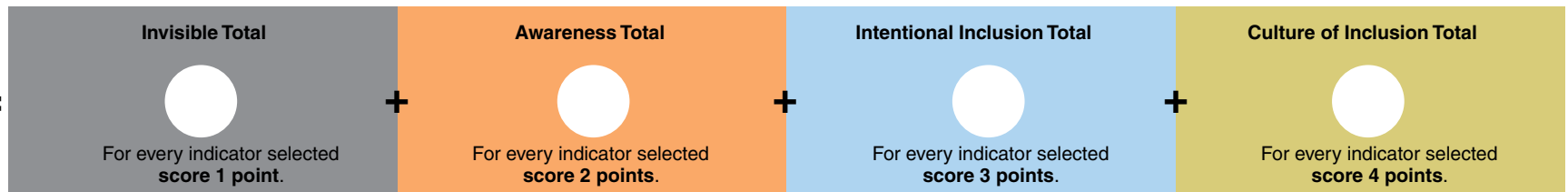


# G. Municipal Social Services

The breadth, quality and inclusiveness of municipal social service programs can be a key factor in supporting residents to actively participate in the social, cultural and economic life of the community. Municipal social services includes recreation, libraries and other social programs run by the municipality. This does not include social programs that are funded by the municipality, but day-to-day operations are controlled by a non-municipal organization.

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
<b>Staff skill</b>	Staff are unskilled or impatient working with residents who have complex issues that may prevent their participation	The municipality acknowledges its inability to work with people of diverse backgrounds and refers them to services elsewhere	Staff are skilled and professional when working with diverse clients, even if staff are personally uncomfortable	Staff take responsibility for advancing inclusion by adjusting services as needed to create equitable outcomes for diverse populations
<b>Resident participation in services</b>	There is no consideration of whether certain populations face barriers to participate in municipal programs	Although staff may try to be welcoming, the municipality knows that residents from marginalized populations generally do not use/attend programs and services	Staff proactively engage marginalized populations to understand why they do not attend programs and services	Programs and services are used by a wide range of underrepresented populations as systemic barriers to their participation have been addressed
<b>Cultural programming</b>	Programs and services are primarily designed for heterosexual, economically stable, white, Christian, English-speaking, able-bodied, adult residents	Municipal staff recognize that existing programs do not cater to diverse cultures or religions, but there is no plan in place to celebrate other cultures	Cultural programs celebrate multiculturalism by showcasing diversity in food, dress and dance, but ignores other aspects of culture (e.g. history, religion, family structure, traditions)	Cultural programs celebrate multiculturalism and also reflect the complex histories and life experiences of the diversity of residents
<b>Documentation</b>	Managers do not recognize that the language in existing documents and forms may not work for all residents	Management is aware that key documents use complex language, but no action has been taken to simplify the language	Key documents are presented in plain language and is gender neutral	Key documents are available in multiple languages, large print, plain language, and is gender neutral, etc.
<b>Language barriers in service delivery</b>	Municipal leaders believe that residents should not expect to receive service if they do not speak English	Municipal leaders want to serve residents who may not speak English, but do not have resources in place	The municipality has interpreters or translators, but users may have to return at a different time to meet them	There is always someone on site or a process in place to ensure interpretation or translation is available



Match your score on the rating scale

