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## **Rethinking EDI Gaps in Service Delivery: A Case Study of Immigrant and Service Providers in Kingston**

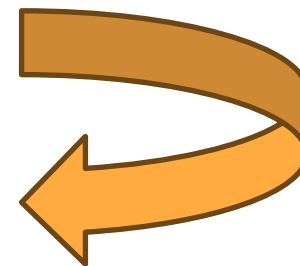
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**EQUITY,  
DIVERSITY  
& INCLUSION  
FROM  
AWARENESS TO  
ACTION TO**



**CHANGE**

**KEYS**



Let's see!

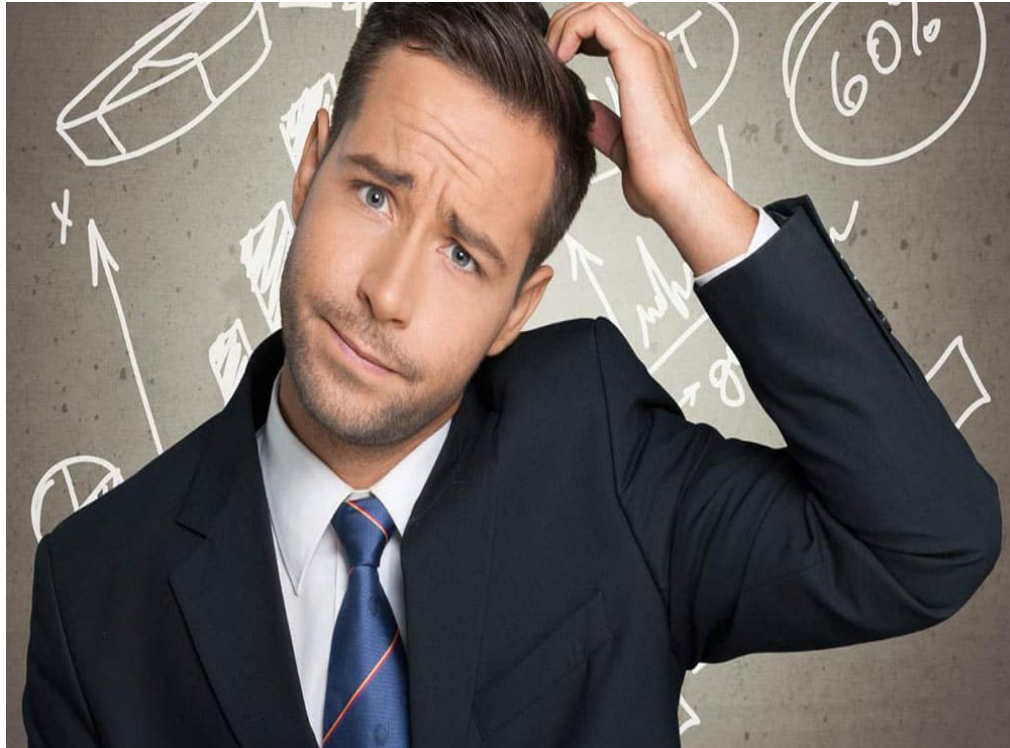




In which zone do you think your organization is? 



