



Diversity, Equity & Inclusion

2024 Report



Adam Benn

Director of Diversity,
Equity & Inclusion



Kelley Myers

Vice President,
Human Resources
& Organizational
Development

Message from VHA's DEI Leadership

Diversity, Equity and Inclusion (DEI) has become a cornerstone for all our work at VHA Home HealthCare (VHA). We are committed to raising awareness and promoting education as we strive together towards fairer, more inclusive work environments and communities.

In a climate where DEI initiatives may face scrutiny and backlash and as we continue to struggle with progress on longstanding issues of economic and cultural discrimination, healthcare inequities, and ingrained biases, VHA remains focused on embedding genuine DEI values into our culture. VHA's DEI work is not only a priority for today, but also a foundation for long-term engagement and progress to help address long-standing issues and to align with expectations and values of future team members.

To that end, VHA is prioritizing diverse representation at all organizational levels, including our Board of Directors. Our aim to move towards true engagement and inclusion involves leaders at all levels participating in tailored training that fosters psychological safety, growth, and community, ensuring diverse voices are integral to decision-making processes, and addressing bias in career progression. A specific focus remains on the inclusion and professional development of Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual and Other Identities (2SLGBTQIA+) communities and Black/African/Caribbean individuals, to meet these groups' unique needs and amplify these historically marginalized voices. Through these efforts, VHA strives to leverage DEI as a catalyst for robust employee engagement, belonging and trust within the organization and across our communities.

Throughout this report we share key highlights and 2024 achievements. Our goal is to share our learning, progress, and insights to fuel our ongoing efforts to ensure that VHA is a truly inclusive workplace where everyone can thrive.

VHA's new Strategic Plan 2025-2030: Leading the Future of Health and Independence at Home signifies our ongoing commitment to strengthening sustainability, safety, reconciliation and inclusion.

Recognizing and valuing the diversity of our team members, our clients and families and our community members and providing inclusive and culturally safe services are fundamental priorities for VHA. Thank you for your involvement and support.

Dr. Kathryn Nichol

President & CEO





2024 Key Demographics

The 2024 DEI survey was administered to VHA’s workforce. Participants were asked to self-identify in a number of key areas, including ethnicity, age, gender identity, sexual orientation, place of birth, disability, language, religion and international healthcare education experience.

In our fourth year of administering the DEI survey with our team members, we were pleased to receive 1,185 responses which represents a response rate of 37%.



Key Demographic Insights: DEI Survey Results

We engaged in a year-over-year comparison of key data points related to inclusion and an analysis of that data to explore key intersections between race and gender identity/expression, as well as 2SLGBTQIA+ identities.

VHA continues to be home to a unique and highly diverse workforce. This diversity includes Women, Black and Racialized communities and individuals born outside Canada.

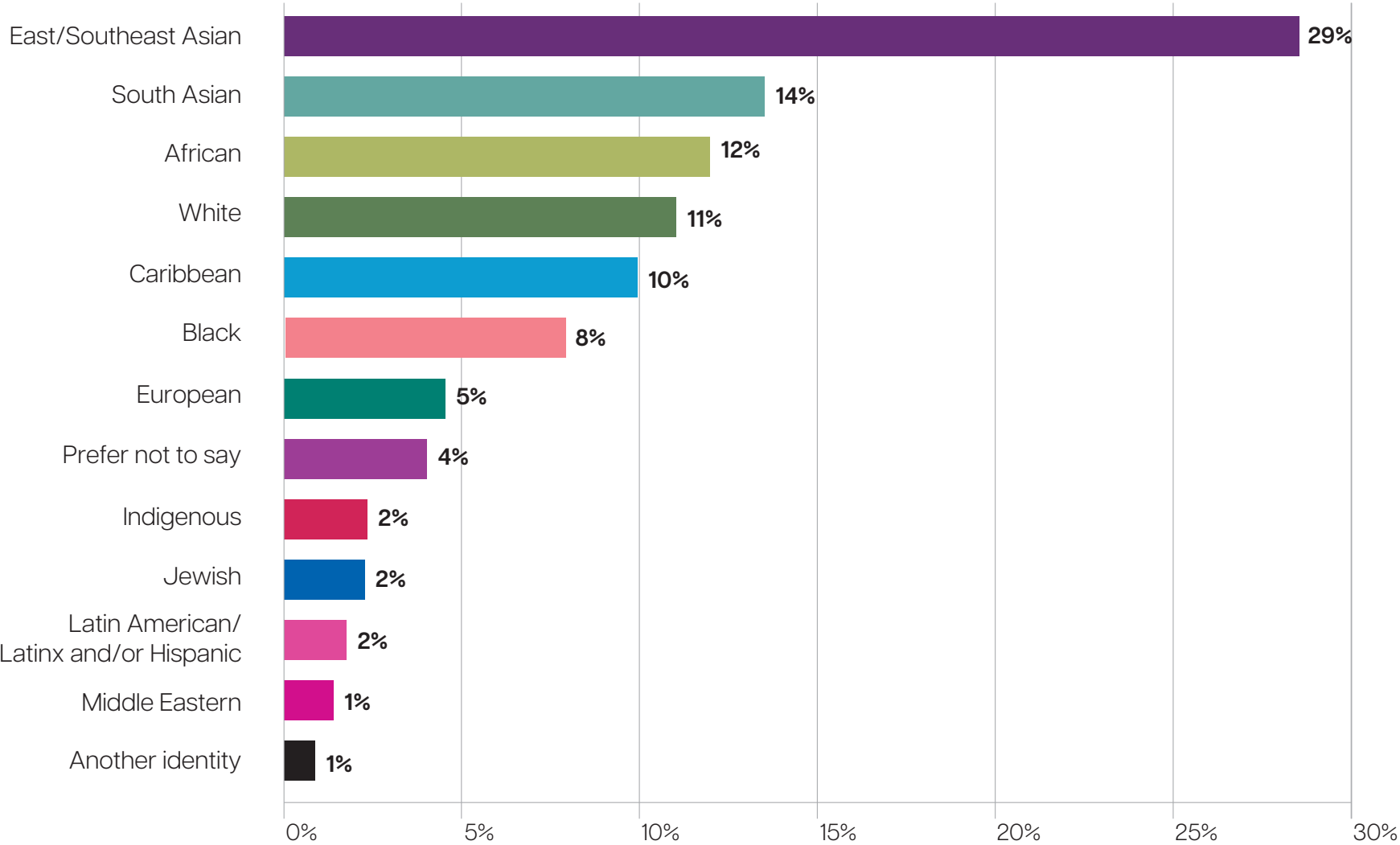
Here are some of our key findings...

