



# ADDRESSING BIASES IN THE WORKPLACE

## Building a Better Future Together June 24, 2022

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## About CMHA

### Mentally Healthy People in a Healthy Society

OUR VISION

Our Support	Our Reach
<ul style="list-style-type: none"> <li>• Education &amp; Training</li> <li>• Service Delivery</li> <li>• Policy &amp; Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• CMHA operates in BC through the BC division and 14 branches that service over 100 communities to meet local needs.</li> </ul>




100 years of community



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**DIVERSITY AND INCLUSION**  
 LEADERSHIP COUNCIL

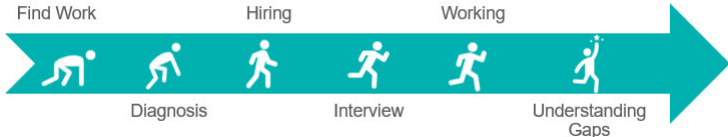
# Overview



- Kenny's Workplace Journey
- Mental Health, Biases & Microaggressions
- Inclusive Hiring Practices
- Table Discussion
- Resources & Stay Connected

## Kenny's Workplace Journey

Our unique identity is an asset!

- Who is in your workplace and who isn't?
- Opening doors to those who haven't been there before, or are there in small number, can be beneficial to your organization and all who are part of it.



## Mental Health in the Pandemic



41% of people in Canada reported a decline in their mental health since the onset of the pandemic.



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(CMHA & UBC, 2021)

## Decline in mental health since the pandemic



In those aged 18-24



In Indigenous peoples



People who identify as 2SLGBTQAI+



Persons with a disability

Good mental health requires freedom from harm,  
trauma, racism and discrimination.



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## What's the Difference?

### Mental Health

A state of well-being, we all have it.

### Mental Illness

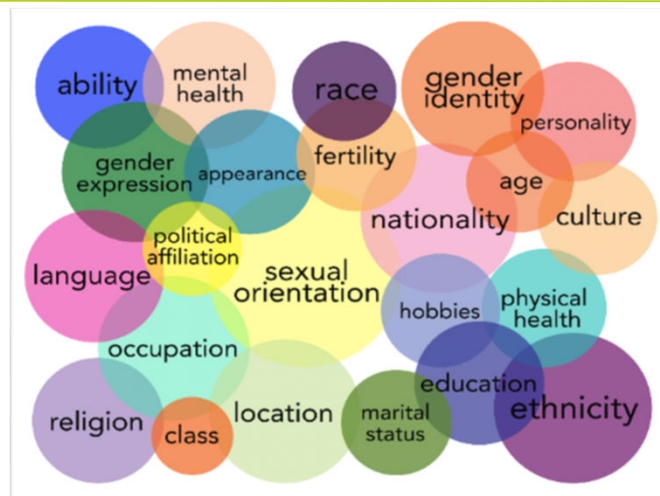
A disturbances in thoughts, feelings, and perceptions that are severe enough to affect day-to-day functioning.



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## A Diverse Workforce



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## "If you have a brain, you have bias"

- NeuroLeadership Institute



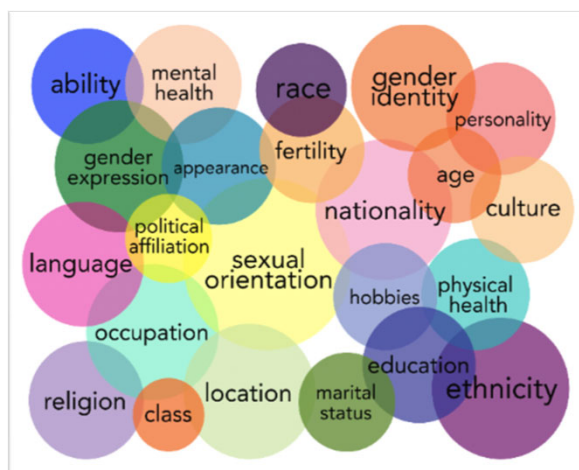
**Tip:** Implicit Association Test - Harvard