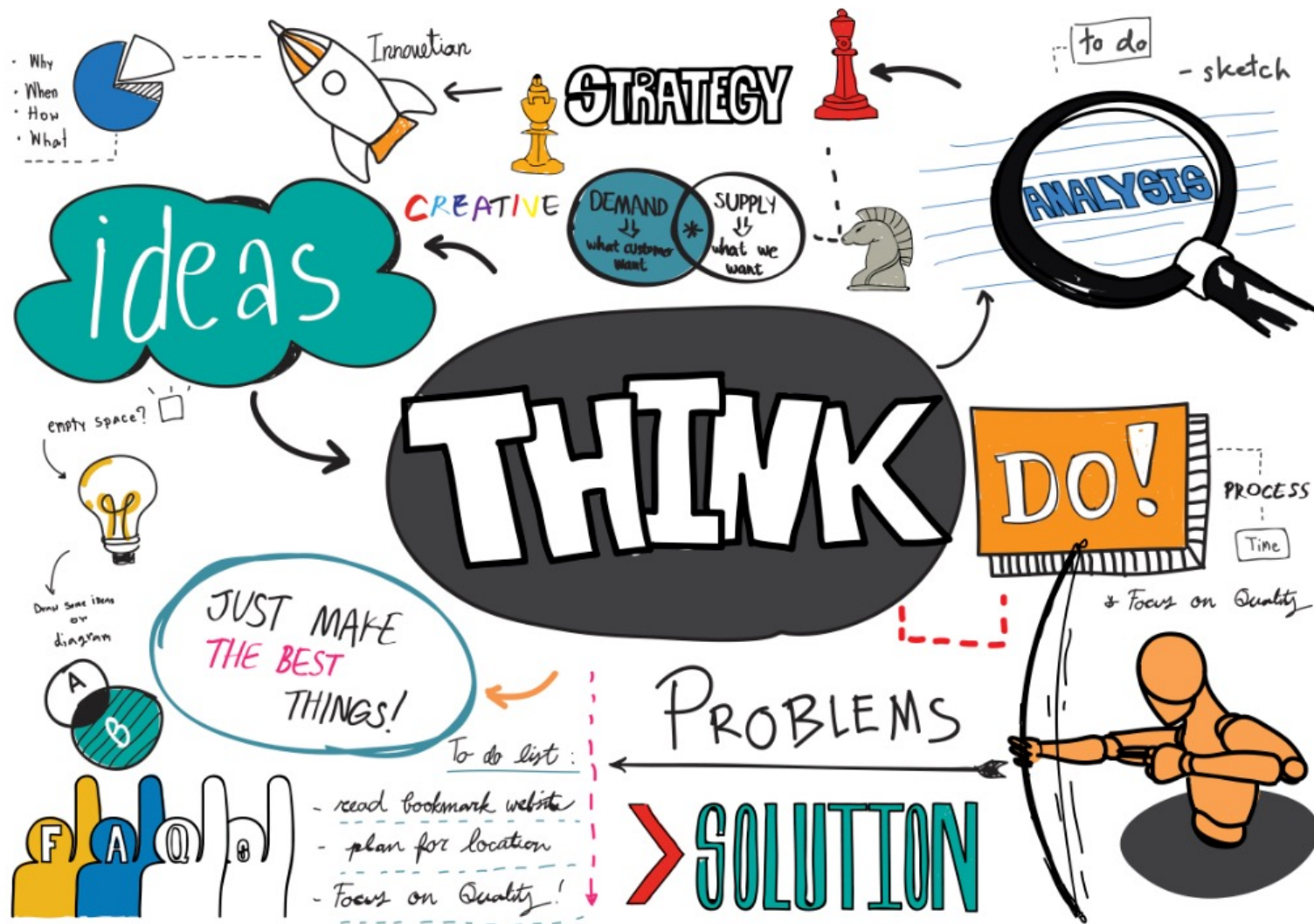
**Confused**



**It's ok!**



**We all don't know what we don't know!  KEYS**



The Innovation for Better Integration Project -  
Team -objectives