82% of survey respondents identify as Racialized	77% of respondents were born outside of Canada	59% of respondents identified as being affiliated with a religious or spiritual group	12% of participants identified as 2SLGBTQIA+
9% of participants identified as a person with a disability	3% of participants identified as Indigenous	2% identified as being trans, gender variant, or intersex	90 Number of distinct languages spoken at VHA

Top 5 languages spoken besides English were Tagalog, Hindi, French, Punjabi and Spanish

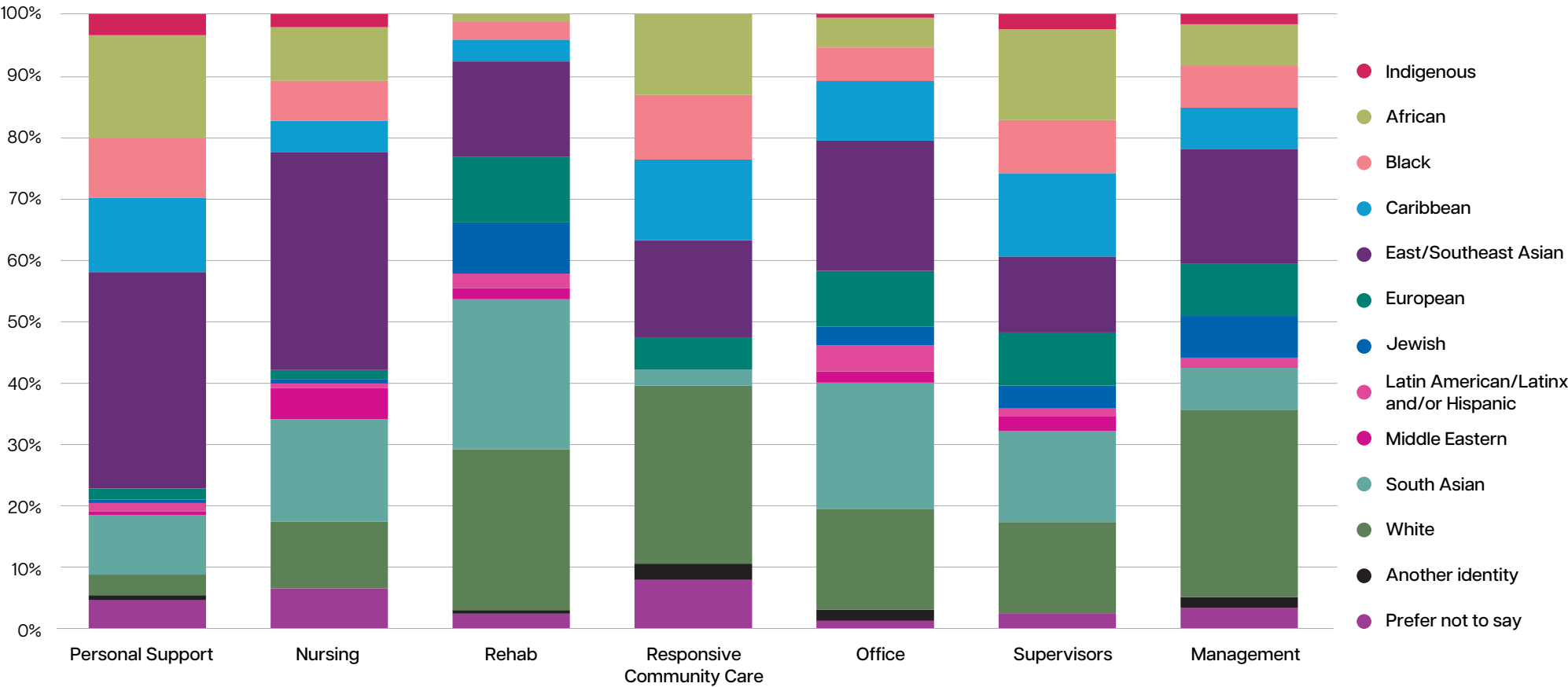
Ethnic and Cultural Diversity Snapshot

Our survey results highlight our diversity, which we know strengthens our ability to effectively serve Ontario's diverse clients and families. The top ethnic and cultural groups at VHA include East/Southeast Asian, South Asian, African, White, Black and Caribbean.



Diversity Trends Across Roles

We continue to see variance in representation across different roles. Personal Support continues to reflect great diversity, while Supervisors and Management see disproportionately less representation of Racialized groups.

