

PEAK  RESILIENCE

Diversity & Inclusion

Workplace Policy | September 2020



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SECTION ONE

Who We Are

1. Land Acknowledgement

Peak Resilience Vancouver is based, with gratitude, on the traditional, ancestral and unceded territory of the of the Coast Salish peoples—Sk̓wx̓ wú7mesh (Squamish), Stó:lō and Səl̓ílwətaʔ/Selilwitulh (Tseil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations. Peak Resilience is grateful for the opportunity to provide our services virtually in Ontario and BC. We encourage all of our counsellors to offer land acknowledgements over their virtual sessions.

2. Message From The Founder Jennifer

I come to the discussion of diversity and inclusion with humility and gratitude for my team and community. I am a white, cis-gender, hetero woman and recognize the privilege and opportunities I've been given. My goal is to continue developing Peak Resilience and the mental health industry so that they're welcoming and empowering to all people (clients and counsellors), no matter their background or culture.

3. How We Started

Peak Resilience was founded in 2015 with the vision to provide easy-to-navigate, high quality, trauma-informed services for clients motivated to feel better and live their best lives. Peak Resilience was formed from realizations Jennifer had out of her varied professional experiences:

1. Most people with "problematic coping" (such as addictions, substance abuse etc) have some history of trauma. Sometimes this trauma is related to various forces of oppression in our world.
2. The personal is political - if she didn't use an intersectional feminist stance in her clinical work, she would unknowingly perpetuate the harm of our patriarchal society in her sessions with clients and supervisees.
3. Therapist wellness isn't valued nearly enough. Burnout, compassion fatigue and vicarious trauma in counsellors is more common than people like to admit.

These realizations were the main impetus for creating the practice Peak Resilience. Our first priority at Peak is counsellor support and wellness. We believe that if we truly put counsellor wellness as our top priority, clients will benefit from effective, ethical and empathic care.

4. Our Mission

Our Mission is to improve the wellbeing of individuals and society as a whole by providing evidence based modern client-centred counselling and healing through an intersectional feminist lens that motivates and empowers people to live their best lives for themselves and their loved ones.

5. Our Values

We want to be transparent about the principles that guide and direct Peak Resilience therapy and our culture. In a values-led organization like ours, these serve as a moral compass for our staff and the organization as a whole – they're the North Star that sets the standard for the team's actions and decisions. These core values are a framework that's shared internally and acted on and reinforced by leadership.

5.1 Vulnerability

We lead with vulnerability and authenticity. We're humans first and counsellors second. We value true connection with clients, one another, and our community.

5.2 Curiosity

We stay current and never stop learning. We're proud therapy geeks! We keep up with cutting-edge, evidence-based developments in our fields and prioritize continuing education.

5.3 Emotional Sustainability

We put our own oxygen mask on first. We know that for counsellors to do their best work, they have to feel supported and take care of themselves. This helps keep the challenging work we do inspiring, rewarding, and sustainable over the long run.

5.4 Joy

We infuse joy into therapy. From your first click into our website or step through our doors, we want to make you feel welcome before you even meet with a counsellor.

5.5 Social Justice

We strive towards social justice. We aim to honour each individual's experience and background, and are actively working to promote a diverse and inclusive world.

5.6 Growth

We embrace and encourage growth. The bigger our team, the bigger our impact. As a large (and growing) practice, we benefit from the collective wisdom of both our counsellors and our clients as we all grow together.

SECTION TWO

Empowering You

1. Commitment To Inclusivity

1.1 Peak Resilience is committed to creating a space where everyone feels welcomed, respected and valued, regardless of who they are or where they are from. Our mission, above all, is to approach each relationship through an intersectional feminist lens and to honour the unique lived experiences of each person.

1.2.1 Leading through an intersectional lens, we recognize that some may have had less advantages than others, and that people are impacted by multiple systems of oppression at once. Peak Resilience will continuously look for ways to empower them and put them at the [forefront of our business](#).