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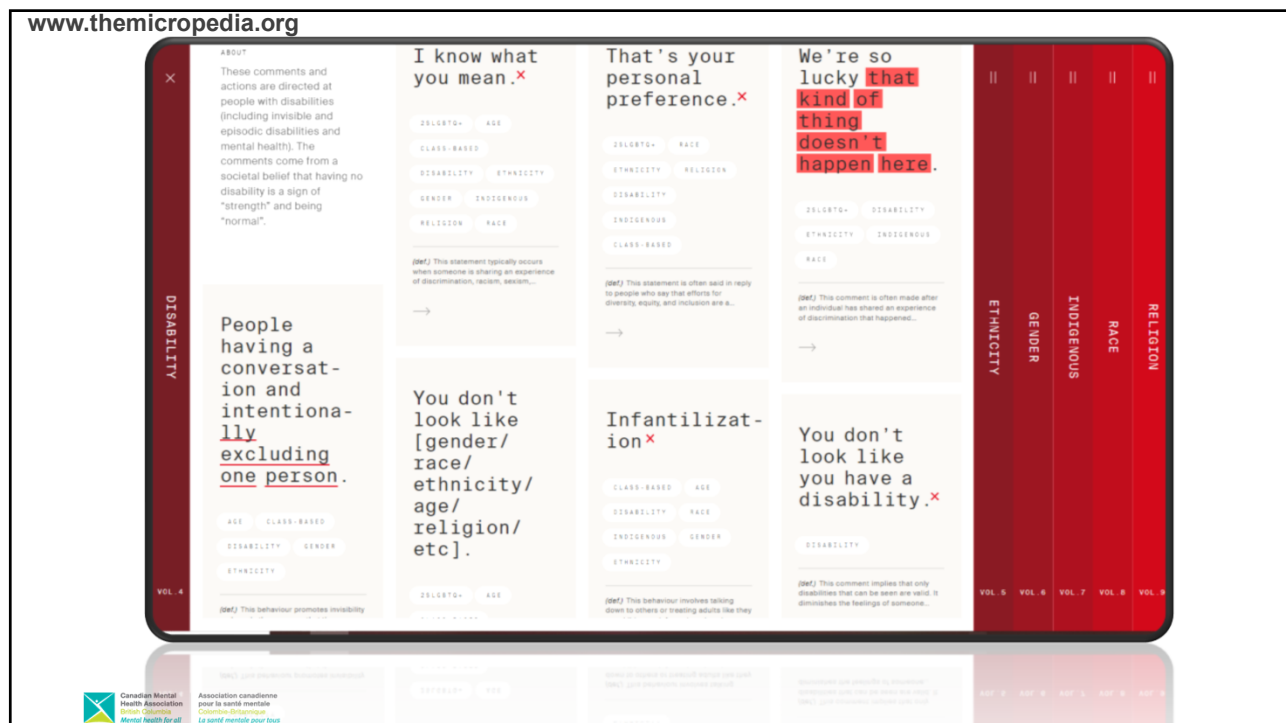
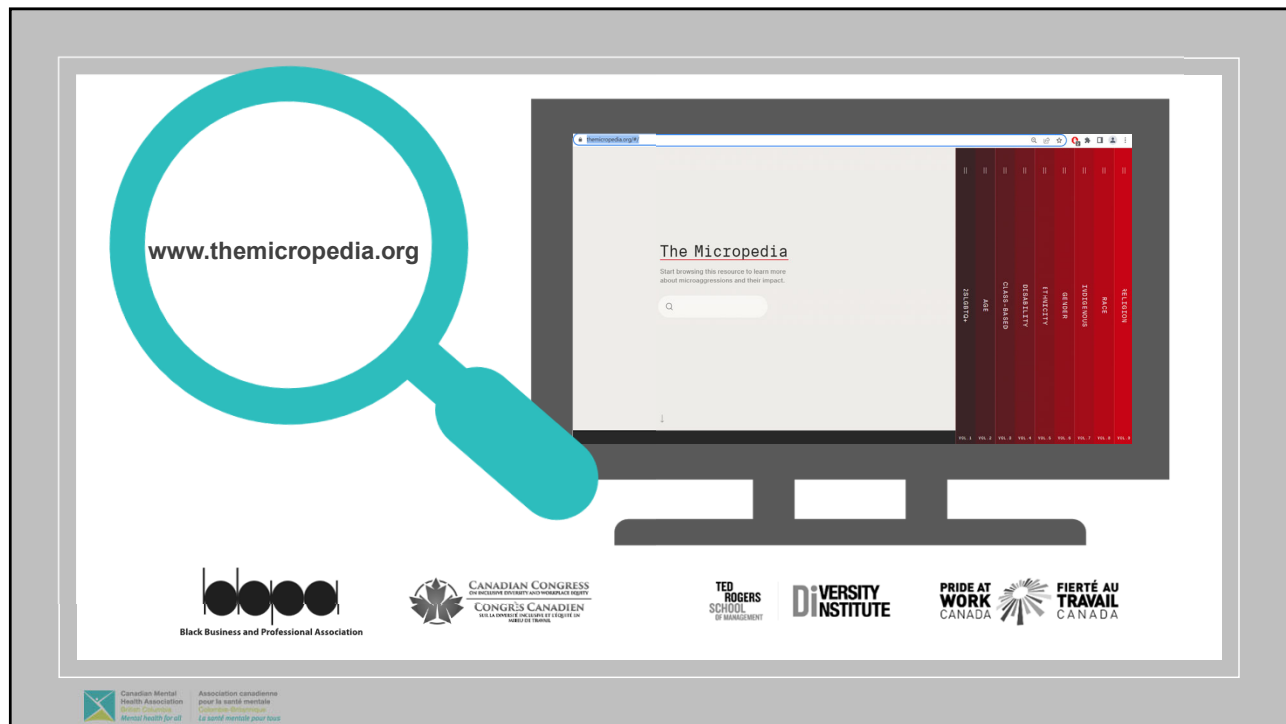
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# Taking action on microaggressions