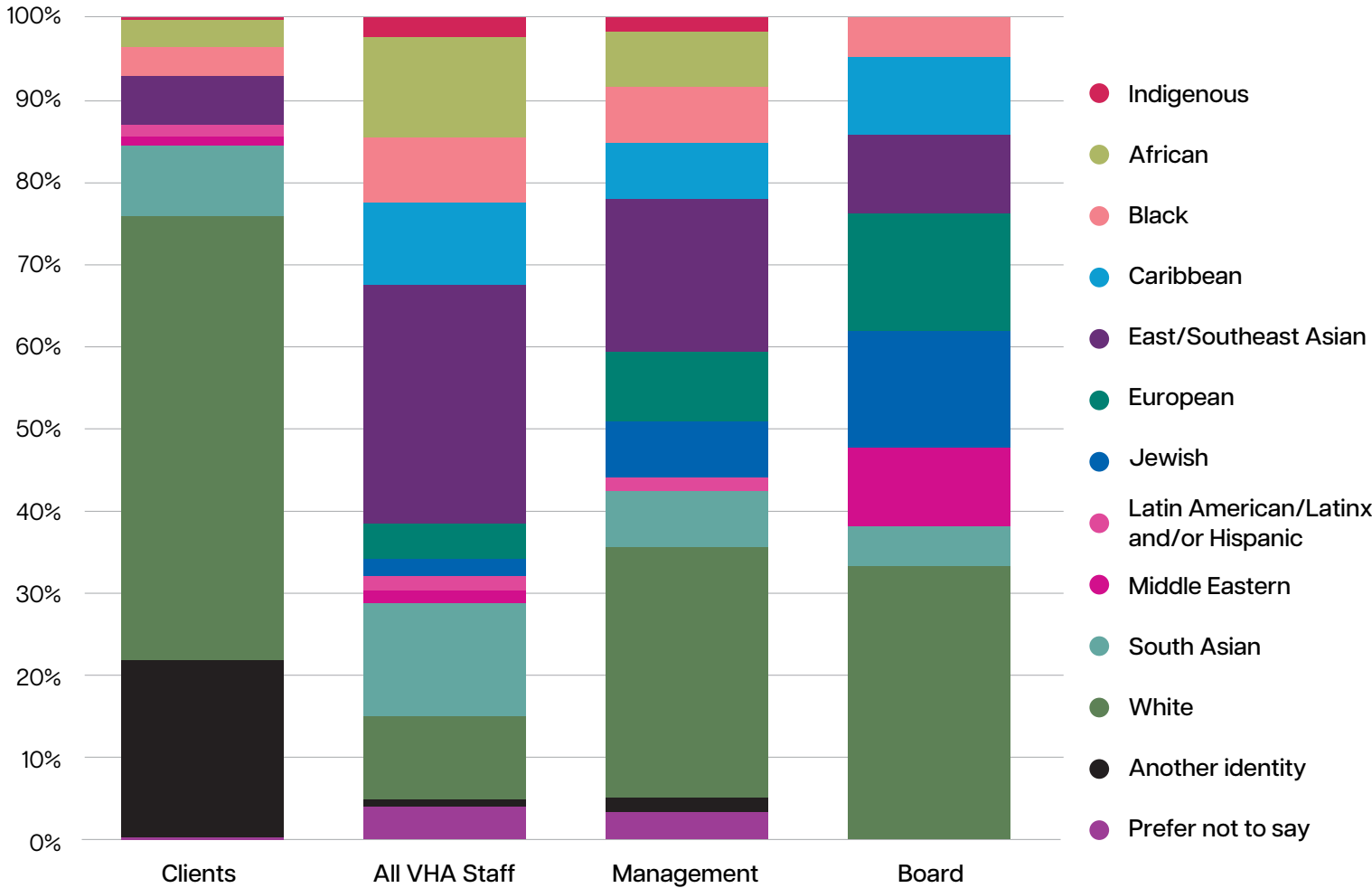


Individuals can specify multiple identities, meaning they can be included multiple times within the chart.

Bridging Diversity: Client, Staff and Leadership

For the first time, we are able to present ethno-racial demographic data for VHA clients. This data is self-reported, voluntary and is collected from clients once their VHA services have been completed via VHA's Client Satisfaction Survey*. These client results are cumulative from 2021. Top identities reported by clients were White, East/Southeast Asian, Black and African.

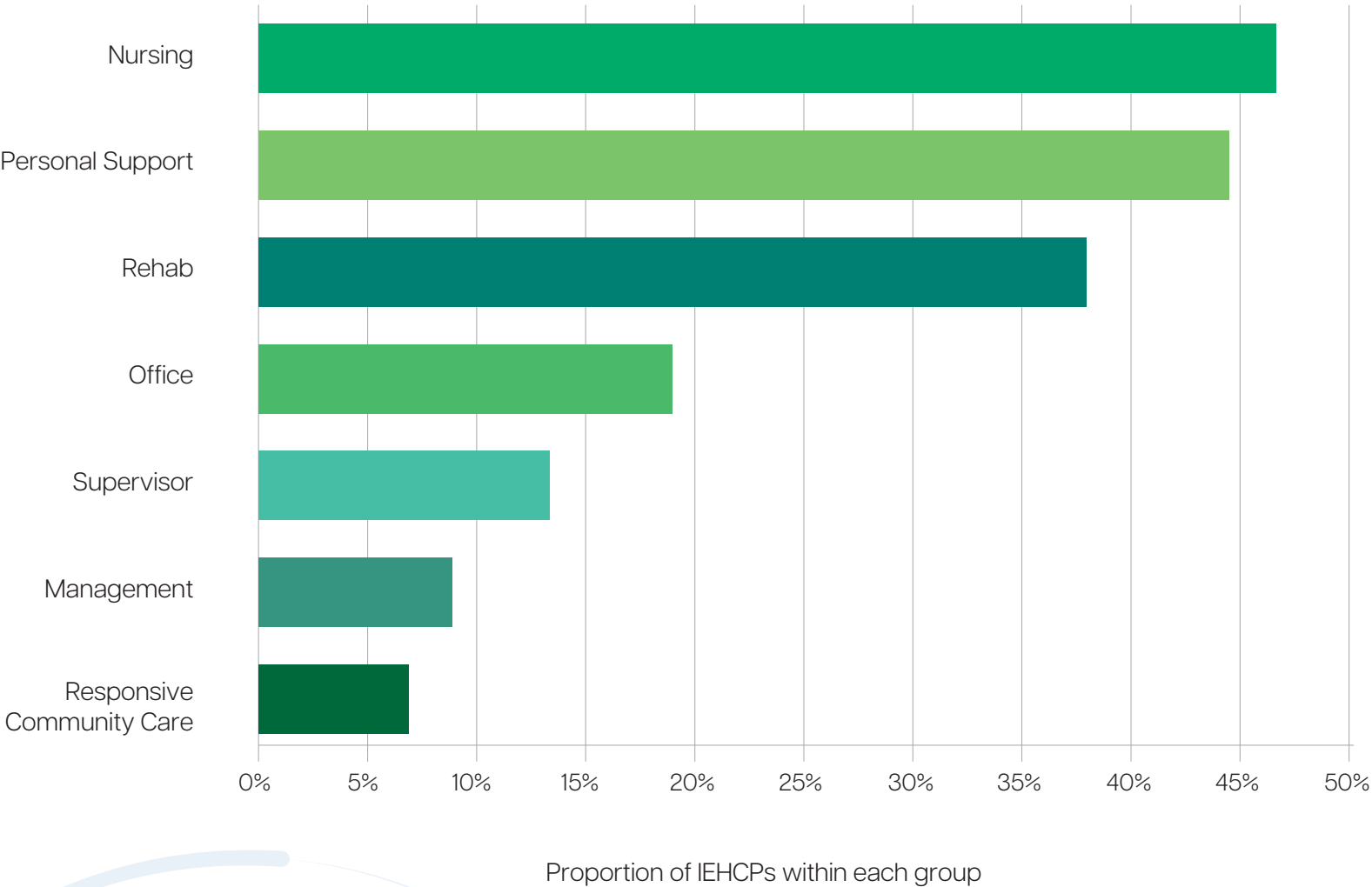
VHA is committed to actively exploring ways to expand data collection to include demographic information from current clients. We aim to approach this process with sensitivity, recognizing that multiple requests for demographic data while accessing services may impact the client experience. Our goal is to ensure a more comprehensive and representative understanding of the communities we serve.



* Note: The client survey did not include Caribbean and Jewish identities, and European was not distinct, and was listed as White/European.

Internationally Educated Healthcare Professionals at VHA

VHA's workforce includes many internationally educated healthcare professionals. In total, 37% of survey respondents indicated that they are internationally educated healthcare professionals (IEHCP), an increase of 4% from 2023. This chart highlights the proportion of IEHCPs within each group at VHA.



