



PCHS
Diversity, Equity & Inclusion (DEI) Framework
2023 – 2027

Introduction

Punjabi Community Health Services (PCHS) is a pioneering community-based, non-profit charitable organization with a 33-year history of serving diverse populations. PCHS is dedicated to supporting and enhancing the well-being of individuals, families, and communities through an Inclusion, Diversity, Equity, and Accessibility (IDEA) framework. This commitment is reflected in its mission to provide culturally and linguistically responsive mental health, social support, and newcomer settlement services to equity-deserving populations.

Diversity, Equity, and Inclusion (DEI) are foundational principles that guide PCHS in delivering services and fostering an organizational culture that respects and values all individuals. This DEI framework outlines PCHS's strategic approach to embedding these principles into every facet of the organization, ensuring that services are accessible, equitable, and culturally appropriate.

PCHS is persistent in its commitment to fostering diversity, equity, and inclusion within the organization and the broader community. By implementing this DEI framework, PCHS aims to create an environment where all individuals feel respected, valued, and empowered to achieve their full potential.

DEI Vision and Mission 2020 – 2023

- **Vision:** To have healthy and thriving diverse communities
- **Mission:** To improve the well-being of the individuals, families, and communities using an anti-racism and anti-oppression framework.

Updated DEI Vision and Mission 2023 – 2027

- **Vision:** To cultivate healthy and thriving diverse communities
- **Mission:** To support and enhance the well-being of individuals, families, and communities using an inclusion, diversity, equity, and accessibility framework (IDEA).

Guiding Principles

PCHS's DEI efforts are anchored in the following principles:

- **Inclusion:** Creating environments where all individuals feel welcomed, respected, and valued.

- **Diversity:** Embracing and celebrating the rich variety of backgrounds, perspectives, and experiences within the community.
- **Equity:** Ensuring fair access to opportunities, resources, and support for all, particularly those from marginalized groups.
- **Accessibility:** Providing services and information that are easily reachable and usable by everyone, regardless of ability or background.

Strategic Objectives

To actualize its DEI vision and mission, PCHS commits to the following objectives:

- **Organizational Commitment:** Embed DEI into the organization's core values, policies, and strategic plans.
- **Culturally Responsive Services:** Offer programs that are attuned to the cultural and linguistic needs of the communities served.
- **Inclusive Workforce:** Recruit, retain, and develop a diverse team that reflects the community's demographics.
- **Community Engagement:** Collaborate with community members and stakeholders to co-create solutions that address systemic inequities.
- **Continuous Learning:** Promote ongoing education and awareness on DEI topics for staff, volunteers, and the community.

Implementation Strategies

PCHS will employ the following strategies to achieve its DEI objectives:

- **Policy Development and Review:**
 - Regularly assess and update organizational policies to ensure they promote DEI and eliminate biases.
 - Implement an anti-racism and anti-oppression framework across all operations.
- **Culturally and Linguistically Appropriate Services:**
 - Design and deliver programs that respect and incorporate the cultural practices and languages of the communities served.

- Provide services in multiple languages, including English, Punjabi, Hindi, Urdu, and others as needed.
- **Inclusive Recruitment and Retention:**
 - Develop hiring practices that attract a diverse pool of candidates.
 - Offer professional development opportunities focused on DEI to support staff growth and retention.
- **Community Collaboration:**
 - Engage with community leaders and members to identify needs and co-develop programs.
 - Establish partnerships with other organizations to amplify DEI efforts and share best practices.
- **Education and Training:**
 - Provide regular DEI training sessions for staff, volunteers, and board members.
 - Encourage participation in workshops, seminars, and conferences related to DEI.

Evaluation and Accountability

To ensure the effectiveness of the DEI framework, PCHS will:

- **Set Measurable Goals:** Establish clear DEI targets and monitor progress regularly.
- **Collect and Analyze Data:** Gather demographic and service utilization data to identify gaps and inform decision-making.
- **Solicit Feedback:** Encourage input from clients, staff, and community members to assess the impact of DEI initiatives.
- **Public Reporting:** Share DEI progress and challenges transparently with stakeholders through annual reports and community meetings.

