

<b>Process Owner</b> Administration	<b>Original Date</b> Nov 12/20	<b>Updated</b> N/A	<b>Review Date</b> Nov 2021	<b>Policy #</b> 6.50
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## **DIVERSITY AND INCLUSION**

### **PURPOSE**

Amica Senior Lifestyles believes in treating all people, including our Team Members, Volunteers and Residents with dignity and respect. We strive to create and foster an inclusive culture which embraces differences and allows all individuals to reach their full potential. We recognize the importance and responsibility of recognizing the diversity within the markets we operate. We are committed to employing the best people to do the best job possible for our organization and our residents. The diverse capabilities that exist within our talent workforce positions Amica to provide the highest quality services for our residents. We believe that diverse ideas and perspectives promote innovation and business success and allow us to provide unmatched value in the marketplace.

### **APPLIES TO**

All Team Members and Volunteers of Amica Senior Lifestyles.

### **POLICY**

Amica Senior Lifestyles embraces and supports our Team Members' and Residents' differences in ethnicity, age, gender, gender identity or expression, language differences, nationality or national origin, family or marital status, physical, mental and development abilities, race, religion or belief, sexual orientation, skin colour, social or economic class, education, work and behavioural styles, political affiliation, and other characteristics that make an individual unique.

Inclusion is the act of including all of our individual differences. In order to leverage diversity, a culture must be created and fostered where people feel supported, listened to and able to be their personal best.

### **Our Commitment**

Our commitment to diversity and inclusion aligns and is supported by our Mission and lived through our Values as reflected in our Code of Conduct.

### **Trust**

We seek to build trust by acting with integrity, respect and accountability.

### **Compassion**

We care deeply about seniors, the personal challenges they face and how their needs change over time. We value a quality of presence and appreciate other perspectives.

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### **Excellence**

We strive to deliver the highest standard of quality in everything we do. We continuously measure and constantly strive to improve.

### **Teamwork**

We are passionate about working together in a supportive environment that fosters innovation and turns ideas into action.

### **Growth**

We are committed to personal and professional growth. We are humble and driven by a curiosity to learn.

### **Our Principles**

At Amica Senior Lifestyles, we seek to embed key diversity and inclusion principles and practices into our workplaces and culture and strive to:

- Create an environment where team members and volunteers feel their background and lifestyle do not affect perceptions of them by others or affect their opportunities for development and advancement.
- Demonstrate the diversity of our workplace at every level of the organization and in every business area
- Respect differences in perspectives, opinions and insights and ensure team members and volunteers are not alienated or excluded because they don't fit into a set of cultural norms
- Commit to ongoing education for all team members covering topics including conscious and unconscious bias, how to mitigate bias in the workplace, and emerging topics in equity, diversity and inclusion.
- Reject all forms of intimidation, bullying or harassment
- Create a workplace where all team members and volunteers feel comfortable raising concerns to ensure corrective measures can be applied and ignorance overcome.
- Treat everyone with dignity and respect.

In our efforts to promote and value our principles of diversity at Amica, all team members and volunteers are expected to ensure that there is a work environment free of all forms of discrimination, racism and harassment.

### **Equal Opportunity**

At Amica Senior Lifestyles, all aspects of the employment relationship, including but not limited to hiring, promotions, training and development, compensation and benefits are based solely on merit and on the individual's qualifications as they relate to the particular job. Amica is committed

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to ensuring there are no inequitable and unfair barriers in its employment processes to ensure it enhances and maintains the diversity of its pool of talent.

### Accommodations

Amica Senior Lifestyles values the diverse contributions and abilities of each team member and volunteer. We are committed to the inclusion of all persons in our workforce. We recognize that at some time during employment persons with disabilities, persons who practice religion, and other team members may require a reasonable accommodation to perform the essential functions of their job. All supervisors and managers at Amica Senior Lifestyles are provided with tools and resources to support in developing accommodation plans with team members and volunteers.

Any team member or volunteer can access a list of accommodations that can serve as a starting point for building an accommodation plan for a variety of requirements.

Examples of accommodations include, but are not limited to workplace modifications, leave time, specialized equipment or reassignment to a vacant position for which a person is qualified. Requests are voluntary and confidential.

### Report A Concern

If you have a concern or perceived breach of this policy, you are encouraged to report it to your manager/supervisor. Additional reporting channels exist to ensure concerns are heard including your residence's Regional Director of Operations, People Development representative, or by contacting [diversity@amica.ca](mailto:diversity@amica.ca) to reach Amica's Chief Executive Officer and Chief People Officer.

#### **Policy:**

- *Code of Conduct*

#### **Procedure:**

- *n/a*

#### **Instructions/Forms:**

- *Accommodations Resource*