1.3 Peak Resilience works to create a safe-enough space for our employees, our clients and the wider community. A safe-enough space is where:

1.3.1 You are valued as your whole and authentic self including sexual orientation, gender expression, gender identity, background, marital status, ethnic origin and other identities and lived experiences

You can voice your opinions and feelings freely without the fear of reprisal. We encourage the exploration of different ideas and viewpoints.

1.3.2 Everyone is heard and listened to - Your voice matters!

1.3.3 In all interactions (individual, family and/or group counselling, workshops) we aim to share and co-create our rules of engagement so everyone knows their rights and responsibilities

1.3.4 Accessibility needs, visible and invisible, are respected and accommodated

1.3.5 Cultural beliefs and practices are celebrated and respected

1.3.6 Your lived experiences are recognized and honoured

1.3.7 A place that examines and questions bias

1.3.8 Clear and accessible language is used

1.4 To ensure that this safe-enough space is respected, Peak Resilience commits to:

1.4.1 Leading with empathy and understanding

1.4.2 Using accessible, gender - neutral and gender - inclusive language both off and online

1.4.3 Communicating clearly. This includes the clarification from the start of any specific company used acronyms or terms

1.4.4 Ongoing training on anti-oppression, anti-racism, allyship and unconscious bias

1.4.5 Acknowledging and dismantling systemic inequalities and continue to look for ways, in particular, for women, people of colour, indigenous persons, those with disabilities and members of the LGBTQ+ community to be part of Peak Resilience both in employment and as clients

1.4.6 Call out any bias, privilege and practice real allyship

1.4.7 Challenge assumptions based on personal characteristics and experiences

1.4.8 Respect and acknowledge all experiences and approach our work through an intersectional lens

1.4.9 Modify spaces where possible to accommodate accessibility needs

1.4.10 Creating an open and respectful line of communication between the Founder, employees and clients

1.4.11 Taking feedback seriously and encouraging different viewpoints

1.5 We recognize that our employees play a vital role. Your mental and physical well-being is a priority. We encourage open communication of what your needs are in order to continue serving our community

2. Employment

2.1 Peak Resilience commits to providing employment opportunities regardless of race, age, ethnicity, location, visible and invisible disability, sexual orientation, accents, body language and other characteristics protected by applicable law.

2.2 Peak Resilience is committed to equitable hiring. We know that some may have had more disadvantages than others due to systemic barriers. Where possible, we will look at skill and experience over academic or professional degrees. We look to recruit and train those from diverse backgrounds and all are encouraged to apply.

2.2.1 Women, people of colour, Indigenous persons, persons with disabilities and people in the LGBTQIA2S+ community are strongly encouraged to apply.

3. Zero Tolerance

3.1 Peak Resilience is committed to be a harassment free space for employees, clients and the community. Everyone is to be treated with dignity and respect. Zero tolerance policy extends to any issues that might happen inside the workplace or away from the workplace during or after working hours if a connection to the employment relationship exists.

3.2 No one should be discriminated against based on but not limited to: ethnicity, religion, sexual orientation, gender identity, gender expression, disability, class, background. Discrimination may take on forms like but are not limited to:

3.2.1 Verbal or written slurs

3.2.3 Lack of advancement as well as demotion and termination of employment due to identity or other personal characteristics

3.2.4 Wage gap due to identity or other characteristics not associated with qualifications

3.2.5 Exclusion

3.2.6 Microaggressions

3.2.7 Stereotyping, racial profiling and labelling of persons

3.2.8 Cultural appropriation and mocking of sacred traditions

3.3 Peak Resilience does not tolerate harassment of any kind. Harassments can happen in person or online. Harassment can take the forms of but are not limited to:

3.3.1 VERBAL HARASSMENT

3.3.1.1 Yelling

3.3.1.2 Gossiping

3.3.1.3 Gaslighting

3.3.1.4 Slurs or threats

3.3.1.5 Unfair or inaccurate criticism

3.3.2 PHYSICAL HARASSMENT

3.3.2.1 Disrespect of personal space (Coming too close after being told not to)

3.3.2.2 Physical violence (hitting, kicking)

3.3.2.3 Threat or intent to cause harm

3.3.2.4 Any destruction of property belonging to Peak Resilience, our employees, clients or the community

3.3.3 SEXUAL HARASSMENT

3.3.3.1 Sexually advancing comments or gestures with actual or implied work consequences

3.3.3.2 Jokes with sexual connotations, unwelcome remarks of a sexual nature or sexual insinuation

3.3.3.3 Sharing images or videos of a sexual nature or of nudity either of oneself or others

3.3.3.4 Sexually explicit language

3.3.3.5 Unwanted physical contact such as touching, hugging, petting or pinching

3.3.3.6 Physical assaults of a sexual nature

3.3.4 PSYCHOLOGICAL HARASSMENT

3.3.4.1 Gaslighting

3.3.4.2 Isolating or exclusion

3.3.4.3 Spreading rumours, gossip or inaccurate information

3.3.4.4 Minimizing or trivializing

3.3.5 ONLINE HARASSMENT

3.3.5.1 Sending threatening emails or messages

3.3.5.2 Sharing humiliating videos, images, messages or stories

3.3.5.3 Non-consensual distribution of images or videos

3.3.5.3 Spreading gossip over social media, internal chat networks, emails or messages

4. Resolving Conflict

4.1 Peak Resilience approaches every conflict situation with vulnerability, respect, honesty and through an anti-oppressive and intersectional lens.

We recognize that although part of everyday life, conflict can be difficult to address. We are committed to creating a positive environment around conflict resolution. We encourage conflicts to be resolved when they arise to avoid any disruptions to working relationships and to keep our workspace safe and respectful. The conflict resolution process outlined here does not impact the employee's right to bring a complaint to WorkSafeBC or the BC Human Rights Tribunal.

4.2 Informal Resolution

Peak Resilience encourages conflicts to be resolved informally before it reaches an official complaints procedure. The Founder of Peak Resilience will support staff in the informal process where possible. Informal procedures will not be recorded.

Ways of informal resolution to conflicts can be:

- A conversation between those involved in the conflict without documentation or facilitation from the Founder or any other staff
- A resolution via email
- A verbal agreement

4.3 Mediation

If conflicts are not able to be resolved informally, Peak Resilience will use mediation as a formal resolution process, where possible.

Peak Resilience will approach mediation with balance and curiosity in order to collaboratively resolve a conflict where possible. Mediation at Peak Resilience will come from a place of anti-oppression and we will be vigilant to where bias and privilege may show up in dialogue. Mediation sessions will not be recorded and what is discussed is confidential. The mediator does have the right to submit a report of the agreements reached to supervisors or the Founder for any further discussions.

Effective mediation looks like:

- Allowing each participant to speak without interruption or judgement
- Actively listening
- Communicating clearly using neutral language
- Using "I" statements rather than "you" e.g "I feel unheard when..." instead of "You don't listen to me"
- Demonstrating empathy and understanding
- Finding common ground
- Creating a safe space to work through the conflict

4.3.1 Mediation Process

The mediation process at Peak Resilience will be conducted by The Founder and two committee members. If the Founder is involved in an issue, another person will lead the mediation.

4.3.1.1 If the situation cannot be resolved internally, Peak Resilience will seek an unbiased, external mediator with background in equity and inclusion. These include instances such as:

- When potential legal issues are involved
- When the committee or the Founder does not have the time or training to conduct the conflict resolution process needed
- The conflict is a recurring issue

4.4 Conflict Between Co-Workers

Below is the procedure for resolving conflict between employees:

4.4.1 An issue is brought directly to the Founder

4.4.2 A conflict resolution committee is formed with the Founder, and two designated persons who are not involved in the conflict

4.4.3 The conflict resolution committee has seven days to form and begin the process from the date it is brought to the attention of the Founder

4.4.4 The conflict resolution committee will:

- Interview both the complainant and the other employee involved separately
- Gather further information including witness statements, CCTV footage, written communication or digital communication
- The committee will communicate with the parties involved as to when the mediation process will take place and make sure each participant is clear on the process and expectation through the mediation process

4.4.5 Once a solution has been agreed upon, communication will go out to relevant parties involved or all staff where appropriate.