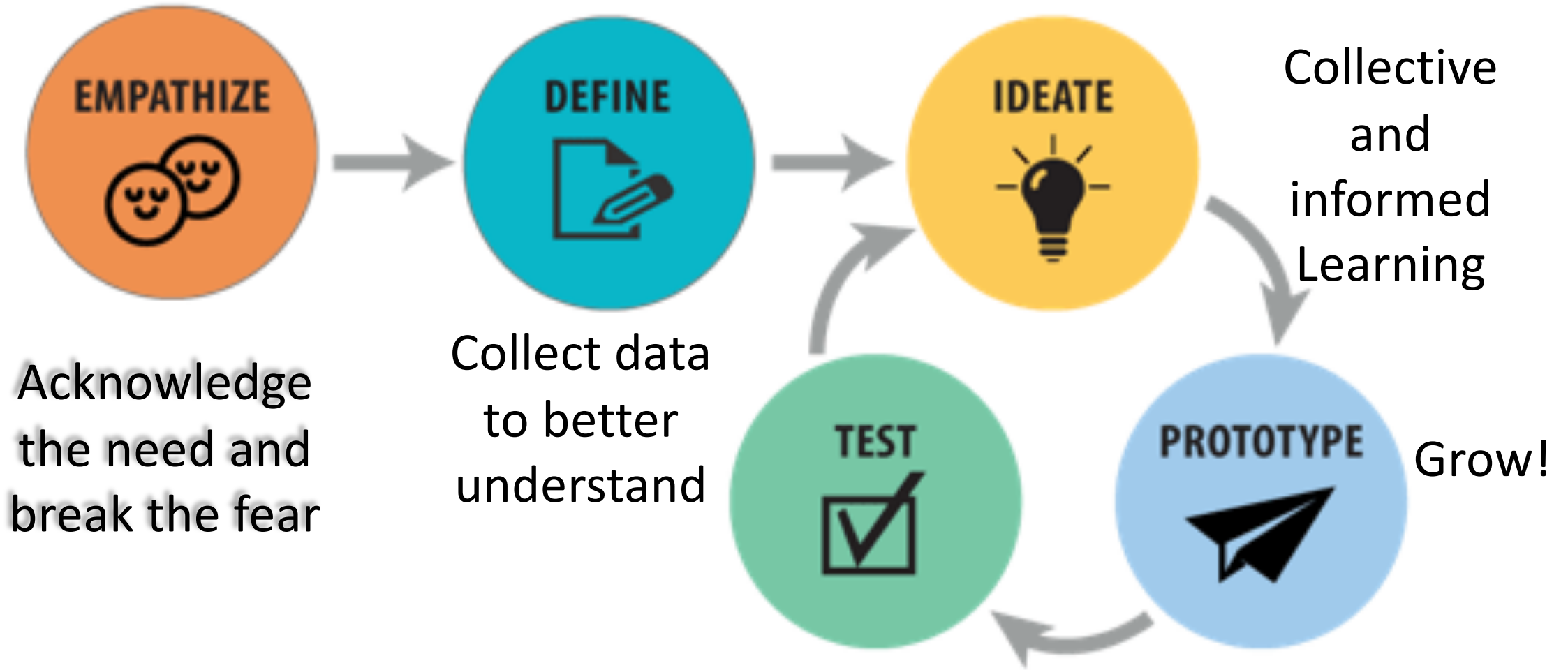




## The Innovation for Better Integration Project-

How to build an inclusive service delivery model in key sectors including Health and Mental Health ?





