy Compliance

The Diversity and Inclusion Policy applies to departments and agencies employed in the Government of Prince Edward Island which are covered by the *Civil Service Act*.² All entities covered by the various schedules of the *Financial Administration Act*³ can endorse this policy or develop a similar policy. The spirit and intent of this policy should serve as a guideline for entities in developing their own policies.

As such, the following government departments and agencies submitted feedback on their progress implementing the Strategy's goals. Departmental outcomes are based on previous governance structure prior to March 2023.

- Agriculture and Land
- Economic Growth Tourism and Culture
- Education and Lifelong Learning
- Environment, Energy and Climate Action
- Executive Council
- Finance
- Fisheries and Communities
- Health and Wellness
- Justice and Public Safety
- PEI Liquor Control Commission| PEI Cannabis Management Corporation
- Public Service Commission
- Social Development and Housing
- Transportation and Infrastructure

² Civil Service Act, available at: https://www.princeedwardisland.ca/sites/default/files/legislation/c-08-civil_service_act.pdf

³ Financial Administration Act: https://www.princeedwardisland.ca/sites/default/files/legislation/f-09-financial_administration_act.pdf

PSC Diversity and Inclusion Office

The Staffing, Classification and Organizational Development division of the PSC (Appendix D) houses the Diversity and Inclusion Office, which monitors adherence to the Policy and execution of the Strategy.

This division is staffed with highly skilled professionals in a variety of areas, including diversity management, accessibility, French language services, research, evaluation, policy, staffing and classification, employee engagement, learning and development, talent acquisition, employee assistance program,⁴ communication and building work relationships with external stakeholders.

As a hub for centralized strategic planning, the role of PSC's Diversity and Inclusion Office continues to evolve with the ever-changing diversity demographic in our workplaces and the province. The Office focuses on the following key areas (please note that this list is not exhaustive):

- Supporting diversity employees and job seekers to secure employment and/or advance a meaningful career with the Government of PEI.
- Overseeing policy compliance through close collaboration with government departments and agencies, intergovernmental working groups, and employee representatives (e.g. union).
- Leading DIAC meetings, consolidating inputs and implementing recommendations from departmental representatives.
- Championing inclusion initiatives and celebrating diversity within the public service through employee recognition and commemoration of significant dates and events.
- Building community connections by regularly engaging with individuals, community members, advocacy groups, non-profit organizations or service agencies representing diversity members in the province.
- Creating education opportunities for civil service employees and leaders.
- Enhancing knowledge sharing among interdepartmental working groups and interjurisdiction committees, and other external stakeholders.
- Providing technical tools, expertise and evidence-based resources on equity, diversity, inclusion, and accessibility planning and management.
- Leading capacity building through evidence-based intersectional inclusion research and application of best-practices.
- Acting as subject matter specialists in inclusion related service areas and policies, programs and projects that impact diverse populations.

⁴ Employee Assistance Program available at <https://psc.gpei.ca/employee-assistance-program>

Achievements Overview

The following sections are an overview of activities completed between April 1, 2022, and March 31, 2023, across government departments, including the Public Service Commission. The Diversity and Inclusion Strategy served as a roadmap providing departments/agencies with guidance to execute tailored activities that would lead to the attainment of the following goals:

1. Building an inclusive and diverse public service.
2. Establishing a safe and inclusive culture.
3. Ensuring inclusive, diverse, and innovative practices.

Goal achievements are based on our inclusive principles and the realization that:

1. Inclusion of all builds the capacity of the public service.
2. Cultural competence creates respectful workplaces.
3. Diversity management and inclusive practices enhance workplace culture and employee well-being.
4. Fairness and accountability contribute to excellence in public service.

Summary of Notable Achievements:

<ul style="list-style-type: none"> Commenced implementation of the 2022-2025 Diversity and Inclusion Strategy. 	<ul style="list-style-type: none"> Administered the 2022 Employee Engagement Diversity and Inclusion Pulse Survey.
<ul style="list-style-type: none"> Introduced the Unconscious Bias in the Workplace Webinar.⁵ 	<ul style="list-style-type: none"> Increased Pathways to Learning course offerings to respond to high employee interest and emerging topics.
<ul style="list-style-type: none"> Expanded employee mental health supports through the You Matter campaign.⁶ 	<ul style="list-style-type: none"> Aligned department's /agencies' business planning with Strategy goals.
<ul style="list-style-type: none"> Streamlined hiring practices for internationally educated professionals (e.g. documents request and verification process etc.). 	<ul style="list-style-type: none"> Expanded utilization of the Equivalency Qualification Statement in the staffing of Government positions.
<ul style="list-style-type: none"> Created 14 permanent positions to support inclusion work across government. 	<ul style="list-style-type: none"> Funded employee and community focused initiatives to improve multicultural knowledge and understanding.
<ul style="list-style-type: none"> Developed and rolled out the public service inclusion value statement. 	<ul style="list-style-type: none"> Strengthened community connections and engaged internal and external stakeholders.
<ul style="list-style-type: none"> Increased accessibility to employment information and support services. 	<ul style="list-style-type: none"> Boosted recruitment outreach activities to academic institutions, community groups, job fairs and networking events.
<ul style="list-style-type: none"> Increased number of gender-neutral washrooms. 	<ul style="list-style-type: none"> Established multifaith prayer spaces.

⁵ Unconscious Bias in the Workplace Webinar: <https://psc.gpei.ca/unconscious-bias-workplace-webinar-ubww>