4.4.6 If demotion or termination occurs, this will be communicated with respect and delicacy to employees. Particular attention will be paid to communicate with staff members who may have meaningful relationships with the party involved.

4.4.7 After the conclusion of the conflict, the committee is dissolved. A report of the outcome may be produced by the mediator and submitted to relevant parties such as supervisors.

4.4.8 The Founder will check in with the disputants a month after the conflict to see:

- If the resolution has been effective and feedback on the resolution process
- Their mental wellbeing
- How their security and safety is at Peak Resilience

4.5 Conflict With The Founder Or Supervisor

If a conflict with the Founder arises, the same process will occur as above. However instead of the Founder being involved in the mediation process and committee, three impartial persons from Peak Resilience will form the committee with a designated person acting as the mediator.

4.5.1 If a conflict with a Supervisor occurs, the same process will occur as above with the Founder as the mediator and two impartial persons in the committee.

4.5.2 If a complaint is brought against both the Founder and the supervisor, the Founder will be responsible for bringing in an unbiased external mediator with background in equity and inclusion.

4.6 Conflict With A Client

All complaints from clients or the community will be directed to the Founder. Clients complaints will be listened to without discrimination, prejudice, bias and from the point of anti-oppression and intersectionality. Complaints from outside of the company is a great opportunity to get a different perspective and awareness of what areas of opportunities exist.

4.6.1 Ways to resolve a client complaint can look like:

- Asking open ended questions to establish the situation
- Acknowledge their feelings - remember acknowledging is not the same as agreeing. You can use sentences like "It sounds like your expectations were not met."
- Gather as much information as possible and if an apology is necessary in the moment, do so

4.6.2 If further information is needed, let the client know what the next steps are

4.6.3 If the complaint is directed at a certain individual, speak to them privately to understand their view point

4.6.4 In the event that Peak Resilience or an employee of Peak Resilience is found to be at fault, the Founder will issue an apology

4.6.5 If a client has breached the zero tolerance policy, they will be asked to leave Peak Resilience immediately. If further assistance is required, the relevant service providers will be notified. See [Emergency Procedures](#).

4.6.6 This does not impact the right of the client to bring a complaint to the appropriate professional licensing body for their counsellors.

4.7 CONSEQUENCES

If an employee is found to be at fault, there may be consequences following the investigation. These consequences also extend to any inappropriate behaviours. These may range in the severity of:

- Verbal warning
- Written Warning
- Suspension
- Termination

4.7.1 If the misconduct is severe or endangers another employee, the Founder or a client, Peak Resilience reserves the right to terminate the employee immediately.

4.7.2 Peak Resilience commits to fair terminations that are based solely on misconduct and does not discriminate on bases including but not limited to: age, sex, ethnicity, gender identity, gender expression, sexual orientation.

4.7.3 Peak Resilience will always assess the situation before giving any warnings. This means:

- If extra training is required, it will be provided
- One on one meetings with the Founder or the supervisor will be arranged to establish how the employee can be supported

- Performance reviews will be conducted regularly

5. NON RETALIATION

5.1 Peak Resilience will follow all legal provisions for retaliation and will grant employees the right to address problematic, discriminatory or unethical behaviours from other employees, the Founder and clients. Retaliation is understood to be any kind of negative action against a former or current employee, that takes the form of punishment and makes the working conditions uncomfortable or threatening as a result of their complaint.

5.2 We provide a safe space for employees to address any issues. Whether these issues are found to be true or false, Peak Resilience commits to preventing victimization or other forms of retaliation towards the employee who raised the issue.