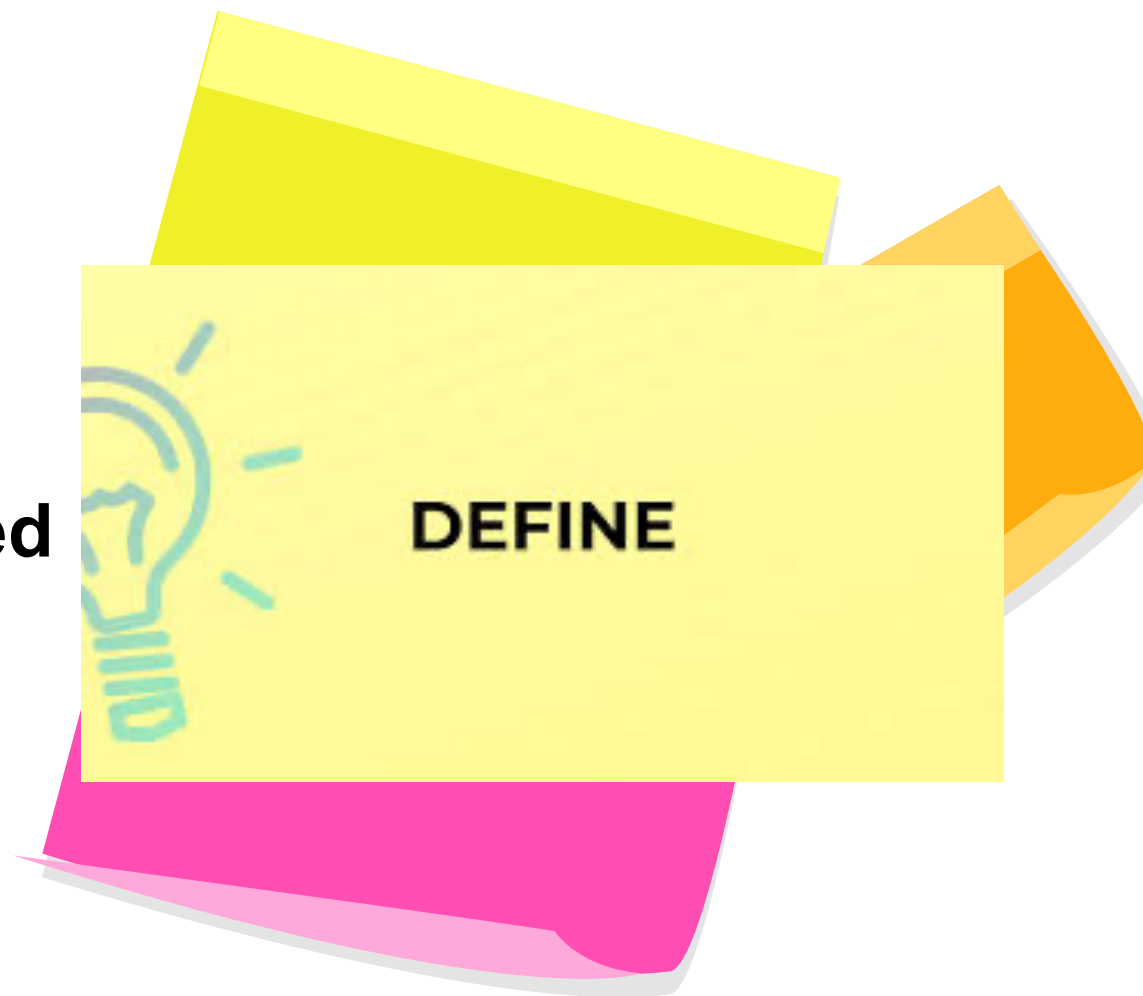
**DESIGN THINKING APPROACH**







**What do you think are the barriers faced by newcomers in receiving services?**



**Quantitative and Qualitative  
Studies**



# "Language Barrier Challenge"

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Someone speaks very little English

You didn't understand that last thing she said. What do you do?

- In this hands-on activity, we'll break into small groups. Each group will be given a scenario involving a client who faces a language barrier when seeking services.
- The challenge is to brainstorm practical solutions to bridge this gap effectively. We'll consider options that are available to you in this room and while using the available resources here!





# Ideas to overcome Language Barriers

- Creating videos in multiple languages promoting services
- Having diverse & multilingual people in organization
- “Ask me anything blog” for diverse groups to ask their questions and collect information
- Refugee 613 for resource sharing in multiple languages
- Fundings to support language barrier initiatives
- Marketing tools in multiple languages
- Welcoming space and acknowledging different cultures and festivities
- Videos of immigrants talking about their experiences in their own language
- Working with community partners, collaborations, and partnerships





# Barriers found in accessing services in Kingston



## Data gathered : Results

### ➤ Challenges and Barriers to Accessing Services

The participants were asked to provide an explicit description of their experience and the constraints they often encounter in accessing some major services in Kingston. Based on their responses, the top three challenges were identified as follows:

- **Language Barrier**
- **Communication, e.g., lack of information**
- **Cultural Sensitivity, e.g., discrimination**
- Unfair treatment and discrimination due to the language barrier.
- Unfair treatment and discrimination due to skin color, religion, appearance, etc.
- Organizations not prepared to assist people with disabilities.
- Expensive fees to access some healthcare and education services.
- Service provider non- responsive to enquiries.



-Strongly Agree- Neither Agree nor Disagree-Disagree-Strongly Disagree- N/A

**Category 1: Assess The level of cultural and communication challenges in serving diverse clients caused by gaps in awareness or lack of resources.**

- My organization recognizes the best communication techniques that integrate different perspectives, beliefs/faith, and other shared values by the diverse community (which include newcomers, racialized or visible minorities, people with disabilities, women, youth, etc.).