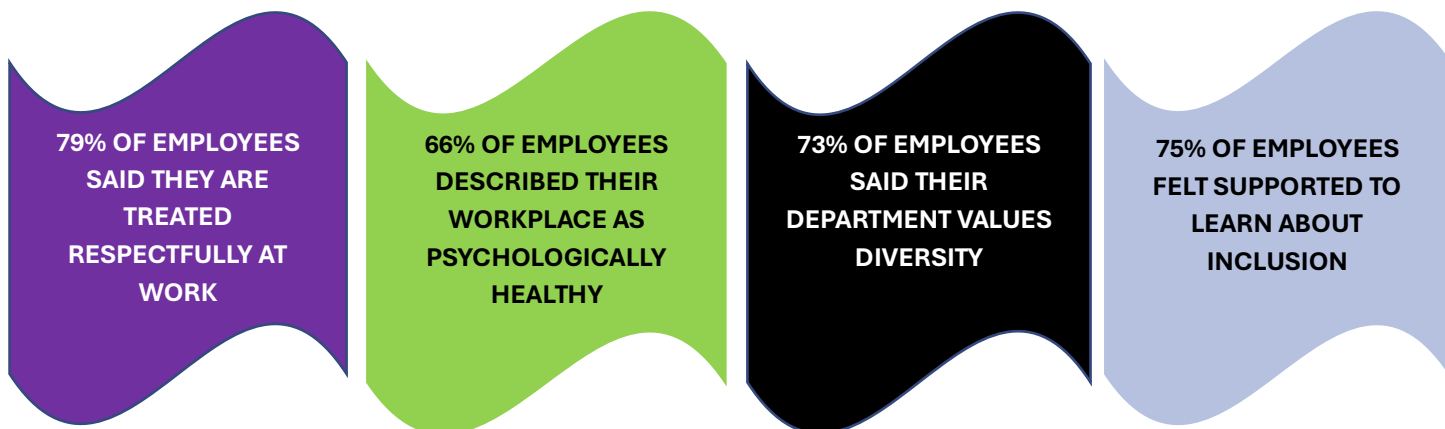
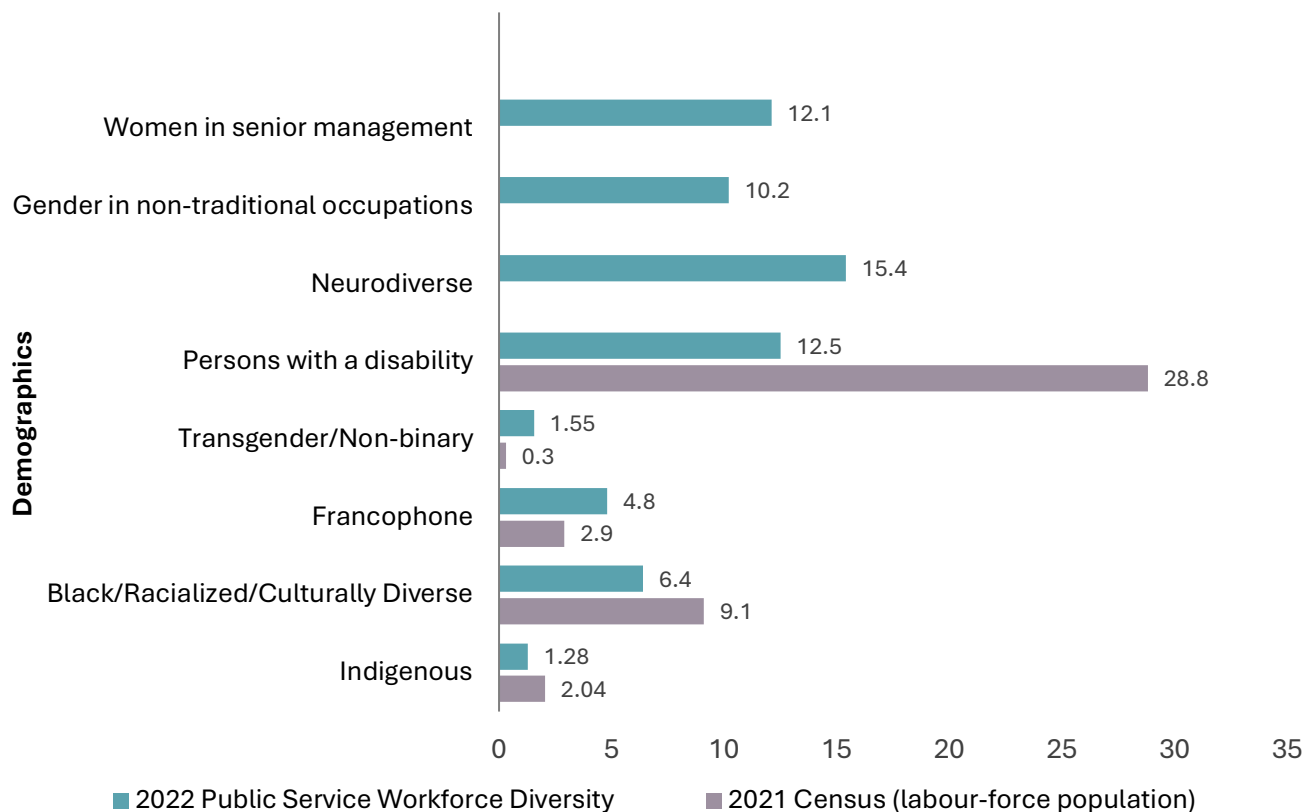
⁶ You Matter Website: <https://youmatter.princeedwardisland.ca/>

Snapshot of the Public Service Workforce

Figure 1: Self-Reported Demographics - 2022 Employee Engagement Diversity and Inclusion Pulse Survey vs 2021 Census Data

*Definitions in alignment with 2021 Census.

*Total number of responses (1873 employees) represent a 49% response rate.⁷ Actions implemented as a result of feedback received in this survey are also available on the [PSC website](https://psc.gpei.ca/employee-engagement-survey).



⁷ Employee Engagement Pulse Survey conducted in June 2022. For more information visit: <https://psc.gpei.ca/employee-engagement-survey>

Goal 1: Building an Inclusive and Diverse Public Service

1.1 Enhance and support the screening, selection and recruitment processes for members of diversity groups.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
1.1.1	Ensure job postings and interview processes are inclusive and accessible.	<ul style="list-style-type: none"> Seven departments and 2 agencies incorporated an inclusion value statement in their job postings. Subsequently, a corporate value statement (Appendix A) was developed by the PSC to ensure consistency in communicating the public service values and priorities and our pledge to an inclusive and equitable workplace and workforce. The government expanded its reach and access to employment opportunities by advertising jobs on a variety of social media networks and association job boards, such as PSC's LinkedIn, Facebook, Indeed and Instagram accounts, in addition to JobsPEI. Eleven departments and 2 agencies reported providing various forms of accommodations to both employees and candidates. Nine enhancements and/or accommodations were utilized, including training interview panels on unconscious bias; providing self-identification opportunities for candidates, reviewing language used in job postings, assessing merit-based interview questions, recognizing foreign qualifications, and offering work or interview related accommodations (Appendix B).
1.1.2	Review current hiring practices and identify any barriers to inclusion and areas for improvement.	<ul style="list-style-type: none"> Nine departments and 2 agencies reviewed various hiring processes and best practices. Fifteen processes were reviewed, 8 barriers were identified (Appendix C), and solutions were implemented to address the issues noted. Examples include, but are not limited to, diversifying interview panels; offering and promoting the Unconscious Bias in the Workplace Webinar to all hiring managers and senior management; and fulfilling accommodation requests during the job application or recruitment process, such as ensuring testing/interviewing spaces were wheelchair accessible. For existing employees, accommodations were provided as per the <i>UPSE Civil Collective Agreement</i>⁸ (e.g. provision of assistive technology to perform work).