Background Information

Diversity is about the presence of differences within a given setting. These differences exist in the identities and lived experiences of people and include identity factors such as race, ethnicity, ancestry, place of origin, political beliefs, religion, marital status, family status, physical disability, mental disability, sex, gender identity or expression, sexual orientation, age, body size, class, and/or socio-economic conditions. There are two types of diversities: diversity of thought and diversity of identity. Within a diverse workplace, we often focus on diversity of identity

because it brings different perspectives with diverse people's lived experiences and beliefs that creates diversity of thoughts within an organization.

Equity equals fairness and justice, which means that when someone is treated with equity, they focus on individual needs. Those needs are responded to differently from person to person. Equity recognizes that advantages and barriers exist, and that as a result, we don't all start from the same place and experience the same opportunities.



Same Treatment



Equitable Treatment



Equality

Inclusion takes a step further from equity as it asks how individuals within a group feel valued and participate fully, relating to the quality of their experience within a group. Some examples of creating inclusive spaces can include creating space for people to pray, meditate, or observe religious holidays / creating spaces that are easily accessible to all.

DEI benefits to Punjabi Community Health Services (PCHS) include greater innovation and creativity, increased leadership competencies, improved satisfaction and engagement, improved corporate reputation, and lower rates of turnover.

Building a Common Understanding

The definitions below help to provide a common understanding as we work together to create a shared culture focused on diversity, equity, and inclusion.

Anti-Racism:	An anti-racism approach is a systematic method of analysis and a proactive course of action. The approach recognizes the existence of racism, including systemic racism, and actively seeks to identify, reduce and remove the racially inequitable outcomes and power imbalances between groups and the structures that sustain these inequities.
Systemic Racism:	Organizational culture, policies, directives, practices or procedures that exclude, displace or marginalize racialized groups or create unfair barriers for them to access valuable benefits and opportunities. This is often the result of institutional biases in organizational culture, policies, directives, practices, and procedures

	that may appear neutral but have the effect of privileging some groups and disadvantaging others.
Structural Racism:	It is a system in which public policies, institutional practices, cultural representations, and other norms work in ways to reinforce and perpetuate racial group inequity. It identifies dimensions of our history and culture that have allowed white privilege and disadvantages associated with color to endure and adapt over time. Structural racism is not something that a few people or institutions choose to practice. Instead, it has been a feature of the social, economic, and political systems in which we all exist.
Diversity:	The range of visible and invisible qualities, experiences and identities that shape who we are, how we think, how we engage with and how we are perceived by the world. These can be along the dimensions of race, ethnicity, gender, gender identity, sexual orientation, socioeconomic status, age, physical or mental abilities, religious or spiritual beliefs, or political ideologies. They can also include differences such as personality, style, capabilities, thoughts, or perspectives.
Inclusion	Inclusion recognizes, welcomes and makes space for diversity. An inclusive organization capitalizes on the diversity of thought, experiences, skills and talents of all of our employees.
Equity:	Unlike the notion of equality, equity is not about the sameness of treatment. It denotes fairness and justice in the process and in the results. Equitable outcomes often require differential treatment and resource redistribution to achieve a level playing field among all individuals and communities. This requires recognizing and addressing barriers to opportunities for all to thrive in our society.
Health Disparities:	Differences in health access, experience or outcomes in a way that is systematic, patterned and preventable.
Intersectionality:	The ways in which our identities (such as race, gender, class, ability, etc.) intersect create overlapping and interdependent systems of discrimination or disadvantage. The term was coined by Black feminist legal scholar Dr. Kimberlé Crenshaw and emerged from critical race theory to understand the limitations of “single-issue analysis” regarding how the law considers both sexism and racism. Intersectionality today is used more broadly to understand the impact of multiple identities to create even greater disadvantages.

*Definitions extracted from the McGill University Equity, Diversity and Including Strategic Plan (2020-2025); the UHN Anti-Racism and Anti-Black Racism (AR/ ABR) Strategy; and the 519 Glossary of Terms around equity, diversity, inclusion and awareness