Forms of retaliation can include:

- Reduction of the employee's hours of work
- Exclusion
- Defamation
- Demotion or termination

5.3 This policy applies to future, current and past employees of Peak Resilience

SECTION THREE

Taking Time Off

3.1 We put the wellness of our counsellors at the forefront. We encourage our employees to take the time they need. For our contracted counsellors, there is no limit to vacation time and it is unpaid. For counsellor who are employees, we offer 3 weeks vacation per year to start and increase the weeks per year based on performance and/or seniority, at the founder's discretion.

3.1.1 How best to support our clients while the counsellor is on leave is very important to us. Counsellors are asked to notify the Founder as far in advance as possible for time off notices

3.2 Administrative full time staff are given two weeks of paid time off per year.

3.2.1 Administrative staff are responsible for arranging their own coverage and notifying the Admin Manager in advance

3.3 In circumstances where prior notice is not possible, we ask for open communication

3.4 These policies may be updated in future

SECTION FOUR

Setting The Stage With Conduct

1 DRUGS, ALCOHOL AND TOBACCO

1.1 Being impaired by alcohol/drugs while at work is not permitted

1.2 Open alcohol is not permitted at Peak Resilience

1.2.1 Exceptions may be made for events such as staff parties and is at the discretion of the Founder

1.3 Smoking or vaping of cannabis or tobacco is not permitted on the premises of Peak Resilience

1.3.1 Exceptions may be made for specific cultural purposes on the discretion of the Founder

1.3.1.1 E.g such as Indigenous-led cleansing or ritual

1.3.2.2 Other exceptions also include events such as staff parties and is at the discretion of the Founder

1.3.2 We recognize the duty to accommodate, with limitations, as required by provincial and federal human rights legislation, for those who have a prescription for medical cannabis. Limitations of the duty to accommodate include:

- Any impairment at work
- A situation where the employee puts themselves, other employees, clients or the community at risk
- Smoking within the premises of Peak Resilience
- Unexcused absences or lateness

1.3.2.1 We will attempt to find suitable workplace accommodation for people with disabilities who have a prescription to medical cannabis, just as would be required for any other person with disability who has a medical drug prescription

1.3.2.2 Employees are required to disclose any information regarding medications that might cause impairment and pose a risk to yourself or others

1.3.2.3 Any information disclosed will be treated with respect and privacy

1.4 Injection drug use is strictly prohibited

1.5 Possession of illegal drugs is strictly prohibited

1.6 See Section Two 4.7 for consequences for inappropriate behaviour

2. Harm Reduction

Peak Resilience recognizes that addiction can impact anyone and believes in the importance of harm reduction. We work continuously to remove any negative attitude and beliefs and come from a place of empathy and understanding.

2.1 Sharps Disposal

We will provide a sharp disposal box on our premise so that needles and syringes objects can be discarded safely.

If an employee finds a used syringe or needle, the procedure to follow is:

2.1.1 Don't touch the needle with bare hands - get the proper equipment: rubber or leather gloves, tongs or pliers, puncture-resistant plastic container

2.1.2 Transfer the needle to the container. Using tongs or pliers pick up the needle and place it in the container

2.1.3 Secure the lid on the container.

2.1.4 Wash your hands and gloves.

2.1.5 Return to any community health centre. Alternatively call the hotline Vancouver Coastal Health at (604) 657-6561 or email needlevan@phs.ca. They will be dispatched to go to the area, and safely collect and dispose of the needle

2.2 Overdose

2.2.1 In the event of an overdose, call 9-1-1. Early signs of an overdose can include:

- Severe sleepiness
- Slow heartbeat
- Trouble breathing
- Slow, shallow breathing or snoring
- Cold, clammy skin
- Trouble walking or talking
- See Section Section Five 2 on what information to give when calling 9-1-1

2.2.2 Administering Naloxone

An employee trained to administer Naloxone should do so while waiting for the emergency services. A list of those trained can be obtained from the Founder.