⁸ UPSE Civil Collective Agreement available at: [PSC website](#)

1.1 Enhance and support the screening, selection and recruitment processes for members of diversity groups.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
1.1.3	Support the recruitment of diverse talent by sharing job postings with external stakeholders, agencies and service providers.	<ul style="list-style-type: none"> One hundred and eighty-seven job advertisements were shared directly by 9 departments and 1 agency with external stakeholders (over 85 organizations), such as organizations serving diversity members, academic institutions, and professional or regulatory bodies to increase access to employment opportunities. One hundred and five new clients (compared to 59 clients in 2021) were served through the Diversity Employment Program, while departments received 13 referrals from organizations and settlement services serving diversity members in PEI.
1.1.4	Support the recruitment of diverse talent by attending career fairs and networking events at colleges and universities.	<ul style="list-style-type: none"> Four departments and 1 agency attended a total of 44 targeted recruitment initiatives to boost the hiring of diverse talent. These initiatives included in-person and virtual career fairs, panel discussions, networking events, and career information sessions at organizations, colleges, and universities. Examples include but are not limited to Abegweit First Nation, PEI Connectors - Greater Charlottetown Area Chamber of Commerce, Immigrant and Refugee Services Association PEI, UPEI Faculty of Business, International Student Office and Experiential Learning Program, Holland College, Dalhousie University, University of Moncton, and AgCareers.
1.1.5	Promote government's commitment to diversity and inclusion both internally and externally.	<ul style="list-style-type: none"> Senior management and staff across 10 departments and 2 agencies initiated over 30 innovative and creative ways to exemplify the spirit of inclusion while forging new approaches to actively engage employees and the wider diverse communities. Examples include, but are not limited to, pre-recording a video for senior management and employees that highlighted the Strategy's Implementation Framework and departmental priorities for the next 3 years; organizing civil service-wide celebrations to mark important anniversaries and campaigns such as Public Service Pride Week, Public Service Week BBQ and Cultural Diversity events, Black History Month, flag raising ceremonies, and the You Matter campaign.
1.1.6	Support employees from diversity groups so they can better navigate career development and advancement (e.g. mentorship, leadership training cohorts, etc.).	<ul style="list-style-type: none"> 144 employees participated in various leadership development and/or career advancement opportunities offered by the PSC (e.g. Leaders in Action Program, PEI Policy Hackathon, Mid-Level Leader Program).

1.1 Enhance and support the screening, selection and recruitment processes for members of diversity groups.

#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
1.1.7	Promote the Diversity Talent Pool and Diversity Employment Program internally and externally.	<ul style="list-style-type: none"> Ten departments and 2 agencies reported utilizing the Diversity Talent Pool. Externally, 44 recruitment initiatives were attended, during which various career opportunities and employment support services, including the Diversity Talent Pool, were communicated to newcomers, international students, refugees, persons with disabilities, 2SLGBTQIA+ persons, Indigenous peoples, and Racialized and ethnically diverse individuals seeking employment with the government of PEI. Commenced updating the Diversity Employment Program promotional materials and website information to reflect the current inclusion strategies being implemented by the PSC.



“Since moving to PEI in 2019, it was my goal to work for the government. I am grateful for the employment support services I received through the Diversity Employment Program which helped me establish a successful career. I could not agree more with the words of Maya Angelou, “In diversity there is beauty and there is strength.” Having a diverse workforce here at IT Shared Services has helped me feel part of this organization and provided opportunities to share my culture which has given me the feeling of belonging and that my voice is heard.”

Raveena Sahani Bhanot
Administrative Assistant, Treasury Board Secretariat



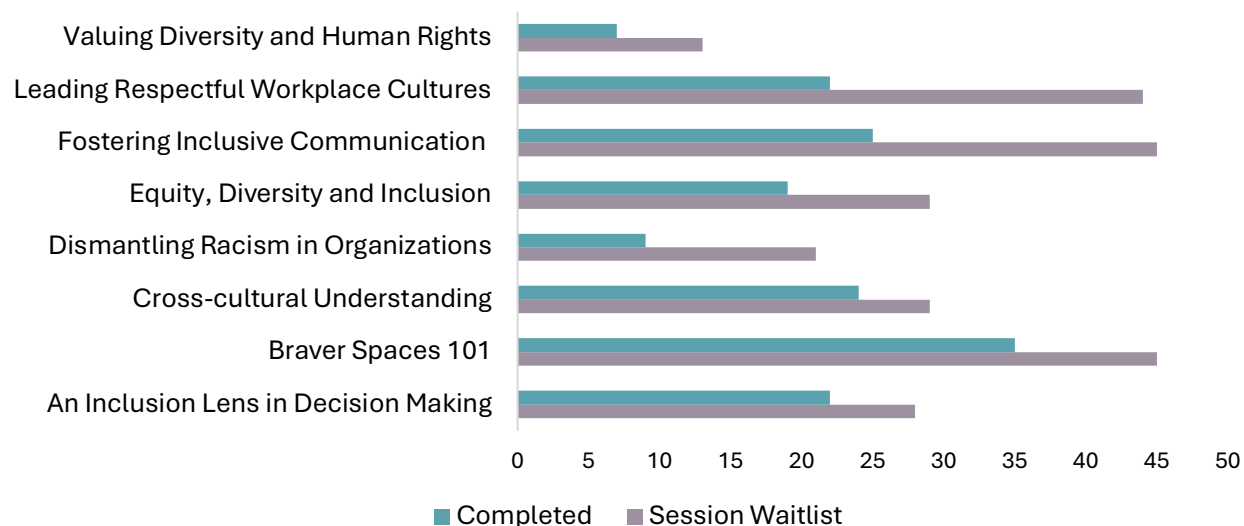
Front row Premier Dennis King, Tamara Steele (Executive Director, Black Cultural Society of PEI (BCSPEI)), Thilak Tennekone (Diversity and Inclusion Consultant, PSC), Chijioke Amadi (President BCSPEI), Tanya Rowell (CEO, PSC) joined by Public Service Staff and BCSPEI Officials (back row) during the Black History Month Flag Raising Ceremony, Provincial Administrative Building, Charlottetown.