**Level of EDI integration in your organization's marketing strategies and customer services practices**

- The religious and ethnic diversity of our clients is considered when planning service delivery models and decision-making processes and/or when hiring new staff.
- My organization uses interpretation services when needed, to best serve the newcomers who face language barriers in Kingston.

**Level of accommodation and support embedded in your organization's practices when serving customers with language barriers and / or lack of awareness of their rights**

- Equity Deserving and/ or vulnerable clients are informed of their rights and responsibilities in their intake process in a way that confirms they have all the info they need for an informative decision making
- My organization uses interpretation services when needed, to best serve the newcomers who face language barriers in Kingston.

**Level of integration of EDI in the organization relevant policies and procedures**

- My organization has a published anti-racism, and anti-discriminatory policy for clients.

**level of collaboration and/ or consultation with equity deserving groups when designing and / or evaluating customer services practices**

- My organization collaborates with the equity deserving groups in the design of the service delivery model by sending surveys, questionnaires, integrating feedback, and/ or consulting with diverse groups directly to support the continuous improvement of the service delivery model that would be culturally sensitive.

**Where do you think your practices are to address those barriers?**





# EDI Gaps in Service Provision Among Services Providers in Kingston

Q1-Cultural and communication challenges in serving diverse clients

Q2-EDI integration in organization's marketing strategies and customer services practices

Q3-Accommodation embedded in organization's practices when serving customers with language barriers

Q4-EDI Integration in the organization relevant policies and procedures

Q5- Collaboration with equity deserving groups when designing and evaluating customer services practice

