



The Intersectional Organizational Assessment Improvement Plan

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For more information contact the Vulnerable Population Department at (403) 569-3325 or info@centrefornewcomers.ca





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Background Information

The Intersectional Organizational Assessment is based upon a diversity, inclusion, and psychological safety competency assessment framework. It outlines organizational management and operations success indicators to provide nurturing services for individuals regardless of their social location.

The assessment is intended to be used by management teams to assess services, develop a plan, and then later reassess services after work has been conducted to address intersectional issues. A second assessment can be conducted later to show the progress made or further improvements areas that can be addressed.

The tool is not meant to be an exhaustive assessment of an organization or to limit the array of intersectional issues that might be found within various population groups. Instead, it is a means to identify critical elements of organizational improvement plan and to start the process of development toward creating welcoming and nurturing services. More in-depth assessments and audit processes can be initiated in each management area after using the tool. It is also not intended to replace audits found with certification or accreditation bodies.

Key Organizational Areas

The assessment is orientated to occur around six key management concept areas including:

- **Communications:** Success indicators concerning internal communications assess written and graphic materials and if they are welcoming and inclusive of diverse clients, volunteers and staff. It also notes how diverse people are consulted about their needs and issues.
- **Community Relations:** Community relations success indicators concern external communications and how the organization seeks diverse clientele and welcomes diverse people as participants in their services.
- **Governance:** Success indicators regarding governance relate to the policies and strategies that guide staff to address the needs and priorities of diverse clients/communities.
- **Human Resources:** Human resource success indicators include a review of anti-discrimination and anti-harassment policies, plus staff conduct policies oriented to welcoming people from diverse communities.
- **Physical Facility and Environmental Design:** Success indicators regarding the physical environment relate to how the physical space or office design and decor provide a welcoming environment for all diverse communities.
- **Programs and Services:** Success indicators regarding program and services are designed to assess operations which meet the physical, social, and emotional needs of diverse clientele.



Key Definitions

- **Ability:** capacity or tendency to act or move on one's own, or to be, or appear to be, physically fit.
- **Ableism:** oppression of individuals based on diverse abilities. In the physical realm, ableism is experienced when an individual is oppressed based on having a diverse body, unable to move well on their own, or assumed not to be fit.
- **Age:** The time passed since a person's birth, and the cohort they belong to based on one's age.
- **Ageism:** the oppression based on an individual's age. Typically, through agism, we make assumptions about an individual's or group of individual's abilities based solely on their age.
- **Appearance Discrimination:** the oppression of individuals and communities based on their physical appearances. Oppression is typically aimed at those who have physical traits associated with privileged or predominant groups, or do not present themselves in a manner that is socially accepted.
- **Appearance:** The way a person visibly looks or seems to others.
- **Biphobia:** the oppression towards individuals who are romantically or sexually attracted to individuals regardless of gender identity or biological sex.
- **Class:** a major social category that ranks people and groups in orders or divisions of privilege, typically economically but also within cultural groups
- **Colourism:** the oppression of individuals and communities based on the colour of their skin. Oppression is targeted towards individuals with darker skin tones.
- **Culture:** the socially constructed norms of a group of people, typically including but not limited to a family, social group, religion, region, nation, or a combination of these.
- **Gender Identity:** an identity based on the dichotomy of "masculinity" and "femininity". A person's identity is how they view themselves in relation to their world and is not always in alignment with biological sex or gender expression.
- **Genderism:** the oppression targeting feminine gender identities and expressions.
- **Health Stigmatization:** being viewed in a negative or stereotypical way because a person has a physical illness or condition, or not completely well.
- **Homeless:** a category of people has no fixed home or address, typically including people living in shelter facilities or on the street (rough) and those without identification.
- **Homophobia:** the oppression towards individuals who are romantically or sexually attracted to others of the same gender identity or biological sex as themselves
- **Housing discrimination:** the oppression of individuals and communities based on housing status, having no address, or no identification. Oppression is typically aimed at individuals who are homeless, precariously housed, or close to homelessness.
- **Indigeneity:** a categorization of groups composed of first peoples, and their descendants, who have originally inhabited a territory wholly or partially and have a shared ancestry.
- **Language:** the set of words and grammar spoken in a common form and understood by all speakers of the language.