Goal 2: Establishing a Safe and Inclusive Culture

2.1 Enhance awareness, engagement, and understanding of diversity and inclusion through training, participation, and recognition.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
2.1.1	Develop an Unconscious Bias Webinar for staff.	<ul style="list-style-type: none"> 878 employees registered for the Unconscious Bias in the Workplace Webinar from its inception on July 27, 2021, to March 31, 2023.
2.1.2	Enhance Leadership Development and Orientation training opportunities to educate participants on the importance of diversity and inclusion.	<ul style="list-style-type: none"> Seven departments and 1 agency reported initiating steps to strengthen leadership and orientation training opportunities. These included reviewing the Public Service Leadership Competencies Framework, evaluating onboarding tools and processes, and delivering training to new leaders and staff.
2.1.3	Assess existing diversity and inclusion training opportunities and address potential gaps.	<ul style="list-style-type: none"> Eight training opportunities were delivered by the PSC in the 2022-2023 fiscal year. Nine departments and 2 agencies also reported offering department-specific learning opportunities which were facilitated by internal and external subject matter experts. The frequency of course offerings was increased to meet strong employee interest, broaden the topics covered, and address growing corporate learning needs in areas such as anti-racism impact assessment, gender and diversity analysis, and indigenous considerations, among others.
2.1.4	Encourage employees to include diversity and inclusion training opportunities in professional development plans.	<ul style="list-style-type: none"> A hundred and sixty three staff completed cultural competency training offered by the PSC's Pathways to Learning in the 2022-2023 fiscal year (see Figure 2). Nine government departments and 2 agencies initiated discussions and/or conducted career planning with senior management and employees regarding equity, diversity, and cultural awareness training. Nine departments and 2 agencies delivered tailored department-specific learning and development opportunities which were offered by internal field experts, guest speakers such as local community organizations serving diversity members, or external expert facilitators with expertise in equity, diversity, inclusion, and accessibility.
2.1.5	Broaden Public Service Week events to promote additional diversity and inclusion sessions.	<ul style="list-style-type: none"> Seven in-person and/or virtual events promoting inclusive and respectful workplaces were delivered during the 2022 Public Service Week (PSW). Participation in employee-led team building activities held by departments/agencies during PSW increased.
2.1.6	Recognize, promote, and celebrate diversity and inclusion.	<ul style="list-style-type: none"> Published the 2023 Diversity and Inclusion Calendar, which recognized and celebrated more than 80 important multicultural and multifairth holidays and significant days throughout the year. The PSC's themed calendar has been highly recognized by employees for more than 20 years.

2.1 Enhance awareness, engagement, and understanding of diversity and inclusion through training, participation, and recognition.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
2.1.6	Recognize, promote, and celebrate diversity and inclusion.	<ul style="list-style-type: none"> Over 13 messages were shared by senior management across government in recognition of significant days/events, such as International Day of Persons with Disabilities, Asian Heritage Month, and various religious and cultural holidays, etc.

Figure 2: Registration for Diversity and Inclusion Training Courses April 1, 2022, to March 31, 2023



Workplace Tour hosted by the PSC Diversity and Inclusion Office - UPEI English Language Centre's Professional Communication and Job Readiness Skills Students, December 6, 2022.

2.2 Continue to cultivate a supportive, welcoming, and inclusive work environment.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
2.2.1	Develop and implement guidelines to support gender diverse employees.	<ul style="list-style-type: none"> Five departments and 1 agency implemented various initiatives supporting gender diverse inclusion programming and best practices. These included promoting the Gender-based Analysis Plus course (GBA Plus), collaborating with PEERS Alliance to deliver series of education sessions such as Braver Spaces 101, and introducing use of personal pronouns in email signature and virtual meetings among other initiatives.^{9 10}
2.2.2	Implement an updated Respectful Workplace Policy.	<ul style="list-style-type: none"> Commenced the review of the current Respectful Workplace Policy.¹¹
2.2.3	Develop a statement on Safer Spaces.	<ul style="list-style-type: none"> Initiated the research and development of a Safer Spaces statement and guidelines relevant to the public service.
2.2.4	Research opportunities for multifaith spaces.	<ul style="list-style-type: none"> Identified and established multifaith spaces at two work locations (5th floor of Sullivan building and Burns Avenue).
2.2.5	Encourage staff to share innovative strategies to cultivate supportive, welcoming, and inclusive work environments.	<ul style="list-style-type: none"> Eighteen interactive seminars were delivered on psychologically healthy workplaces and mental health resources were expanded.^{4 6} Eight departments and 1 agency provided staff with opportunities to share strategies to foster compassionate, supportive, psychologically safe, and welcoming workplaces through surveys and departmental well-being committees.
2.3 Enhance staff understanding of the Diversity and Inclusion Policy (2019), Diversity and Inclusion Strategy (2022-2025), and related programs and services.		
2.3.1	Educate staff and management on their roles and responsibilities, and the importance of the Diversity and Inclusion Policy (2019), Diversity and Inclusion Strategy (2021-2025), priorities, and related programs.	<ul style="list-style-type: none"> The PSC created a communication plan that continues to guide the Strategy's implementation. All departments and agencies reported initiating various actions to raise employee and senior management awareness on various inclusion topics, such as adding diversity training on the agenda for division/senior management team meetings.
2.3.2	Ensure information on diversity and inclusion is up-to-date, easy to find, and accessible to all staff.	<ul style="list-style-type: none"> The PSC Diversity and Inclusion Office commenced updating relevant employment and Strategy related information (print and digital) to improve candidates' experience and access to information.

