



All(y) in Together -

Be a great PWD Ally!!

In Canada, 1/4 of all Canadian households are affected by a disability and the demographic is getting larger. At TD we know that 5-6% of our population (3,000 people) self identify as having a disability and 80% of employees who identify as having a disability have an invisible disability. However, we believe this number is much higher. TD is on a journey to become a disability-confident organization. That means embracing inclusion. A disability confident organization puts policies into practice to ensure people with disabilities are included, thinks about the needs of people with disabilities when designing products and services and employment opportunities, and has identified ways to address barriers to employment or promotion for persons with disabilities. We've made significant progress, but we know we have to keep building on the momentum. We need to continue to recognize capability, dispel myths, value our differences and remove barriers.

As an ally to the community, we have created this Q&A tool to provide you with information you should be aware of and specific actions you can take. While this tool is specifically intended for you to support individuals with disabilities, these same tips can be helpful in considering inclusion more broadly. We have also included references to additional resources, particularly if you are a People Manager or Talent Advisor looking for hiring information.

Why is it important to be an ally?

Disability is broader than you think: Disability can be visible or invisible (dyslexia, arthritis, chronic pain etc). It can include: mobility and pain, sensory (hearing, vision, speech), dexterity, learning, developmental and mental health condition and more. While many people use visible assistive devices including wheel chairs, walkers, canes and service animals many others use screen readers, keyboards, mobile technology and more.

Being an ally is actually one of the most important ways you can support TD's focus on diversity and help foster an inclusive, barrier-free environment - one where every employee and customer feels valued, respected and supported. By being an ally you can help make a difference in the lives of others by contributing to an inclusive environment. And you can develop fuller, stronger relationships with people whose backgrounds, identities and experiences are different from yours. You will be a catalyst for change by raising the level of awareness. One of the easiest ways to be a successful team is to make sure that everyone is fully contributing and as an ally you can help make others feel comfortable being their best self.

How can I be a great ally?

Being a great ally is not just a one time action or statement – it's an ongoing and sustained process of inclusive language, and demonstrations of respect and support for your colleagues. We are all empowered to do this.

Being authentic and having empathy is key – it's about creating an environment that allows everyone to bring their whole selves to work. People are most successful when they can be authentic about who they are at work, and don't feel a need to self-edit and conceal aspects of their identities.

Understanding and accommodating differences is important – whether it's a need for an individual to take part in a religious observance or an updated workstation, an accommodation that enables an employee to do his or her job, or demonstrating the flexibility to encourage balance for employees between their personal and professional demands. It's about looking for commonalities across our differences, through open communication and acceptance.

Generally speaking,

What should I do to demonstrate my commitment to being an ally at TD?

Keep informed – One of the best ways you can demonstrate your interest in being an ally to a particular group is to learn more about them. Do a bit of internet research, talk to people in your social circle who may have some insight and – in appropriate and respectful ways – ask questions of a co-worker who is part of the group. It has to be in the right place and time and the questions can't be inappropriately personal but many members of specific communities will be happy to help you understand more about them. A good way to begin is to ask if it's okay to ask questions.

Ask work related and experiential questions – Beyond asking general questions about the community or group of which your co-worker is a part, you might also want to ask them about their experiences within TDBG. Think about the people within your workplace with whom you typically have lunch or otherwise socialize, and think about opportunities to broaden that group even if that initially takes you out of your comfort zone.

Speak Up – Whether it was a joke, or an inappropriate comment, we’ve all heard things said that were offensive or contributed to a non-inclusive environment,. Maybe we didn’t want to be perceived as “politically correct”, didn’t know the right way to express our views, or just didn’t want to sound humourless, we missed an the opportunity to say something that needed to be said. This might involve something as seemingly minor as inappropriate terminology, often used out of ignorance. Speak up and respectfully let the individuals know that a word or phrase is inappropriate and advise them of the correct terminology. Words hurt and can create environments of isolation and exclusion. It makes a huge difference when you speak up. You’re educating people around you and demonstrating that you care about how these comments make people feel.

Support Equity – Equity is defined as ‘the state, quality, or ideal of being just, impartial and fair.’ The number of places where allies can express support in small but meaningful ways is unlimited. Speak in favor of inclusiveness among your peers, friends and family, and perhaps among organizations you are part of.

Use your Voice – Often your voice as an ally can carry greater weight in these environments than the voices of people who are more directly impacted. As an ally, you bring a different perspective to the conversations and your insistence on equity has a different ring. Reflect on your own life and think of ways you can share aspects of your own unique story to make a connection with others

Take Part – As an ally, one of the easiest impacts you can make is to take part in events and initiatives sponsored by an area of focus within TD. Show your support and come out and join an event or initiative or celebration. Find opportunities to speak publicly about inclusion, either at one of your business gatherings, or at a specific diversity event.

As a proactive ally and/or a People Manager, What specific actions can I take?