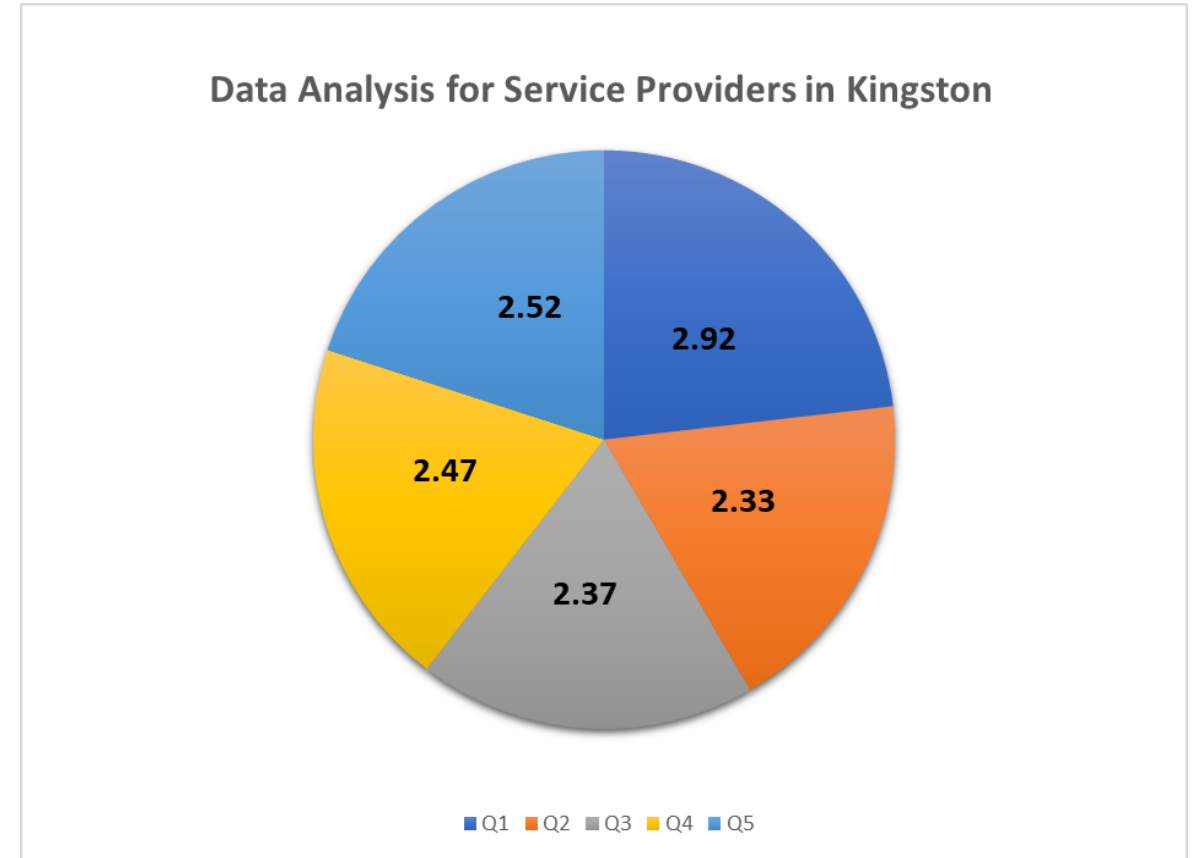
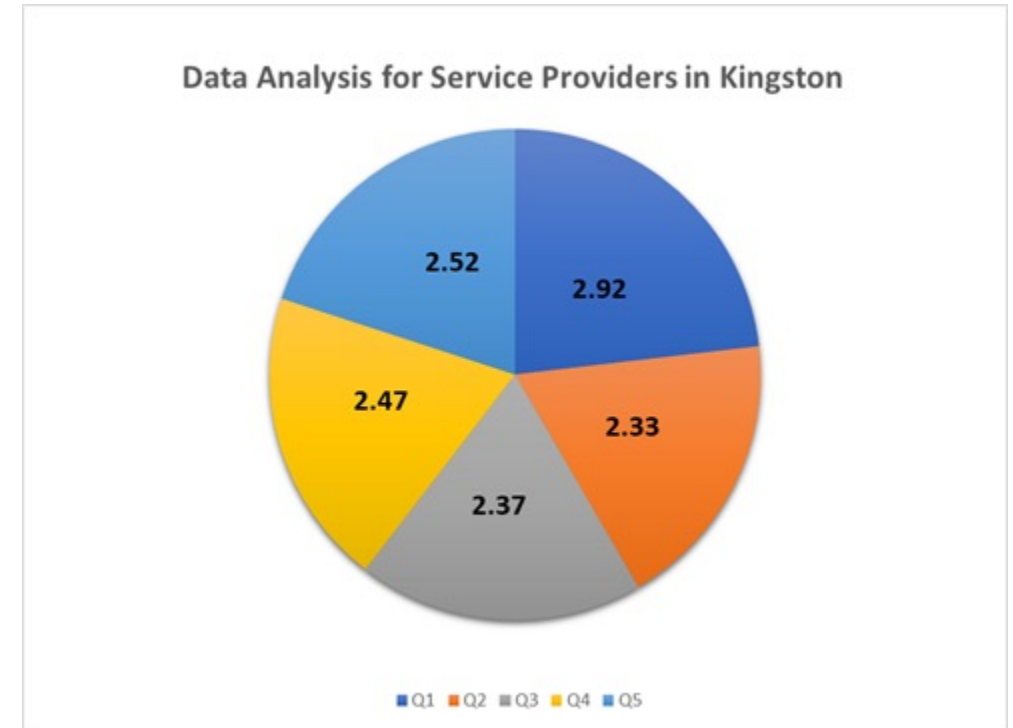


Figure 2. 1: EDI Gaps in Service Provision Among Services Providers in Kingston



# Intersection of Challenges faced by both sides

Challenges and Barriers	Frequency	Percentage
Language	15	50%
Cultural Humility	8	26.7%
Communication	7	23.3%
Total	30	100%





*Roundtables: April -November*







## Language Barrier

1. Translation of Written Material
2. Provide language interpretation services
3. Asset Mapping of Staff – languages

## Lack of Cultural awareness & responsive

1. Hiring practices to favour languages & cultural knowledge as a competency
2. Having representation from marginalized groups on committees, hiring, language, etc
  - Improvement in customer service practices: discrimination, racism, bias, unfair treatment, etc.
  - More awareness of the newcomers' cultures and needs.
  - Services become more accessible for persons with disability.

## Limited Information

1. Ask Anything Blog
2. **Newcomer 'Newsletter'**
3. Video by staff in different languages promoting services & explaining services, processes, etc
4. Help Line and an app – ie/Refugee613
  - Providing information about what is available, how to access it, and the systems and procedures to follow for newcomers.