⁹ Government of Prince Edward Island, Department of Agriculture and Land (2020). Gender, Diversity, and Inclusion Initiatives Report and Plan: A report on activities from April 1, 2018 to March 31, 2020 and a plan for April 1 2020 to March 31, 2022, available at: https://www.princeedwardisland.ca/sites/default/files/publications/af_genderdiversityinclusionplan_eng.pdf

¹⁰ Health Strategy for Women and Islanders who are Gender Diverse available at: <https://www.princeedwardisland.ca/en/information/health-and-wellness/health-strategy-for-women-and-islanders-who-are-gender-diverse>

¹¹ Policy for the Prevention and Resolution of Harassment in the Workplace available at: <https://psc.gpei.ca/sites/psc.gpei.ca/files/11.01%20Policy%20for%20the%20Prevention%20and%20Resolution%20of%20Harassment%20in%20the%20Workplace.pdf>

2.4 Ensure government buildings have better accessibility for all.

#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
2.4.1	Support the Department of Transportation and Infrastructure to conduct accessibility audits of government buildings.	<ul style="list-style-type: none"> The Department of Transportation and Infrastructure worked with 2 departments and 2 agencies to conduct accessibility audits.
2.4.2	Work with the Department of Transportation and Infrastructure to implement recommendations from accessibility audits.	<ul style="list-style-type: none"> Accessibility recommendations implemented included modifying testing rooms for wheelchair accessibility (PSC main office), designating multifunction spaces, creating more gender-neutral washrooms, and installing accessibility ramps in warehouses.
2.4.3	Create more gender-neutral washrooms within government buildings.	<ul style="list-style-type: none"> Seven departments and 2 agencies reported having gender-neutral restrooms. Three new gender-neutral washrooms were created, 1 each in the Public Administration Building (5th floor Shaw North and Sullivan building) and the 1st floor of Sherwood Business Centre building, respectively.



“In 2022, the Department of Health and Wellness established the Women and Gender Diverse People’s Health Section. We are responsible for planning and policy direction related to the health and wellbeing of women and gender diverse people. One of the key functions for this section is the implementation of Awareness to Action: A Health Strategy for Women and Islanders who are Gender Diverse.

Our work is grounded in equity, diversity, and inclusion principles. This is key when we are considering the health and wellbeing needs and experiences of our community, especially for people from equity-deserving populations.

Our understanding of equity, diversity and inclusion issues continue to evolve, and it requires us to be constantly learning and growing. This is an exciting time to see where we can make a difference working together.”

Mary Acorn (she/her)
 Manager, Women and Gender Diverse People’s
 Health Section
 Department of Health and Wellness

Goal 3: Ensuring Inclusive, Diverse and Innovative Practices

3.1 Support the collaborative implementation of the Diversity and Inclusion Policy (2019) and Diversity and Inclusion Strategy (2022-2025).		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
3.1.1	Support departments and agencies in developing Diversity and Inclusion Plans with specific objectives, strategies, and measurements of success.	<ul style="list-style-type: none"> Seven departments and 1 agency initiated the development of their diversity and inclusion plans.
3.1.2	Incorporate Diversity and Inclusion Plan goals and objectives into departmental business plans and strategic initiatives.	<ul style="list-style-type: none"> Eight departments and 1 agency incorporated diversity and inclusion objectives into business plans and strategic initiatives.^{12 13 14 15}
3.1.3	Ensure Diversity and Inclusion Advisory Committee members support their departments and agencies with the implementation of the Diversity and Inclusion Strategy (2022-2025) and the development of Diversity and Inclusion Plans.	<ul style="list-style-type: none"> Five departments and 1 agency reported regularly engaging their DIAC representative in the last fiscal year.
3.1.4	Prepare and distribute a Diversity and Inclusion Annual Report summarizing all activities supporting the Diversity and Inclusion Policy (2019) and Diversity and Inclusion Strategy (2022-2025).	<ul style="list-style-type: none"> Completed.
3.1.5	Seek to expand the resources of the Diversity and Inclusion section of the Public Service Commission to support the implementation of the Diversity and Inclusion Strategy (2022-2025).	<ul style="list-style-type: none"> Nine departments and 1 agency reported budgeting or allocating human resources to assist the Strategy's implementation and advance inclusion initiatives in the workplace and community. 14 full-time positions were created across government to facilitate inclusion work in policy development, programming, and community initiatives.

¹² PSC People Strategy 2023-2026 available at:

https://www.princeedwardisland.ca/sites/default/files/publications/psc_people_strategy_2023-2026.pdf

¹³ Department of Economic Growth Tourism and Culture, 2022-2023 Departmental Strategic Plan accessible at:

https://www.princeedwardisland.ca/sites/default/files/publications/tourism_strategy_2022-23_web.pdf

¹⁴ Department of Fisheries and Communities, Rural and Regional Development Initiatives available at:

<https://www.princeedwardisland.ca/en/topic/rural-and-regional-development>

¹⁵ Department of Education and Lifelong Learning, Guidelines for Respecting, Accommodating and Supporting Gender Identity, Gender Expression and Sexual Orientation in our Schools available at: <https://www.princeedwardisland.ca/en/publication/md-2021-06-guidelines-for-respecting-accommodating-and-supporting-gender-identity-gender>

3.2 Improve collection and analysis of diversity and inclusion data.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
3.2.1	Create opportunities for self-identification within the Peoplesoft Human Resource Management System and Employee Engagement Survey.	<ul style="list-style-type: none"> Introduced a new internal mechanism for new employees to voluntarily self-identify during the onboarding process using the Peoplesoft Human Resource Management System. 279 new employees have self-identified using this method. This feature is being rolled out in stages and once completed (Fall 2024), it will allow existing employees to self-declare. Administered the 2022 Employee Engagement Diversity and Inclusion Pulse Survey (results provided in Figure 1).
3.2.2	Enhance the Employee Engagement Survey to collect emerging data on diversity and inclusion.	<ul style="list-style-type: none"> Reviewed survey questions, broadened diversity dimensions, and captured data on neurodivergent and gender diversity, as well as genders in non-traditional roles.
3.2.3	Evaluate collected data to identify barriers to inclusion and gaps in representation.	<p>The following areas for development and growth were identified in the 2022 Employee Engagement Diversity and Inclusion Pulse Survey:</p> <ul style="list-style-type: none"> Explore innovative approaches to enhance respect and a sense of belonging. Cultivate physical and psychological safety at the workplace. Initiate specific department/employee led activities that demonstrate support for inclusion and diversity within departments. Encourage appropriate use of personal pronouns in personal and professional settings (e.g. email signatures, face -to-face conversations, and virtual conferences etc.). Leverage cultural competency learning opportunities offered through PSC's Pathways to Learning.
3.2.4	Communicate findings and specific opportunities for improvement to senior management and employees.	<ul style="list-style-type: none"> PSC delivered survey results (see Figure 1) to the Deputy Ministers Council, directors and management teams, HR managers, and HR assistants so that departmental specific feedback could be addressed and findings shared with employees.