Education and Training

A key education focus for VHA this year was on anti-Indigenous racism and Indigenous cultural safety. The San'yas Indigenous Anti-Racism Cultural Safety Training Program is a nationally recognized program aimed at improving cultural safety for Indigenous peoples accessing health services.

VHA committed to the goal of providing this important foundational training for all leaders and our Board of Directors. To date, 96% of leaders have completed this training, which focuses on strengthening knowledge, awareness, and skills for working with and providing service to Indigenous peoples and communities. In 2025, we will be cascading this training opportunity to all Supervisors.

Training on VHA's Inclusive Work Environment policy was delivered for leaders. These training sessions focused on empowering leaders to proactively manage human rights complaints and be aware of implicit bias to ensure hiring practices promote diversity, equity and inclusion.

In 2024, 70% of leaders completed the I.55.0 Inclusive Work Environment Anti-Harassment Policy training and 29% of leaders completed the "Implicit Bias in Hiring" training.

Of these participants:

100%	of learners were able to correctly identify the definition of harassment
98%	were able to correctly identify that the "organization has a duty to accommodate up to the point of 'undue hardship'" post-training
93%	of respondents were able to correctly identify why accountability processes in hiring are necessary
80%	of respondents agreed that "Since taking the Implicit Bias in Hiring Training, I better utilize accountability measures in hiring"

950 staff and service providers participated in 8 virtual "VHA Inclusion Dialogues", which included topics such as:

Targeted Hatred - Antisemitism and Islamophobia
Trans Inclusion 101 (2 sessions)
Understanding Caste in the South Asian Diaspora
Trauma Informed Care: Working with Palestinian Clients and Families
Foundations of Indigenous Cultural Safety
Antisemitism in Healthcare (Part II)
Learning About Queer and Trans Arab Communities

VHA continues to partner with The 519 to provide learning and development sessions that focus on building knowledge and best practices to support 2SLGBTQIA+ communities to VHA staff and service providers.



A commitment to cultural humility

Taking its name from a Kwak’wala word meaning “way of knowing,” the San’yas Cultural Safety training helps participants understand how to work in ways that are more fair and free from discrimination for Indigenous peoples.

Sandra Li-James, VHA’s Chief Nursing Executive & Vice President of Quality, Best Practice and Education, and VHA Board Member Karen Waite were both deeply impacted by the San’yas learning experience.

For Sandra, the training took her back to her childhood when, as newcomers to this land, her family sought to learn about and adjust to their new climate, culture and surroundings.

“San’yas expects participants to share their reflections, and the stories participants shared were really insightful,” says Sandra, whose team now opens every meeting by acknowledging the land and reflecting on something meaningful they can learn.



The learnings helped deepen Sandra’s understanding of what “person-centred” really means. “To achieve cultural safety for clients and service providers, we must have cultural humility,” she says. “We must ask our clients what matters to them and what we can integrate into their care plan to achieve that. Then we have to listen and seek to understand their responses.”

For Karen, the San’yas experience opened her eyes to the lived realities of Indigenous peoples in a visceral way.

Cultural Safety Training Leads to Deep Insights

“It was uncomfortable, but in a good way—in an important way,” she says. “This training provided a deep, mind-opening experience that helped me better understand the world around me and the lived experiences of Indigenous peoples.”

The training requires each participant to develop both a personal and a professional plan to apply their learnings. Karen’s plan includes approaching Board discussions with heightened sensitivity – asking questions to help guide thinking and informing decisions with a moral compass firmly in mind.

“It’s not enough to just learn. You have to make a commitment to take action—a commitment to do better.”



Inclusive Work Culture

As part of our 2024 Action Plan, we committed to clarifying VHA's internal promotion process through a new policy.

This was in direct response to results in our DEI survey, where staff and service providers across different job classes and identities reported lower rates of agreement that employees/service providers of diverse backgrounds are treated fairly in the internal promotion process. In consultation with Black and Asian Leaders, we also received feedback that clarity and transparency around promotions would be an important step in addressing concerns around bias and fairness in hiring.

In response to this, we engaged in a broad consultation and created a new “Internal Promotion Policy” to provide ongoing guidance for hiring managers who are facilitating internal hiring processes.

This year, there was a focus on creating more opportunities for in-person engagement to celebrate important diversity. We facilitated four celebrations across four offices for Black History Month in February, and two sessions in May for Asian Heritage Month.

Developing new *Communication Guidelines Regarding Social Issues and Current Events*

In response to concerning current events that occur locally and around the globe, VHA shares organization-wide communications to provide support to our impacted team members. We have heard appreciation for these messages that recognize the diversity of our team and clients, however, recently, we have also heard that these messages do not always feel balanced or timely. In light of this feedback, we developed guidelines to inform these communications.

The creation of VHA's Communication Guidelines Regarding Social Issues and Current Events involved a consultative and iterative approach. Feedback was gathered from staff and service providers, with targeted input from key committees, including the 2SLGBTQIA+ Committee, the Diversity, Equity, Inclusion & Anti-Racism Committee, and the Ethics Committee.

The guidelines provide clear direction for leaders to determine whether and how to address external events or social issues in ways that align with VHA's values of equity, inclusivity, and compassion.

The guidelines help to foster a caring and supportive environment where employees feel seen and valued, especially during times of crisis or social upheaval. By balancing thoughtful communication with the need to respect differing viewpoints, the guidelines position VHA as an empathetic and inclusive leader in home and community care.

Living VHA’s Inclusive Work Culture in Action at Toronto Pride

VHA was proud to work with Pride Toronto to support the festival's mission of making the event as accessible as possible.

VHA’s personal support workers were well prepared for this important role, not only because of their expertise as healthcare providers, but also because of VHA’s ongoing commitment to DEI education and training. This education, outlined in VHA’s 2024 DEI Action Plan, builds providers’ capacity and skill when caring for equity deserving groups so that they approach care for historically marginalized groups with greater understanding of how to create care environments that are culturally safe, appropriate and affirmative of their clients’ lived experiences.

“At Pride I assist individuals with mobility issues, help connect guests in need of assistive devices, guide attendees to accessible bathrooms, help them access snacks and water and address other health concerns,” said VHA’s Aliza Bishwokarma. “I see first-hand how this support really creates a welcoming and supportive environment at Pride, which is what this event is all about.”



A key component of VHA’s training plan is the organization’s partnership with [The 519](#), which has been providing 2SLGBTQIA+ training to VHA team members since 2018 and has seen hundreds of team members receive invaluable education through the program.