## Avoid

Pause  
Be curious & reframe



## Respond

Check in  
Put yourself and your needs first



## Be Accountable

Don't ignore  
Listen



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## CMHA - Vocational Rehabilitation

Individual Placement and Support (IPS) supports individuals with mental illness to obtain and maintain competitive employment.

## Practices for Inclusive Hiring



People First



Words Matter



Language Changes



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## Practices for Inclusive Hiring



Description



Recruiting



Interview



Disclosure




Diversity and  
Inclusivity  
Statement



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## Description

Simple explanation of duties

Spotlight on core value

Definition of success & top performers

Original headings

Few bullets

White space

Referral request

### Accounts Supportocat

GitHub is looking for full-time Accounts Supportocats in the Australia / Asia-Pacific timezones, as well as Europe / Middle East / Africa timezones. Basically, we're good on US business hours.

When GitHub users have questions, they email support. We help people as quickly and awesomely as possible. Accounts supportocats handle passwords, [email verification](#), billing, legal, spam and abuse, [account lockouts](#), fraud, and helping people choose [plans](#). This requires a logical brain and a spidey sense for problems.

The most important characteristic of our support team is that we <3 helping developers. GitHub is a place for people to work better, together. Our job is to help. Support treats users the way we'd want someone to treat our friends.

Supportocats are excellent writers: stellar grammar, charming written personality, and the ability to explain complicated things simply. We measure our success in swiftness, accuracy, clarity, and the number of exclamation points we receive in replies. The occasional use of an animated gif may be required.

**You're good at:**

- logic and solving puzzles
- advocating and empathizing
- the English language
- working remotely

**Extra awesome**

- customer support experience
- technical experience (QA, documentation, elaborate boardgames)
- you've read "How to Win Friends and Influence People", despite its odd name

Developers: this probably isn't the job for you, but perhaps you have a friend who would be a perfect fit. Send them this link. Thanks!


### GitHub

# GitHub


<https://github.com>

**How to apply**

Email [resumes@github.com](mailto:resumes@github.com) with the subject "Accounts Supportocat". We want our interactions with users to be memorable, so please make your email memorable as well. Tell us about how you match up to the Supportocat characteristics, and what makes you a wonderful person to have around. Please include your GitHub username. (It's OK if you hadn't signed up before.)




