

Questions from November 24 Introductory Webinar

Question	Answer
<p>1</p> <p>I hope to get some inspiration on how to enact DEI within hospitality where we have over 60 restaurants and find it difficult to get the buy in outside of the head office.🙏</p>	<p>Great question! As you have said, we have found that change needs to happen at all levels of the organization, including the head office. Here are some thoughts. You could make EDI training mandatory. Or you could consider having EDI training and initiatives as part of a suite of actions that restaurants can be motivated to complete for incentives in their workplaces. For example, head office might provide funding towards a special event (party or a staff lunch). You can also make this part of restaurant managers' bonus structures. We also imagine that doing some kind of contest might work - we've seen them work for clients where they have goals that head office spells out. And finally, you can you give the restaurants an EDI fact sheet showing them in easy-to-understand terms the benefits of EDI for them, their staff and their guests.</p>
<p>2</p> <p>If you are a job applicant what's a good way to approach accommodations with employers who promote their EDI policies?</p>	<p>If the employer is promoting their EDI policies, we tend to assume that they are open to elements of EDI, like accommodations for staff. You could ask to see the employer's EDI policies to see exactly what they include. If that is uncomfortable for you, you might ask the employer if they have made accommodations for employees in the past. Their response will let you know if these accommodations are similar to yours; and this way you can gauge their response without revealing your needs. It's always a good idea to check out information from the HR department too. You might also ask trusted past or current employees how the employer usually handles accommodations.</p>
<p>3</p> <p>How can we encourage feedback from our team regarding how we are doing in relation to DEI?</p> <p>//</p> <p>Would like an effective way to understand objectively how are we doing today -where do our employees see the gaps and opportunities and what we do well. This has to come from all our people as a starting point. Tools to enable this as a baseline?</p> <p>//</p> <p>In a small business 'anonymous' surveys don't really work since it is easy to determine who wrote the responses...</p>	<p>If you want to know how employees think you are doing, feedback methods depend on the size of your business. Gathering anonymous feedback within small businesses is a challenge as you say, because you could identify the employees. Quantitative surveys are easy to do because they can be anonymous and online (e.g. SurveyMonkey), even among small groups. That means employees are only picking a number - not writing sentences - and this keeps things very anonymous. If you think that employees do not feel safe giving feedback to the employer, you can have an external third-party come in to ask questions and relay anonymous, grouped information back.</p>
<p>4</p> <p>I'm a DEI consultant/educator and locally here the primary issue folks bring me in to deal with is incredibly high staff turnover due to being a tourist area. They want to engage with DEI but they either 1) Feel it's effort that won't stick or 2) don't know how to continue advancing when they have new staff every season"</p>	<p>If you're engaging with EDI in the organization, it means you are changing the culture in the organization. As long as you don't have 100% staff turnover each season, EDI practices can be embedded within the culture. Established EDI practices may even help retain staff or encourage them to come back. The thing is, EDI practices DO stick when they are baked into every aspect of the business. Consider having access to an EDI expert (like yourself). Consider a shortened form of training so the time and resource commitment are not too hard for new staff. And maybe really invest in EDI training of whoever is permanent (e.g., owner, manager) so they can keep leading with EDI.</p>

5	A challenge that we are facing is getting leaders in the restaurants to communicate our DEI initiatives and efforts to hourly partners. Because leaders in restaurants don't have the same buy-in or confidence in this space the messaging around and DEI related often doesn't make it's way to the 20 year old server who really cares about this work.	It sounds like the leaders in the restaurants could use EDI training to build their confidence and deepen their thinking in this area. You might also share some facts on EDI to leaders so they understand how it can impact their own and the restaurant's bottom line. It might also help to tie their bonuses to their success in encouraging EDI in their restaurants.
7	Is there a timeframe for when we can expect the go2HR EDI resource hub to be up and running?🔗	We hope by the end of January. The EDI Framework will be available on our website with some supporting information by next week.
8	How can I accommodate an employee whose personal beliefs may be at odds with organizational objectives? e.g. I want to sell more steaks but they are vegetarian and don't like to sell meat.	This is an interesting question, and is a little hard to answer without some more context and information. However, the more we reflect on this the more we feel that on the surface, it is not really an EDI question. This is a question of job requirements being very clear to incoming employees so that situations such as this one don't happen in the first place. If we dig deeper into this question, it could be an issue of conflicting beliefs. An employee might hold beliefs and values that differ from the employers'. These could be along dietary choices but it could also be because of religious beliefs and others. If it is based on religious or other beliefs, the employer may have a duty to accommodate under human rights legislation. If it is not, while there may not be a duty to accommodate, some alternative could still be offered if at all possible, especially if this is an employee you would like to retain.
9	As a small business with a small staff but wanting to add more diverse members to our team, so what are the best ways to encourage diverse members of our community to apply to our job application?	We would suggest you review how you are recruiting new team members. Is the job application available in multiple languages? Is it plain language? Is the language welcoming to all groups or does the application include an EDI statement? Is the posting available in place where members of different communities gather (i.e.. NationTalk caters to First Nations, Métis and Inuit community members, other community newspapers and Facebook pages reach different equity-deserving groups). Do you have a diverse hiring board? Do you make accommodations for applicants (i.e.. hold interviews a times that work for all people, ensure that the first point of contact is welcoming, making interviews accessible).
10	Are there questions that are illegal to ask during interview regarding inclusion and diversity...🔗	Yes! You cannot ask questions that violate the Privacy Act of Canada as well as workplace legislation and other legislation in BC for instance the BC Human Rights Code. https://www.go2hr.ca/recruitment/legal-issues-you-need-to-consider-in-your-recruiting-process . If you are interested in hiring more diverse employees the tips relevant to job application for Q.9 will help.
11	How am I able to collect data on the diverse employee experiences if I'm unable to ask questions to collect data about their intersectional identity?🔗	That's fair. Your question seems to be asking about experiences of employees from equity-deserving groups which means responses might not be helpful if they are not connected to identity. In this case a third party asking the questions might work best.