After three consecutive years as an Attendant Care Worker at the festival, VHA PSW Joie Francisco commented that helping out at Pride means a lot to her. “VHA is an organization that supports many clients and families who are a part of the Toronto-area 2SLGBTQIA+ community. I always think about my clients who feel excluded in many ways due their disability and sexual orientation.”

“Every life holds so much value and everyone deserves to be happy, seen and heard. I see it as my purpose to support people from all walks of life,” Joie said. “I also just love being at Pride because it’s so fun and the energy, positivity and community connection is like nothing else.”

In addition to the important work of PSWs at the festival, VHA was also an official sponsor of Toronto Pride 2024 and took part in marching in the Pride Parade, inviting team members to come together as allies and members of the 2SLGBTQIA+ community at VHA.

Pride Weekend is a celebration of love, identity and community, “but for VHA it’s also about decreasing health barriers and disparities experienced by members of 2SLGBTQIA+ communities—including those living with disabilities—and their allies,” said Adam Benn, VHA’s Director of DEI.

“The contributions of our PSWs at Pride are a reminder of the impact of combined efforts and how we are always stronger collectively,” he said.





Commitment to Inclusion: Developing Leadership Pathways

Supporting Black and Asian Leaders

Earlier DEI surveys revealed that Black, African, Caribbean, East Asian and Southeast Asian respondents reported lower satisfaction and feelings of inclusion compared to other participants.

“These results informed key priorities in our DEI Action Plan, including a commitment to retaining, developing and advancing Black and Asian employees,” says Ayeisha Alfred, VHA’s DEI Coordinator. “Representation in leadership strengthens innovation, decision-making, employee retention and equity across the health system.”

To address barriers to advancement and support leadership development, VHA launched engagement initiatives, including workshops, luncheons and virtual town halls.

“During these events, Black and Asian participants highlighted challenges such as feeling overlooked for promotions, the need for inclusive career advancement policies and the desire for mentorship and education opportunities,” Ayeisha says. “Throughout 2024, we have focused on updating training programs and promotion policies to ensure greater fairness and transparency.”

Akil Ade, VHA’s Supervisor of the Palliative Combined Care Program in Scarborough and a participant in some of these events, found the outcomes valuable. “They offered a safe, unstructured space to share stories about individuals’ journeys, successes, experiences and future goals. I was also able to meet people I’ve admired from a distance and who I see as mentors,” he says.

Going forward, the DEI team will continue to collaborate with Black and Asian leaders to review processes, make additional adjustments to training programs as needed and develop further opportunities for growth. VHA will continue to listen, learn and evolve to work towards building a workplace that feels truly inclusive to everyone.





Community Inclusion

VHA has actively collaborated with community partners, clients and advisors and Ontario Health Teams (OHTs) to facilitate broader change in the sector.

In 2024, VHA engaged our Client and Carer Advisory Council and other clients and caregivers to review policies, ensuring a diverse representation of client advisors was involved. This process included examining existing policies, exploring outreach strategies, eliminating financial barriers and identifying ways to enhance inclusivity. Additionally, efforts are underway to explore and improve the various methods by which VHA gathers feedback from our diverse population of clients to ensure their voices are heard and considered in decision making.

As part of our commitment to inclusive and equitable integrated care, VHA actively participates in OHT initiatives to advance equity and anti-racism in the regions we serve, including with the Downtown East OHT and the East Toronto Health Partners OHT.

Advancing health equity and providing culturally safe care will remain a priority for VHA in all of the communities we serve.



“Through this collaboration, we’ve identified key opportunities and challenges for building a more equitable health system - while ensuring the home and community care sector has a voice.”

- Adam Benn



Advancing Health Equity Through Community Collaboration in East Toronto

As part of our 2024 Action Plan, VHA prioritized collaboration with OHT partners to address systemic racism and health inequities across the home and community care sector. Over the past year, significant progress was made with East Toronto Health Partners (ETHP), an OHT of over 100 primary care, home care, hospital and social services organizations.

Guided by consultation and engagement, VHA led the development of a Community of Practice to enable discussion and collaboration amongst East Toronto community members.

“Health inequity in East Toronto is too large for any one organization to solve alone. There are challenges at every level that require persistent and collective action,” says Nena Pendevska, Project Manager, OHT Initiatives and Engagement at ETHP. “VHA’s leadership has been essential in helping us apply an anti-racism and equity lens across our system.”

Facilitated by Adam Benn, VHA’s Director of DEI, the Community of Practice has created a space for ETHP members, DEI leaders and patients, clients and caregivers to share their ideas and lived experiences.