- **Linguicism:** the oppression of individuals and communities based on the languages they speak. Oppression is typically aimed at those who's native language is not the main or official spoken language within a group.
- **Mental Health Stigma and Discrimination:** oppression of individuals based on not having idealized mental health, or the absence of any mental, psychological, and/or emotional issue.
- **Mental Health:** the condition of being sound mentally, psychologically, and/or emotionally well or having adequate adjustment reflected in feeling comfortable about oneself, positive feelings about others, and the ability to meet the demands of daily life.
- **Permanent resident:** a group of people with official designation to allow living permanently within a specific nation.
- **Physical Health:** Physical wellbeing of the body and how well it is operating, and the absence of disease or infirmity.
- **Precariously housed:** a category of people who are close to losing their home, typically including people living with friends, and may be behind in housing payments, or have eviction notices. This group may also have no address or identification.
- **Race:** a categorization typically based on dividing people into groups based on physical traits, usually skin colour, and assumed to have shared ancestry among similarly looking people.
- **Racism:** the oppression of individuals and communities based on racial and ethnic identity. Oppression is usually targeted towards non-White individuals, or 'races' considered to be different.
- **Religion:** a category associated with personal or group observance of a system of attitudes, beliefs, and practices related to spirituality, faith, God or supernatural observance; often institutionalized as a faith or denomination.
- **Religious Discrimination:** the oppression of individuals and communities based on the religious associations. Oppression is typically aimed at those who do not identify with a specific or predominant denomination, or who are of a non-denominational spirituality or atheist.
- **Residency discrimination:** the oppression of individuals based on residency. Oppression or differential treatment is typically aimed at non-citizens individuals, such as temporary residents, refugees, refugee claimants, or humanitarian claimants.
- **Resident:** the socially constructed group of people who are living in a specific location, such as nation, city, or province.
- **Sex Assigned at Birth or Biological Sex:** sex named at birth, typically assigned by the genitalia of a baby at birth.
- **Sex characteristics:** includes primary sex characteristics (i.e., inner and outer genitalia and/or the chromosomal and hormonal structure) and secondary sex characteristics (i.e., muscle mass, hair distribution and stature).
- **Sexism:** the oppression targeting primary and secondary sex characteristics.
- **Sexual Orientation:** a person's felt sense of the type of people the individual is sexually and/or romantically attracted to. Typically understood through gender constructs, this may also include other characteristics such as personality traits.



- **Temporary resident:** a group of people with official designation to allow living within a specific nation for a specified period of time.
- **Transphobia:** the oppression targeting non-cisgender individuals on the basis of gender identity and expression.
- **Xenophobia:** the oppression of individuals and communities based on being different from a specific group. Oppression is typically aimed at individuals who are different from one's own valued culture, class, or nation.



Assessment Overview

Assessment
Completed On:

Number of Staff
Persons Present:

Assessment to
be Completed
Again On:

Domain	Oppression Combated	Maximum Possible Score	Minimum Possible Score	My Organization's Score	Percentage <i>Divide your organization's score by the domains maximum possible score</i>	Ranking <i>Rank the domains from 1 (lowest percentage) to 12 (highest percentage). 1 will be your primary area of focus for improvement- 12 will be your lowest.</i>
Age	Ageism	165	-55			
Appearance	Appearance Discrimination	210	-70			
Culture, Subculture, and Class	Xenophobia & Classism	300	-100			
Gender and Sex Characteristics	Transphobia & Genderism	375	-125			
Housing Status	Housing Discrimination	300	-55			
Language	Linguicism	300	-100			
Mental Health	Mental Health Stigma and Discrimination	150	-50			
Physical Health and Abilities	Health Stigmatization and Ableism	180	-60			
Race, Ancestry, and Indigeneity	Racism & Colourism	345	-115			
Religion	Religion Discrimination	300	-100			
Residency	Residency Discrimination	300	-100			
Sexual Orientation	Homophobia & Biphobia	330	-110			



Improvement Goals Among Axis Areas

Age

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Appearance

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Culture, Subculture, and Class

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Gender and Sex Characteristics

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Housing Status

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Language

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Mental Health

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Physical Health and Abilities

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Race, Ancestry, and Indigeneity

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Religion

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Residency

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	



Sexual Orientation

Organizational Area	Specific Goals	Steps to Achieving Goal	Desired Changes	Desired Completion Date
Programs and Services		-	-	
Physical Environment		-	-	
External Community Relations		-	-	
Governance Policies		-	-	
Internal Communications		-	-	
Human Resources		-	-	