**Tip: "Nice to Haves"**



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## Posting

### Where are you posting your opportunities?

Consider these job search sites:

Community Outreach Canada


Indigenous Link

First Nations Jobs Online

RecruitDisability.org

Pink Jobs

Bipocjobs.ca



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## Posting



### Tip: Supported Employment Services

- Job seekers with serious mental illness are frequently marginalized in the market due to barriers that exclude them from competitive employment.
- Supported employment has been identified as a best practice for people with serious mental illness that helps them secure and retain employment.
- CMHA has supported over 350 Job Seekers

A 52 year old female client, Sarah, had not worked in 20 years when she entered the IPS program. An IPS Vocational Rehabilitation Counselor and Sarah worked together to create a resume and cover letter, and approached competitive employment leads in the community. Sarah wanted to work with the public in the retail industry, and to her pleasure, quickly received calls for interviews! Sarah was overwhelmed with the quick response! Sarah was a successful candidate, and has been working six months as a full-time customer service representative in a popular department store.

"Thank you very much for all your help in finding me a job. I really couldn't have done it without you."



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## Interview



Outline the interview  
process



Send questions ahead  
of time



Skills assessment



Be curious about  
resume gaps



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## To Disclose or Not Disclose

Disclosure marks them as a member of a disadvantaged group that is subject to stigma and discrimination in the labor market

### Dilemmas Individuals may face:

- Professional vs authenticity
- Withdrawal vs participation
- Personal privacy vs general advocacy

### Some practices to consider:

- Selective disclosure
- Informal support networks
- Training

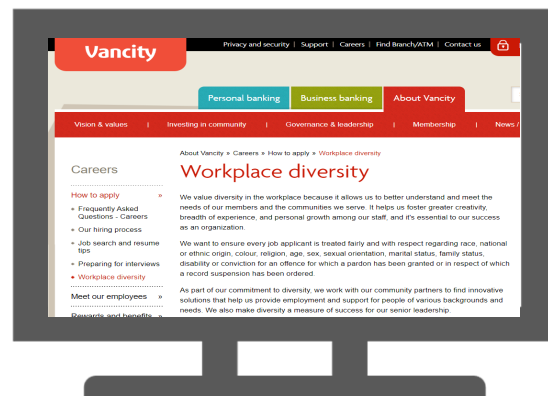
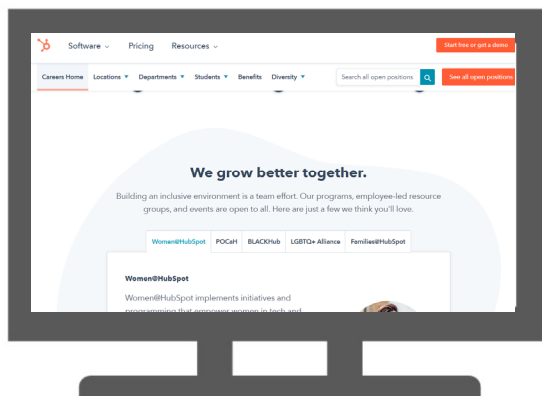


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## Diversity & Inclusion Statement Sample



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## Discussion

- 1) What do inclusive hiring practices look like at your organization?
- 2) What new practices do you hope to see next?



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## Taking action



Recognize bias and micro aggressions, acknowledging it, and then being accountable for those gaps in understanding.



We have whole untapped demographics of populations who are primed and motivated to produce, innovate and contribute to society.



After today, what are you or your organization doing differently?



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## Learn more

**Micropedia of Microaggressions** – Unlearning starts here. Browse this resource to learn more about microaggressions and their impact.

<https://www.themicropedia.org>

**Bias Interrupters**—evidence-based tweaks that disrupt the constant transmission of bias in basic business systems. Bias Interrupters change systems, not people.

<https://biasinterrupters.org/#tools>

**Accessible Employers** – champions for accessible and inclusive workplaces.

<https://accessibleemployers.ca/resource/>



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## Connect with us

### CMHA BC



[cmha.bc.ca](https://cmha.bc.ca)



[roselene.dhaliwal@cmha.bc.ca](mailto:roselene.dhaliwal@cmha.bc.ca)

### CMHA Vancouver-Fraser Employment Programs



[vancouver-fraser.cmha.bc.ca](https://vancouver-fraser.cmha.bc.ca)



[genievieve.apolinar@cmha.bc.ca](mailto:genievieve.apolinar@cmha.bc.ca)



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