3.3 Educate senior management on their role in diversity and inclusion and its impact on the workplace.		
#	STRATEGIES AND ACTIONS	MEASURES OF SUCCESS
3.3.1	Provide senior leaders with specific training opportunities to build understanding of diversity and inclusion.	<ul style="list-style-type: none"> Eight equity, diversity and inclusion education and training opportunities were offered by the PSC (see Figure 2). Eighty-one senior leaders were reported to have attended at least 1 diversity and inclusion training in the last fiscal year. Included intersectional lenses, such as antiracism, disability, 2SLGBTQIA+, and Indigenous perspectives in the Leaders in Action Program, from which 26 new leaders graduated.
3.3.2	Encourage leaders at the senior level to become visible champions of diversity and inclusion.	<ul style="list-style-type: none"> Seven departments nominated public service employees, teams and individuals for the prestigious Annual Premier's Leadership Award for Equity, Diversity and Inclusion in the Public Service. For the complete list of the 2023 PSW Employee Recognition Award Winners, visit the PSC website.



Left to right, Minister Bloyce Thompson, Minister Natalie Jameson, Thilak Tennekone (Diversity and Inclusion Consultant, PSC), Tanya Rowell (CEO, PSC), Minister Mark McLane, Pride PEI Officials – Tyler Murnaghan (Pride Festival Director), and Lucky Fusca (Co-Chair of Pride PEI), at 2022 Pride Month Official Flag Raising Ceremony, Provincial Administrative Building Courtyard, Charlottetown.

Employee Spotlight

Premier's Leadership Award for Equity, Diversity, and Inclusion in the Public Service

The annual Premier's Leadership Award for Equity, Diversity and Inclusion is presented to individuals, teams or departments of the PEI Public Service who have demonstrated leadership, dedication, and engagement in the promotion of equity, diversity, inclusion, and accessibility through advancement of innovative and proactive best practices in the workplace and community.



Left to right, Thilak Tennekone, Diversity and Inclusion Consultant, Vicki Allen-Cook, Recipient of the 2022 Premier's Leadership Award for Equity, Diversity and Inclusion in the Public Service, and Premier Dennis King.



Left to right, Thilak Tennekone, Diversity and Inclusion Consultant, PSC CEO Tanya Rowell, Jessica Williams (2023 Award Recipient), Premier Dennis King, Alex MacDonald, Sandra Sunil, and Li Feng (2023 Award Recipients).

The Value of Workplace Diversity and Perspectives



“As the Senior Social Supports Coordinator, a position I have held for the past 6 years, I have seen tremendous change in the workplace culture and demographic, including the types of clients we serve. Our clientele has become increasingly diverse, representing diverse backgrounds and complex life circumstances. Access to professional networking and learning opportunities has resulted in improved program and service delivery for Islanders. I think employees can become more passionate and productive in a work environment where one feels included, valued, respected, recognized, and

supported to be their authentic self. Personally, it gives me a strong sense of connection and belonging. I value the unique perspectives that each member of our team brings to discussions. It is these rich differences that continue to contribute to the positive organization’s culture and success.”

Grace Wokabi
Senior Social Supports Coordinator
Department of Social Development and Seniors



“Our team, collectively and individually, serves clients from diverse backgrounds. We make every effort to treat them equitably, without judgment, and always go the extra mile to guide and provide the best service. For example, we utilize tools like Google Translator, sign language, and easy-to-understand notes. We also exercise patience to overcome language barriers. Additionally, we try to greet clients in their native languages, making them feel welcomed in their new surroundings. We frequently assist new international students, work permit holders, and refugees, serving as their first point of contact, and helping them obtain essentials like

driver's licenses and health cards.

I believe diversity encompasses a broad range of traits, backgrounds, and experiences. Engaging with people who have different perspectives helps us better achieve our goals. Inclusion means creating an environment where everyone feels they belong.”

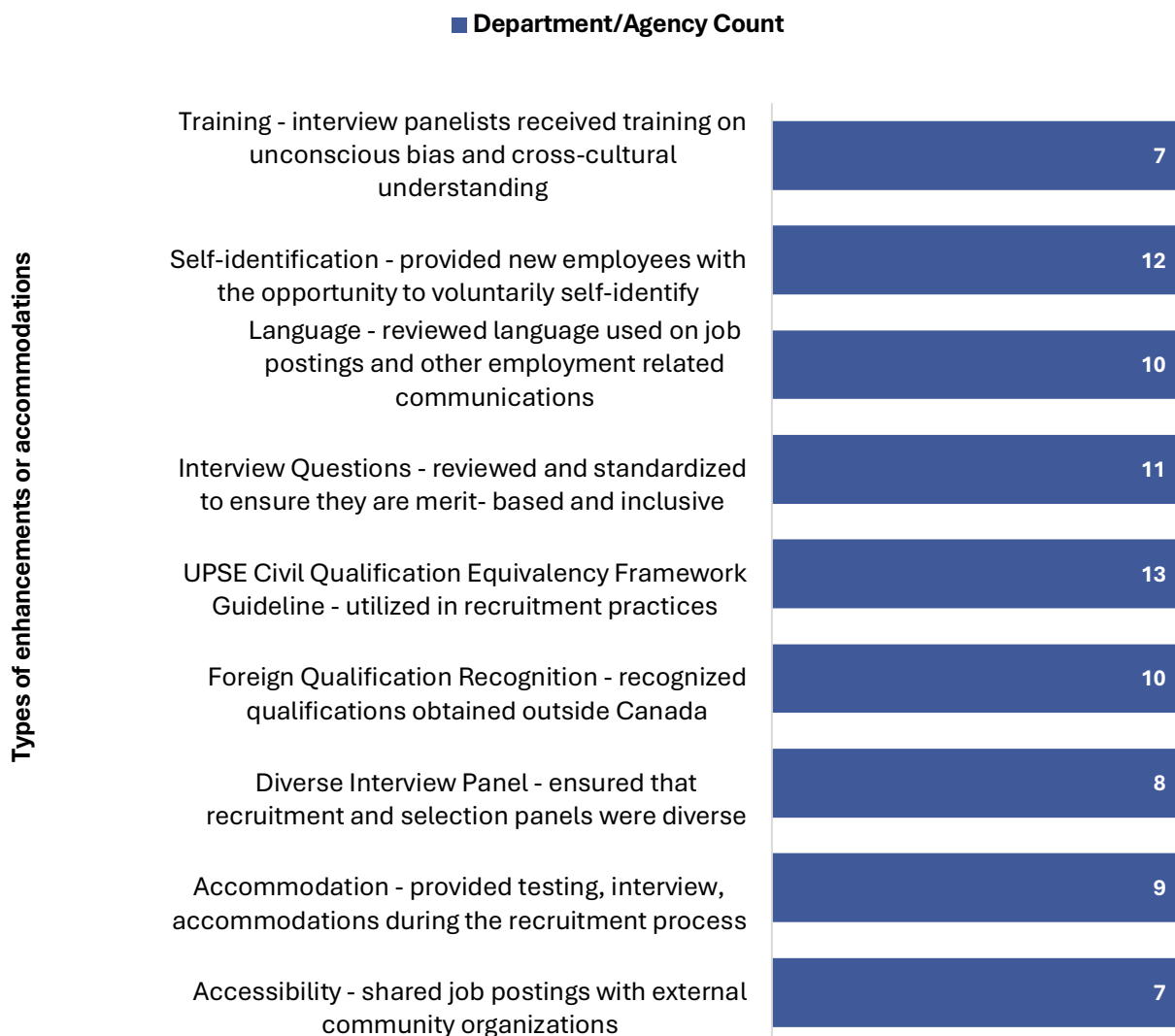
Naveen Stephen
Customer Service Representative
Access PEI, (Service PEI) Department of Transportation and Infrastructure