3. Dress Code

3.1 Peak Resilience requires employees to dress neatly and appropriately at all times. Neat and appropriate means:

- All clothing should be ironed and clean
- No visible rips, stains or tears

3.2 Peak Resilience honours religious and culturally specific clothing

3.3 Visible tattoos and piercings are acceptable and welcomed

3.4 We celebrate different styles at Peak Resilience

SECTION FIVE

Emergency Procedures

1. Emergency

An Emergency is an unexpected, serious and often dangerous situation requiring immediate attention. Peak Resilience is committed to training all employees for emergency situations.

1.1 Employees should determine what the emergency is before calling 9-1-1 so that the proper authorities can be directed.

Types of emergencies that require calling 9-1-1 are :

- Natural disasters
- Fires
- Physical altercations
- A crime
- Medical emergencies such as heart attacks
- A mental health crisis where they are threatening to hurt themselves or others

1.2 Peak Resilience recognizes that not every emergency requires the attention of authorities. We will train our employees to recognize when emergencies can be dealt with internally or whether alternatives to 9-1-1 can be called.

2. Emergency Procedure

2.1 Assess the situation and know if you need to ask for police, fire or ambulance.

2.2 Call 9-1-1

2.2.1 For Mental Health crisis, call Car87. The 24-hour crisis line at (604) 675-3700 or via 9-1-1.

2.3 Be prepared to state your name, address and phone number if required:

**Peak Resilience, Unit 601 - 808 Nelson St.
Vancouver, BC, V6Z 2H2
604-682-7325**

2.4 Remain calm and speak as clearly as you can

3. Alternatives To 9-1-1

3.1 Peak Resilience recognizes that some marginalized communities have been mistreated by law enforcement in the past. We commit to assess every situation and to only call law enforcement when it is absolutely necessary.

3.2 Alternatives to 9-1-1 include, but are not limited to:

- [Access and Assessment Centre](#)
- [Ending Violence Association of BC](#)
- [Crisis Centre](#)
- [Victim Services](#)

SECTION SIX

Protecting Privacy

1. Storing Information

1.1 Peak Resilience will never use or disclose any of your information, other than the detailed ways described below, unless you specifically and explicitly requested or approved us to do so.

Types of information that may be stored in our system include:

- Employee resumes
- Contact information such as telephone numbers and email addresses
- Billing information
- Health and Medical Records for employees and clients

1.2 Information may be used for the following purposes:

1.2.1 To contact employees and/or clients or provide information, alerts, and suggestions

related to the service

1.2.2 For billing-related purposes

1.2.3 To reach out to you or any client, either ourselves or using the appropriate authorities, if either we have good reason to believe that you or any other person may be in danger or involved in a criminal act

1.2.4 To match clients with a counsellor

1.2.5 To enable and facilitate counsellor services

1.2.6 To supervise, administer, and monitor the service we provide to clients

1.2.7 To measure and improve the quality, effectiveness, and delivery of our services

1.2.8 To respond to law enforcement requests, court order, or governmental regulations, as is required by applicable laws

1.2.9 To comply with applicable laws, including, but not limited to those related to protecting the health and safety of our clients and employees as well as that of the public

1.2.10 To personalize the web experience of the client and deliver content and service offerings relevant to their interests, including targeted offers and ads through our Websites, third-party sites, and via email or text message (with your consent, where required by law)

1.3 All the information gathered by Peak Resilience will be treated with care and privacy by all employees

1.4 No one will be discriminated against on the basis of any information gathered during this process

2. Obligation To Disclose Information

2.1 Peak Resilience recognizes that we have obligations as counselors to cooperate with law enforcement. We must provide information and/or take action in the following cases: (a) reported or suspected abuse of a child or vulnerable/dependant adult; (b) If a counsellor believes you are at risk of harming yourself or another person; (c) threatened harm to another person; (d) For the purposes of complying with a legal requirement such as requests from ICBC or WorkSafeBC.

SECTION SEVEN

How Do We Hold Ourselves Accountable?