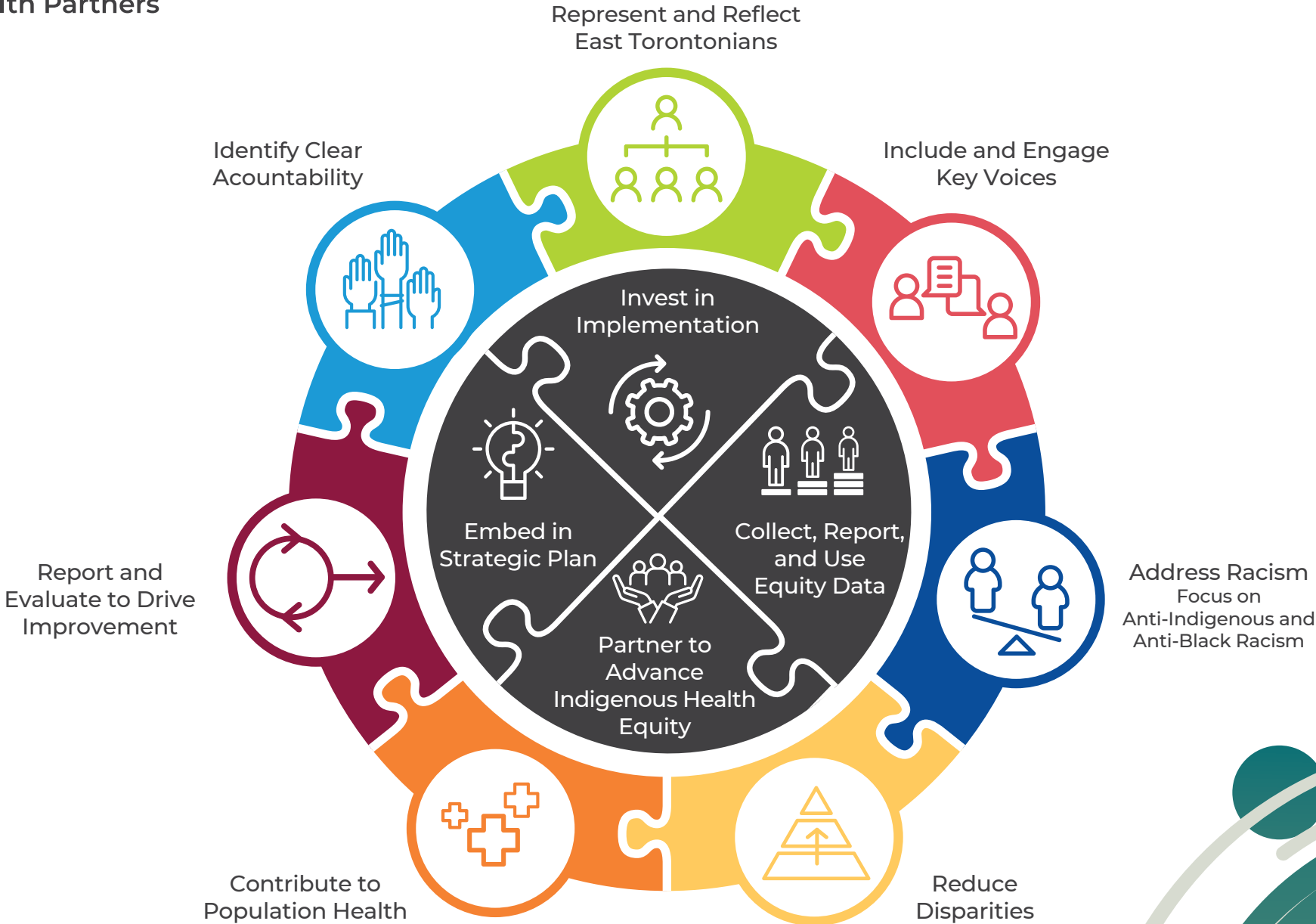
This collaboration led to the development of a comprehensive Anti-Racism and Equity Framework which identifies 11 priority areas. In 2024 the group focused on “**Include and Engage Key Voices**”, which encourages leaders to start consultation during the planning stages of any initiative, and to “**Address Racism**”, through efforts to “**Amplify Black and Indigenous voices and concerns as individuals and grassroots community groups and organizations**”.

To build organizational capacity in addressing Indigenous cultural safety, three learning opportunities were held centred around Indigeneity and Reconciliation. These sessions facilitated meaningful discussions, through which valuable insights and recommendations emerged naturally.

“These efforts reflect a shared commitment with our partners to make the healthcare system more inclusive and responsive to the diverse needs of our communities,” Adam adds.



ETHP Anti-Racism and Equity Framework



Data and Assessment

Our commitment in 2024 was to ensure that VHA was using data to inform its diversity, equity, inclusion and anti-racism work, and to demonstrate the effectiveness of our initiatives.

We also committed to “Identify barriers and develop strategies for the collection of staff demographic data”. As we consider collecting demographic data in our core Human Resources system, we asked respondents if “there any considerations that you want us to keep in mind as we gather demographic information (such as race/ethnicity, gender, etc.) on this new system?”

Two key themes emerged from this feedback. About 5% of respondents identified a need for additional information on why demographic data is collected and how it will be used.

Respondents identified the importance of a collection process that is confidential and voluntary – with the option to opt out. Additionally, about 3% of respondents named important considerations for VHA to effectively collect this data – more specifically ensuring that there is support for those less comfortable with technology, a range of demographic identities to represent everyone’s experiences, and with clear and defined language to ensure that participants are able to engage meaningfully.

This year, we also set the goal of promoting greater self-reporting of incidents of verbal aggression and workplace harassment and took active steps to address harassment and violence in the workplace.

Workplace violence and harassment are commonplace for healthcare workers and many incidents are unreported. Normalization of these experiences, lack of confidence in reporting systems, and fear of the consequences of reporting contribute to the invisibility of these experiences. These challenges are exacerbated in homecare settings, and for precarious workforces including Personal Support Workers (PSWs). To create a more open reporting culture that de-normalizes workplace violence and harassment and track the occurrences of these incidents, VHA developed and implemented a four-part intervention that combines policy changes, pre-visit screening, education, and an end-of-visit digital reporting form with a team of PSWs working in homecare.

Following an initial trial period, 91% of PSWs felt satisfied with the process. Leaders felt they had greater insight into what was happening, a better understanding of how PSWs manage incidents, and appreciated the opportunity to address unmet client needs. VHA is expanding the program with some adjustments based on the experience of those involved.

Building a Culture of Inclusion

VHA presented several statements about feelings of inclusion and asked survey participants to indicate their level of agreement. As in previous years, we analyzed the responses to identify differences in experiences across various identities, allowing us to better understand how inclusion is perceived by individuals with different identities.

We continue to see lower levels of agreement on key inclusion statements among Black women. For instance, Black women felt significantly less that they were an integral part of their team; that the people they work with treat them with respect; and that different opinions, ideas, and perspectives brought by employee/service providers are valued by other workers.

Proportion (%) of respondents from each group reporting 'Strongly Agree' or 'Agree' with each statement	Full sample	Black women	Black African, or Caribbean men	East/ Southeast Asian women	East/ Southeast Asian men	2SLGBTQIA+ people	White men	White women
I feel that I am an integral part of my team at VHA.	83%	74%* (-9)	95% (+12)	86% (+3)	84% (+1)	82% (-1)	100%* (+17)	86% (+3)
The inclusion of all employees/service providers is very much a part of VHA's culture.	82%	79% (-3)	95% (+13)	83% (+1)	95%* (+13)	83% (+1)	96% (+14)	86% (+4)
VHA fosters a workplace that allows employees/service providers to be themselves at work without fear.	81%	76% (-5)	90% (+9)	83% (+2)	84% (+3)	87% (+6)	100%* (+19)	84% (+3)
At VHA, the different opinions, ideas, and perspectives brought by employees/ service providers are valued by other workers.	77%	64%* (-13)	85% (+8)	80% (+3)	87% (+10)	79% (+2)	96%* (+19)	84% (+7)
I believe employees/service providers of diverse backgrounds are treated fairly in the internal promotion process.	72%	66% (-6)	80% (+8)	77%* (+5)	81% (+9)	79% (+7)	71% (-1)	73% (+1)

This is in contrast to other identities, who often had higher levels of agreement with inclusion statements. For instance, White men felt significantly higher that they are an integral part of their team; that people they work with treat them with respect, that the different opinions, ideas, and perspectives brought by employee/service providers are valued by other workers; and that VHA fosters a workplace that allows employees/ service providers to be themselves without fear - a direct contrast to the experience of Black women as reported through the survey.