Appendices

Appendix A: Public Service Value Statement

The (Department/Agency name) _____ is committed to Equity, Diversity, Inclusion and Accessibility. Our goal is to build a public sector workforce that reflects the diverse communities we serve and to promote welcoming, diverse, inclusive, respectful workplaces that are accessible to all. We welcome all interested individuals including Indigenous Peoples, persons living with disabilities, neurodivergent, Black, Racialized, ethnic, and culturally diverse groups, as well as people based on their sexual orientation, gender identities, and gender expressions. Those looking for more information are invited to visit our [Diversity and Inclusion Policy](#).

Appendix B: Recruitment Enhancements and Accommodations Utilization 2022-2023 Fiscal Year



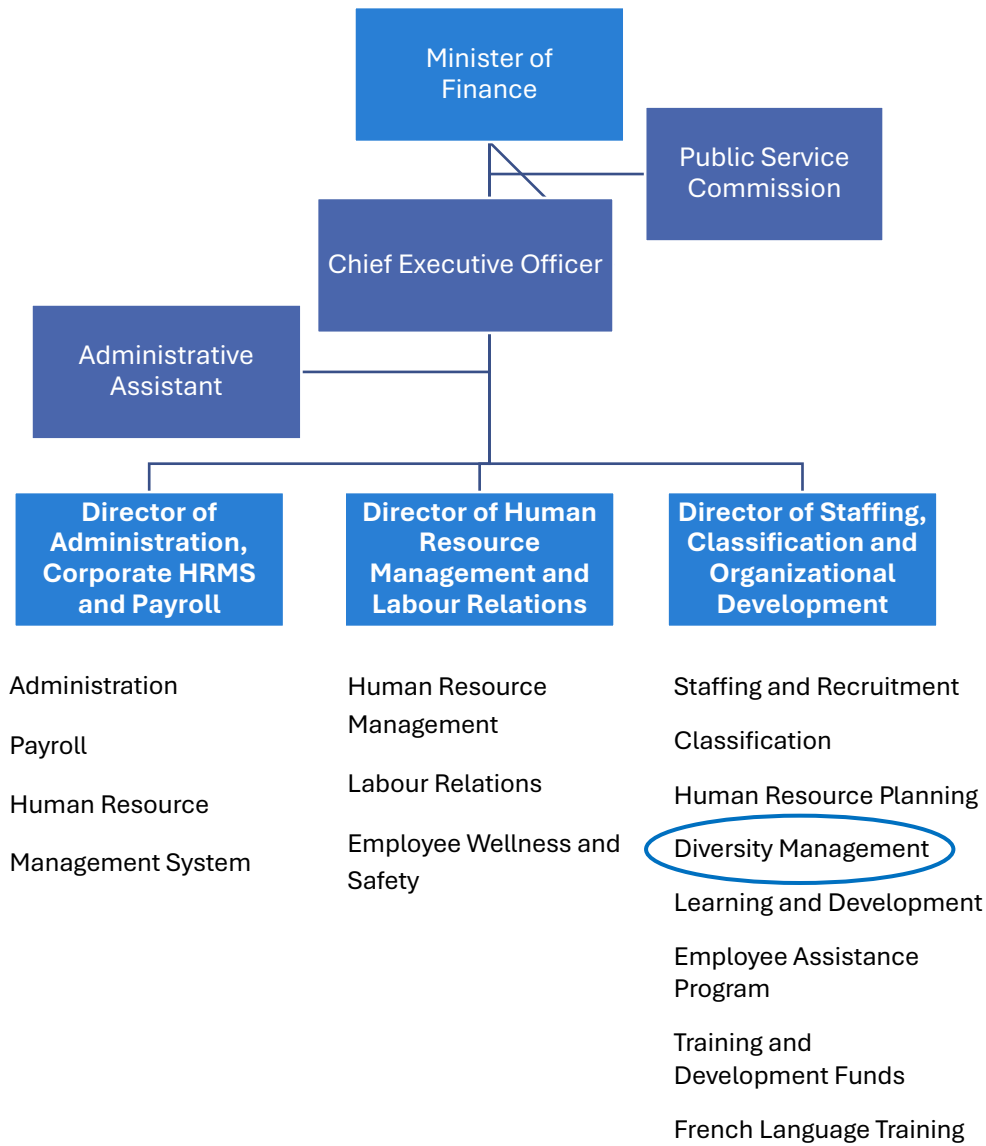
Appendix C: Employment Barriers Identified

Government departments examined and identified several employment issues that may be impacting the hiring of diversity members (e.g. internationally educated professionals, newcomers and new immigrants, temporary foreign workers etc.). Examples of employment barriers reported included:

Themes	Barriers Identified
Education	<p>Significant challenges assessing the quality and validity of education credentials or understanding how internationally attained credentials equate with Canadian standards (particularly for regulated occupations that require some very specific course work).</p> <p>Inability for candidates to provide proof of education credentials (official transcripts, degrees, etc.) or education credential evaluation reports.</p>
Reference	Challenges assessing or confirming reference in languages other than English and French.
Work Experience	Lack of professional or volunteer experience and competencies attained outside Canada.
Legal entitlement to work in Canada	<p>Unattainability of appropriate immigration documents that authorize temporary foreign workers to legally work in Canada (e.g. open work permit).</p> <p>Limited knowledge by hiring managers on different types of temporary work permits and visas.</p>
Occupation License	Unavailability of proof of occupational licensure to practice in regulated occupations in PEI.
Language barrier	Language and communication barrier.
Access to employment information	Low awareness by diversity groups on government hiring process and ways to tailor one's resume to suit desired work.
Federal employment regulations	Lack of control over unpredictable federal immigration policies and mandated employment restrictions for temporary permit holders. ¹⁶

¹⁶ For more information about employment restriction for various temporary permit holders, please visit Immigration, Refugees and Citizenship Canada (IRCC) website: <https://www.canada.ca/en/immigration-refugees-citizenship/services/work-canada.html>

Appendix D: Organizational Structure



Appendix E: Definitions

Consistency of language and better understanding of equity, diversity, inclusion, and accessibility will be supported by the following lexicon. Increased understanding and use of these terms will enhance employees' cultural competency.