## Lack of Social Connection

1. Reading Room
2. Circulate community events into marginalized communities in different languages
3. Community partnerships for marketing & outreach

**Lack of information combined with language barrier**





## Newsletter prototype

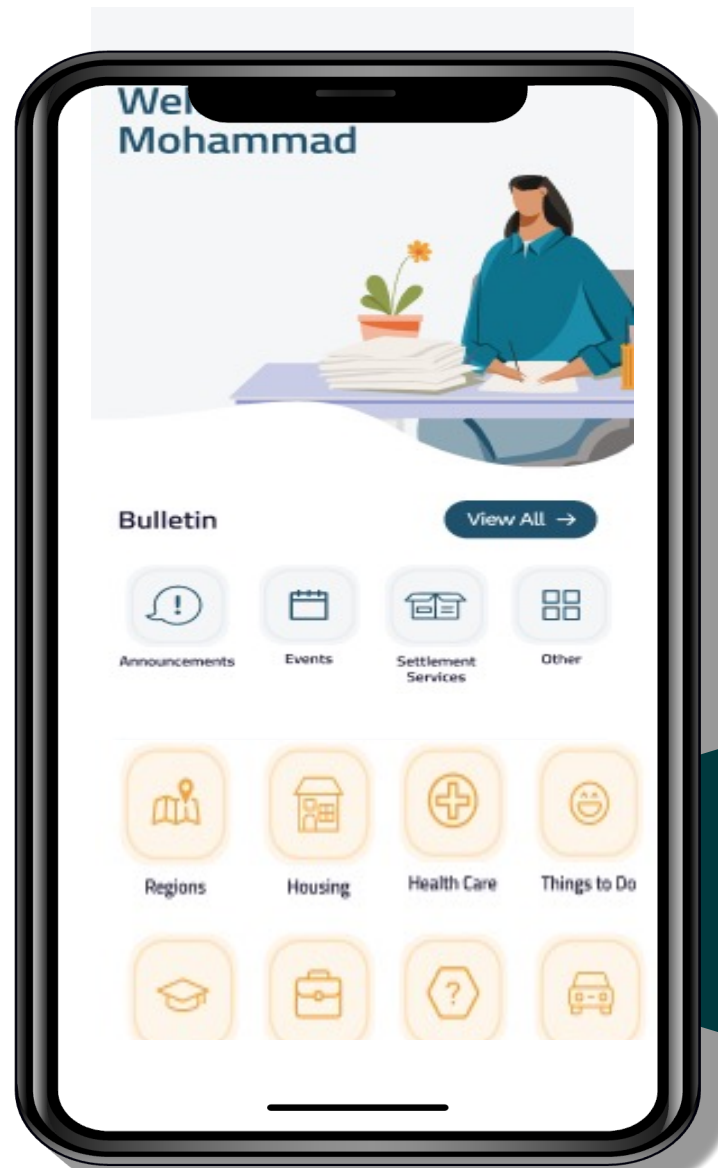
# What are the assumptions behind the solution and how to test them?

- **What** information to share?
- **How** to make it accessible to clients who don't have access to technology?
- **When/How often** should it be published?
- **Where** should it be published?
- Do SPPs have the capacity and resources that would allow us to develop and sustain the newsletter?

### Prototype







Launched on September 22, 2023



Welcome to Kingston App



# Features

Key features include:

- Access to information about local resources
- Checklists
- Bulletin Board for community events
- Notification function
- Access to information in more than 16 languages

Features to come:

- Booking appointments with service providers
- Volunteer board

Bulletin Board for  
Community Events,  
Activities and  
Workshops

Access to  
Appropriate  
Information

Checklist for  
Pre-Arrival and  
Newly Arrived

External  
Communication  
Opportunities for  
Service Providers



What's next?





## Barrier 2: Lack of Cultural awareness



*Roundtables: Sept- Nov*





## **Barrier 2: Lack of Cultural Sensitivity**

- **What do you think is cultural sensitivity ?**
- **What does it mean to you?**
- **How do you think you could achieve it?**

*Roundtables: Sept- Nov*







## Q&A –Open Discussion



*Roundtables: Sept- Nov*