We noted a 9% increase in positive responses from 2SLGBTQIA+ respondents year over year to the statement “VHA fosters a workplace that allows employees/service providers to be themselves at work without fear.

Understanding Experiences of Inclusion Across Roles

Across roles, Personal Support Workers felt significantly less that they were an integral part of their team; that the people they work with treat them with respect; that the inclusion of all employees/service providers is very much a part of VHA's culture; and, that the different opinions, ideas, and perspectives brought by employees/service providers are valued by other workers.

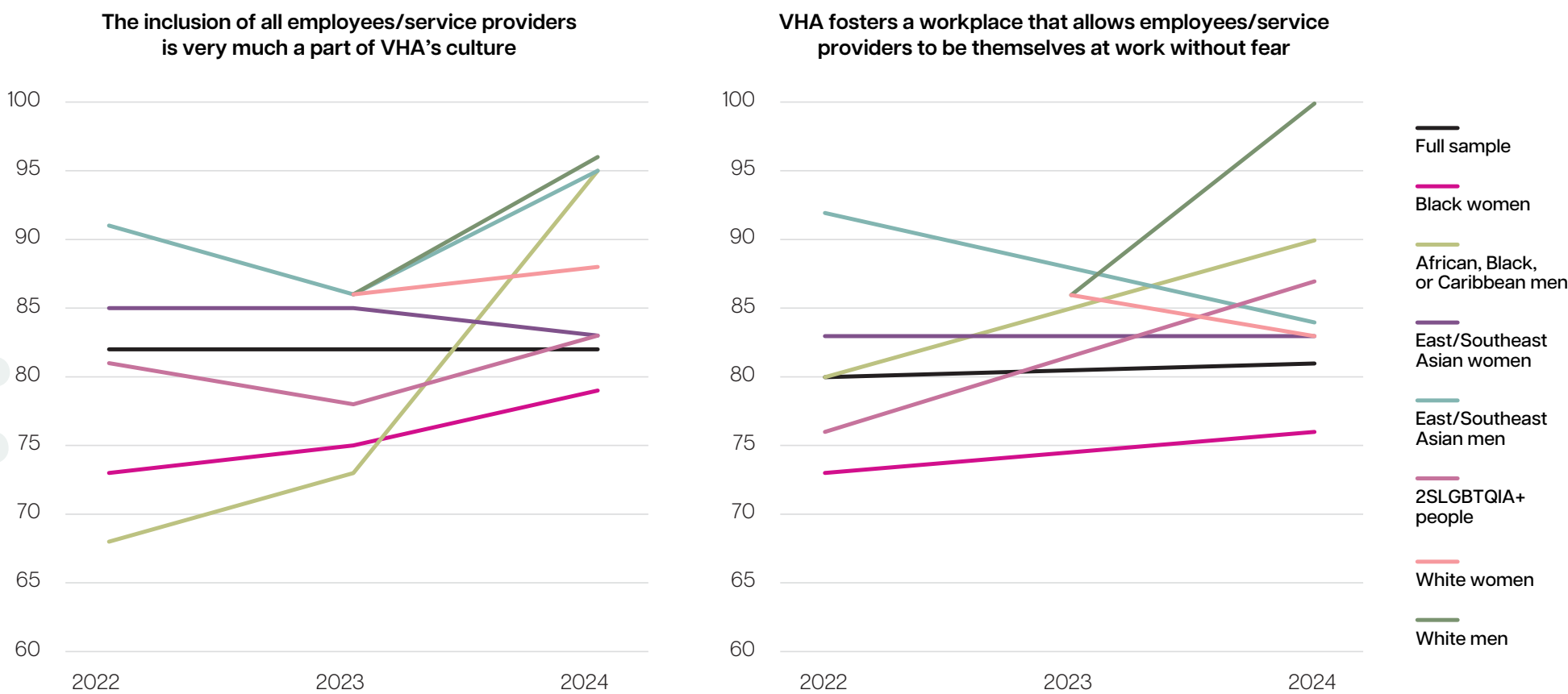
We also found that Nurses felt significantly less that VHA fosters a workplace that allows employees/service providers to be themselves without fear and that both Office workers and Management felt significantly more that they were an integral part of their team.

Proportion (%) of respondents from each group reporting 'Strongly Agree' or 'Agree' with each statement	VHA Full Sample	Personal Support	Nursing	Rehab	Responsive Community Care	Office Staff	Supervisors	Management
I feel that I am an integral part of my team at VHA.	83%	79%* (-4)	84% (+1)	80% (-3)	86% (+3)	91%* (+8)	92% (+9)	98%* (+15)
The inclusion of all employees/service providers is very much a part of VHA's culture.	82%	80%* (-2)	85% (+3)	80% (-2)	83% (+1)	87% (+5)	87% (+5)	91% (+9)
VHA fosters a workplace that allows employees/service providers to be themselves at work without fear.	81%	81% (0)	72%* (-9)	79% (-2)	93% (+12)	86% (+5)	82% (+1)	91% (+10)
At VHA, the different opinions, ideas, and perspectives brought by employees/service providers are valued by other workers.	77%	74%* (-3)	82% (+5)	78% (+1)	90% (+13)	82% (+5)	75% (-2)	87% (+10)
I believe employees/service providers of diverse backgrounds are treated fairly in the internal promotion process.	72%	72% (0)	76% (+4)	69% (-3)	72% (0)	72% (0)	70% (-2)	80% (+8)