Accessibility

Accessibility is the standard practice of making information, programs, services, support systems, products, and physical and digital environments easily accessible, available, and barrier-free to persons with diverse abilities. Accessibility is about treating individuals with respect and dignity. It promotes social inclusion, accommodates individual identities, and supports personal development and organizational successes.

Cultural Competence

The ability to appreciate, interact with, and show respect to cultures of belief systems different from one's own. Organization facilitates an environment for employees to build an understanding between each other, are respectful and open to different cultural perspectives and are aware of their own world view and inherent biases. Cultural competency promotes a sense of belonging, fundamental to equity, diversity, and inclusion of all employees within an organization.

Discrimination

Refers to the unfair and prejudicial action, whether intentional or not, that deprives a person or group of people of or limits their access to opportunities, advantages and resources that are available to other members of society because of their race, national or ethnic origin, skin color, age, sex, sexual orientation, gender identity/expression, marital status, family status, immigration status, creed, religion, political belief, genetic characteristics, physical/mental ability, income level, source of income, and conviction or record suspension.

Diversity

Diversity is the range of visible and invisible qualities, experiences and social and cultural identities that shape who we are, how we think and how we engage with, and are perceived by the world. These can be along the dimensions of age, skin colour, gender, national origin, ethnicity or physical/mental ability, and also includes other dimensions such as economic status, sexual orientation, gender identity, education level, family status, thinking styles, geographic location, first language, immigration/refugee status, socio-economic background, religious/spiritual beliefs, or political ideologies and many more. They can also include differences such as personality, style, capabilities, and thoughts/perspectives.

Equity

Equity is the principle of fairness that considers people's unique experiences, individual diversity, lived experiences, and ensures that they have access to appropriate resources, services, programs, and opportunities that are necessary for them to attain their full potential. Equity also aims to create a positive, intersectional, and psychologically safer organizational culture that eliminates barriers for all individuals.

Inclusion

Inclusion is an attitude and approach that embraces diversity in the workplace where all employees feel valued and have a sense of belonging within an organization that applies the principles of equity and fairness in all aspects of its policies, practices, procedures, and service delivery. An inclusive environment enables individuals and groups to feel safe, respected, engaged, motivated, and valued, for who they are and for their contributions toward organizational and societal goals.

Neurodivergent

Neurodivergent is a nonmedical term that refers to the diversity or variation of cognitive and mental function in how some people naturally think, understand information, experience, and interact with the world. Neurodiversity encompasses many different types of conditions; individuals may present differently and have unique support needs.

Organizational Culture

Refers to the mutual beliefs, values, and expectations of members of an organization. Determinants include an organization's structure, leadership, mission, and strategy which provide employees with a sense of unity and purpose. Organizational culture is dynamic, based on the needs of the organization, organizational culture is subject to ongoing change and development.

Racism

Refers to the belief that one ethnic group of people is superior to another based off physical characteristics and abilities. Racism occurs when individuals or groups are disadvantaged or mistreated, whether conscious or not, based on their perceived race and/or ethnicity, frequently expressed through prejudice, discrimination, hostility, and even violence.

Self-identification

Self-identification also called self-declaration, is the process by which an individual chooses to voluntarily disclose their identity, that is, whether they belong to any of the diversity groups that are currently underrepresented in the workplace or have historically been disadvantaged in fully participating in the community due to various barriers. This process may include declaring their race, ethnicity, gender identity, sexual orientation, veteran status, disability status or geographical location (e.g., living in rural or urban PEI), among other dimensions of individual diversity.

Diversity Groups:

2SLGBTQIA+

2SLGBTQIA+ is an acronym for Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Transsexual, Queer/Questioning, Intersex, Asexual and others. It refers to a population of people united by having gender identities or sexual orientations that differ from the heterosexual and cisgender majority. This acronym and many 2SLGBTQIA+ terms are always evolving, and it is important to be respectful and use the terms that an individual or people prefer.

Black/Racialized and Culturally Diverse Groups

Members in a racialized group are persons other than Indigenous persons, who are non-white in color/race regardless of place of birth. They are diverse groups, and may include those whose ancestry is South Asian, East Asian, Black, Southeast Asian, Middle Eastern, Latin American, etc. This definition replaces the "visible minority" which is considered outdated.

Immigrants/Newcomers

Immigrants are persons residing in Canada who were born outside of Canada, excluding temporary foreign workers, Canadian citizens born outside Canada and those with student or working visas. Newcomers to Canada who have established residential ties with Canada may be protected persons (including refugees) within the meaning of the Immigration and Refugee Protection Act; people who have applied for or received permanent resident status from Immigration, Refugees and Citizenship Canada.

Indigenous Peoples

The Indigenous peoples mean those peoples identified as Aboriginal peoples pursuant to section 35 of the Constitution Act, 1982, and includes Indian, Inuit, and Métis peoples of Canada.

Persons with Disabilities

A person living with a disability is someone who has a severe and prolonged recurring medical condition, which may be physical, cognitive, mental, sensory, emotional, or developmental, which results in an impairment, activity limitation, or a participatory restriction. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or function, while a participatory restriction is a problem experienced by an individual in involvement in life situations.

Women in Leadership and Management, and All genders in Non-Traditional Occupations

Traditionally the distribution of women and men in the workforce generally revealed a pattern of women working in support and services roles and men in leadership and decision-making roles. Occupational participation reveals similar clustered patterns of genders in technical and professional careers. Non-traditional occupations are jobs that have been traditionally filled by one gender.

Youth

Youth are defined as those age 16 - 29.

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