- Identify a group that you have the least exposure to and find an individual who can act as a reverse mentor to help you fill that gap
- Keep accessibility in mind and make your business workplaces, products and services accessible to all – including our customers and our employees
- Meet with your Talent advisor to strategize about how you can source individuals with disabilities for future openings in your business
- Think of the diverse talent on your team, or those different from you in your network and commit to finding out how you can help them in their career. Take action to help or sponsor
- Be an accessibility champion in the workplace eg make sure all ramps and wheelchair-accessible doors remain clear of obstacles and unlocked, ensure all chairs are pushed in after meetings
- Remove barriers - physical AND attitudinal – to ensure people with disabilities are fully included
- Show empathy
- Be respectful of everyone, you never know who might have a non-visible disability
- Join the RACAN Connections Community to learn new things, every day
- Give a plum assignment to an employee who you know has a disability on your team, someone who is not your usual ‘go to’ person
- Modify your mentoring style or meeting room presence to encourage more active voices at your table
- Host meetings and/or employee gatherings that are always accessible, even informal events
- Familiarize yourself with the Accommodation policy and practices at TD (see below)
- Write a blog on an aspect of inclusion that is important to you and engage in conversation/comments
- Make two lists: 1. These are the ways in which my team is diverse, 2. These are my teams biggest diversity gaps
- Ensure that all TD meeting invitations include an opportunity to request an accommodation if needed Offer examples such as wheelchair access, sign language interpreter, dietary requirements etc
- When microphone is available, encourage usage for people who have hearing loss
- Include workplace accommodations program information when onboarding a new employee or during performance reviews
- Provide interpreters, closed captioning or CART services upon request for all large company meetings and have standard processes to make these requests when meetings are announced
- Ensure that all videos are captioned
- Remind co-workers that 80% of disabilities are non-visible and therefore we should not assume that we do not have people with disabilities on our team



What are the benefits to hiring individuals with disabilities?

It makes business sense, why?

- Reflects the communities in which we do business
- Increases the size of your talent pool
- A diverse slate of candidates for every opportunity increases the chance to identify the best talent for TD
- Creates Diversity in the workplace and diversity and can make you more successful by encouraging a diverse range of ideas, perspectives and talents
- Every person with a disability also has family and friends, who will likely spend their money with businesses who support persons with disabilities
- Companies that have diversity in their employee base are seen as progressive, dynamic and responsible by consumers and job seekers

Resources & References

Following are some helpful internal and external resources and references to help support your ally efforts, which are specific to the People with Disabilities community

Accessibility Resource:

http://w3.td.com/td/intranet/tdweb!/ut/p/a/1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOL9jEwcDd1NDLwNAkKcDRzNjF1CXN1dDQx8DP5DU_P0C7ldFQE5oNgg/

Accommodation policy (All Employees should be aware)

http://w3.td.com/td/intranet/hr!/ut/p/a/1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOINDLydTQM9LR1dDEyMvBzDnENMDCBAP11_MsocQ4GFnzIMQbB-IH6Ui7-zp4t-pEeQi6-hoYGhoYm5iYGxpZGFkRSDoltI7JL9AP7KkqDQVJOCcn1eSmlcSlpla7ITpkp-MU3NBdmJSVWqkIgDmPRPV/?desktop=true

Accommodation Program – People Manager:

http://w3.td.com/td/myintranet/hr!/ut/p/a/1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOINDLydTQM9LR1dDEyMvBzDnENMDCBAP11_MsocQ4GFnzIMQbB-IH6Ui7-zp4t-pEeQi6-hoamhoYm5iYGxpZGFpYU5SDonPzKxJ1U_MjUvPjIRvyA7ManKuverAJTqbgQ!/

Accommodation Program – Employee:

http://w3.td.com/td/myintranet/hr!/ut/p/a/1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOINDLydTQM9LR1dDEyMvBzDnENMDCBAP11_MsocQ4GFnzIMQbB-IH6Ui7-zp4t-pEeQi6-hoamhobmZiYGihYGZsakISDoltI7JL9AP7KkqDQVJOCcn1eSmlcSlpla7ITpkp-MU3NBdmJSVWqkIgBStQFA/?desktop=true

Planning an Accessible Event:

https://w3.connections.td.com/communities/service/html/communityview?communityUuid=ff102832-fca0-4ade-b530-9423a9075de9#fullpageWidgetId=W85700a2481de_4aba_a286_37df42abbd5a&file=af4532d7-3985-4f50-bf4a-6c6b0df6f7e1

Employee Video:

<http://edge.media-server.com/m/p/2p43q8u3>

Hiring PWD (video):

<http://www.media-server.com/m/p/93ib5sh7>

Toolkit:

http://w3.td.com/public/Intranet-Portal/MM/MM_Human_Resources/documents/TDIGIHR_PWD_Hiring_ToolKit_EN.pdf

Ernst & Young – Getting Support, Supporting Others:

<http://www.ey.com/Publication/wLUAssets/Getting-support-handbook-non-visible-disabilities/%24FILE/Getting-support-handbook-non-visible-disabilities.pdf>

PWD related Communities:

- RACAN
- TDI PWD employees and allies
- How td supports people with disabilities community
- Rdsp info
- Toastmasters Club Racan
- The truth about mental health
- Parents of children with disabilities
- Autism Spectrum Disorder & Parents of Children with ASD