Fostering Inclusion: Year over Year Improvements

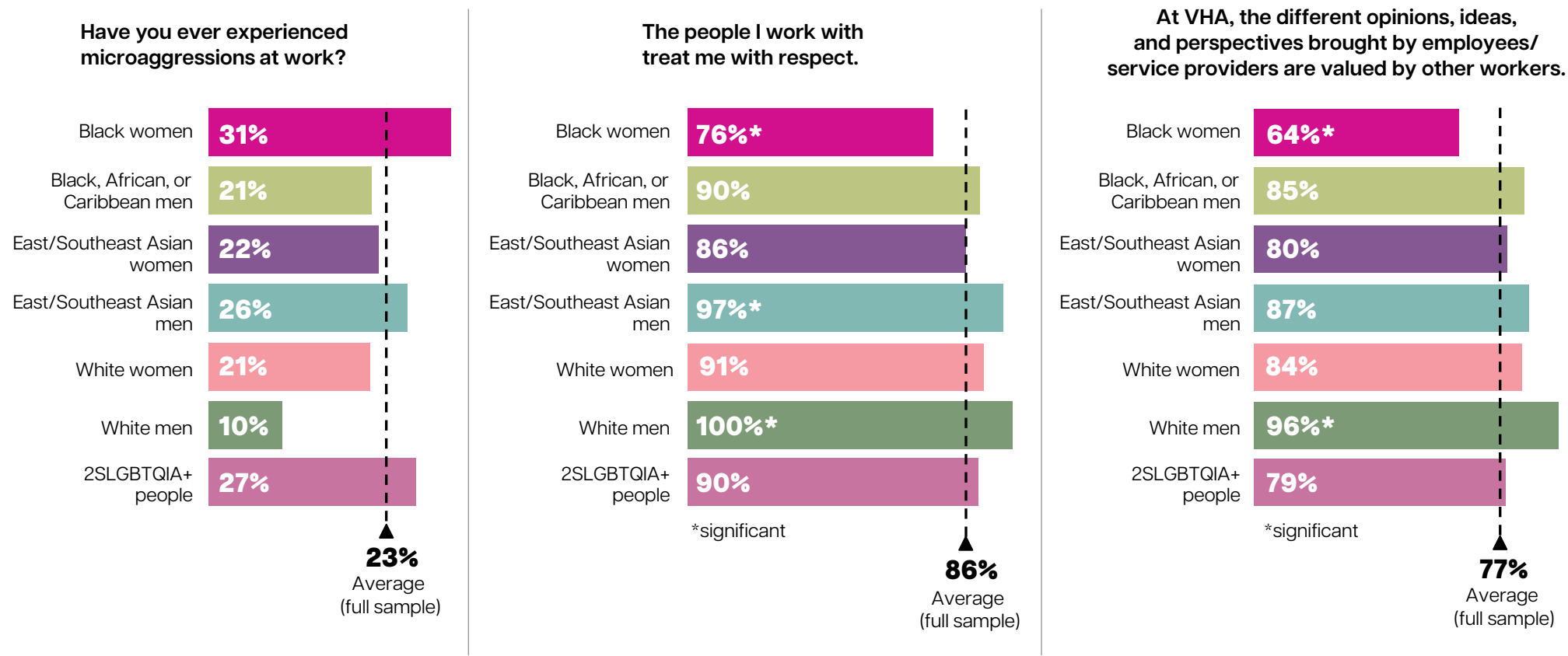
When looking at the Culture of Inclusion data year over year, we are starting to see some modest improvements and slight narrowing of the range of experiences of individuals with different identities. However, despite these positive changes, Black women at VHA do continue to experience lower rates of inclusion than others.



Data for certain groups was not collected until 2023.

Fostering Equity: Addressing Gaps in Inclusion and Respect

We also see improvement with the experience of microaggressions. However, when asked “Have you ever experienced microaggressions at work?”, responses indicated that Black women continue to experience microaggressions at work at rates 8% above the full sample.



We continue to see lower levels of agreement in Black women across key metrics. 76% of Black women respondents agreed with the statement “The people I work with treat me with respect” which is 10% under the average/full sample. 64% of Black women agreed with the statement “At VHA, the different opinions, ideas, and perspectives brought by employees/service providers are valued by other workers”, 13% below the average/full sample. This demonstrates that there is still significant work to be done in this area.

2025 Action Plan

VHA's 2025-2030 Strategic Plan: Leading the Future of Health and Independence at Home includes a commitment to strengthening sustainability, safety and inclusion as one of our strategic priorities. Our Action Plan has 4 priority areas: Education and Awareness, Community Inclusion, Inclusive Work Culture, and Data and Assessment.



Education and Training

- Improve management of human rights complaints at VHA by delivering **Human Rights Training for Leaders**
- Reduce potential bias in hiring processes by conducting **Implicit Bias in Hiring Training**
- Enhance Indigenous cultural safety by providing **San'yas Anti-Racism Indigenous Cultural Safety Training** for all People Leaders
- Foster awareness of the impacts of hate and promote Indigenous cultural safety by hosting **8 VHA Inclusion Dialogues**



Inclusive Work Culture

- Promote inclusion and cultural awareness by organizing **Cultural Diversity Celebrations**
- Establish and sustain **Resource Groups at VHA** to provide safe spaces, consultation, mentorship opportunities and professional development for diverse team staff members
- Enhance equity in leadership by designing and implementing tailored leadership development initiatives for **Black and Asian Supervisors and Managers**, including mentorship and training
- Deepen VHA's commitment to **Truth and Reconciliation** by implementing key recommendations from the Truth and Reconciliation Commission Calls to Action 22, 23 and 92 and partnering with Indigenous organizations



Community Inclusion

- Effectively implement **Year 2 of the East Toronto Health Partners Ontario Health Team Anti-Racism Framework**
- Enhance understanding of **diversity and inclusion among VHA's client advisors**
- Actively contribute to the **Downtown Toronto East Ontario Health Team Equity, Diversity, and Inclusion Group**



Data and Assessment

- Launch a **demographic data collection initiative on Workday** to better understand and support VHA's workforce diversity
- Implement a pilot project to **collect race and ethnicity data from clients** within a specific VHA program, ensuring processes are ethical, transparent, and culturally sensitive
- Identify **insights from end-of-visit incident reporting data**, which allows employees to report potential harassment, to identify patterns, improve employee safety, and enhance workplace policies

VHA HOME HEALTHCARE

Diversity Statement

VHA is committed to ensuring that:

- We foster a culture where diversity, equity and inclusion are respected and valued while maintaining confidentiality and privacy;
- Staff at all levels/service providers, volunteers and board members reflect the diverse communities we serve;
- Our services are accessible and responsive to the needs of diverse clients and groups;
- We promote health equity and strive to recognize and eliminate barriers that may lead to healthcare disparities;
- VHA is an equal opportunity employer;
- VHA is an 2SLGBTQIA+ (two-spirit, lesbian, gay, bisexual, transgender, queer, intersex, asexual) inclusive and supportive environment;
- Individuals at all levels of the organization are trained in managing and understanding diversity, equity and inclusion through orientation are offered additional and ongoing continuing education opportunities;
- VHA is committed to eliminating all forms of discrimination at all levels of the organization;
- All VHA communications present a positive and balanced portrayal of diverse groups and perspectives.



VHA Home HealthCare
30 Soudan Avenue, Suite 600
Toronto, ON M4S 1V6

www.vha.ca

VHA Home HealthCare would like to acknowledge that we are living and working on Indigenous land. This includes the territories of the Un-ceded Algonquin Anishinabe, the Attawandaron, the Anishinaabeg, the Haudenosaunee, the Lunaapeewak, the Mississaugas of the Credit and the Wendat peoples.