Commitment To A Safe Enough Space

Creating a safe and inclusive space is at the forefront at Peak Resilience. We know that expressing beliefs or ideas is always a risk which is why we will continue to examine and remove bias, systemic oppression and actively be anti-racist. We recognize that this work is an ongoing process and in order to continue to be a safe place for all, we must hold ourselves accountable. We commit to:

- Establishing a dedicated Diversity and Inclusion team or committee made up of individuals from all levels of Peak Resilience
- Conducting an annual review of our policies with employee and client input.

Here To Listen

We take feedback, concerns and suggestions on how to make Peak Resilience a safe space. Any questions, complaints or information can be left anonymously through: <https://peakresilience.typeform.com/to/BAqU7o> . You can also disclose your name if a follow up is preferred.

Glossary Of Terms

Allyship //

Allyship is a lifelong process. It means providing support, without the need for recognition, to another person who has a different identity or lived experiences from you. Allyship requires you to listen, investigate and acknowledge your own privilege and confront any problematic behaviors such as harassment and discrimination.

Anti-Oppression //

Anti- Oppression includes the strategies, theories, actions and practices that actively challenge systems of oppression on an ongoing basis in one's daily life and in social justice/change work. Anti-oppression work seeks to recognize the oppression that exists in our society and attempts to mitigate its effects and eventually equalize the power imbalance in our communities.

Anti- Racist //

Anti-Racist means actively identifying, challenging and dismantling systems, practices, policies and behaviours that reinforce a racist narrative and works towards restoring the power balance. Being an anti-racist requires you to look at how racism has affected the lives of people as well as learning how racism is ingrained into our society.

Discrimination //

Discrimination is an action or decision that treats a person or group unjustly based on their personal characteristics such as race, sexual orientation, religion, age, gender identity or expression, disability and other characteristics.

Discrimination on the grounds of personal characteristics is prohibited under the [Canadian Human Rights Act](#)

Diversity //

Diversity the inclusion of different types of people (such as people of different races or cultures) in a group or organization.

Diverse workplaces and societies are stronger and more creative. It is important to note that diversity means nothing without inclusion. (See Inclusion below)

Equality //

Equality means every person, no matter where they are from or who they are treated the same. Fairness and respect are at the core of equality.

Equity //

Equity means acknowledging and recognizing that there are people who have had disadvantages, been underserved and underrepresented. Fairness is needed to balance these differences and inequalities and each situation must be looked at individually.

Feminism //

Feminism means you believe that everyone should have equal rights. It recognizes that some people, women, members of the LGBTQ2sIA+ and other historically excluded communities do not have the same rights. We recognize that feminism has been predominantly centred around cisgender white women. Peak Resilience works from a point of intersectional feminism, recognizing that multiple forms of discrimination can overlap creating further obstacles for people.

Harassment //

Harassment includes a wide range of inappropriate behaviours that makes the person feel uncomfortable, humiliated, excluded or threatened.

Harassment can be a once off incident or repeated and can take many forms including verbal, physical and sexual.

Inclusion //

As Vernā Myers put it "Diversity is being invited to the party; inclusion is being asked to dance". While this may be an overly simplified statement, it makes the difference between diversity and inclusion clear.

Genuine inclusion comes from examining systemic oppressions that are in place and inspecting your society and company structure through the lens of equity and intersectionality. The work of inclusion is a lifelong process. (See Intersectionality below)

Intersectionality //

Intersectionality coined by the legal scholar Kimberlé Crenshaw in 1989 describes the complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect especially in the experiences of marginalized individuals or groups.

Intersectionality is important in understanding the multiple and layered ways of discrimination and oppression some communities face.

We recognize that intersectionality was first based on the experiences of Black women and women of colour. We are grateful for the use of this term and apply it here on a wider scope.

Safe-Enough Space //

Safe-Enough Space is based on respect and understanding. It is a space where different opinions and views can be expressed and heard without the fear of judgement or repercussions so that we can all learn from each other. Safe-enough space does not protect harmful expression of ideas and rhetoric such as racism, ableism, homophobia, classism and other exclusionary viewpoints.