



The Guild

FOR HUMAN SERVICES

A Plan to Celebrate and Improve
Equality, Diversity, and Inclusion
September 2020 – August 2021

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POLICY

It is the policy of The Guild for Human Services to provide effective services to people of all abilities, cultures, ages (over 6 years old), races, genders and gender identities, sexual orientations, socio-economic statuses, languages, ethnic backgrounds, spiritual beliefs, and religions. The Guild recognizes, values, affirms, and respects the worth of all individuals, protects human rights, and preserves the dignity of each person. The Guild adheres to equal employment opportunity and non-discrimination practices in all aspects of service.

Further, it is the policy of The Guild for Human Services to maintain a written Diversity and Inclusion Plan that describes how the unique identities of students, individuals, families, staff members, and volunteers are reflected in The Guild's culture and operations.

DEFINING DIVERSITY

Defining "Diversity" The Merriam Webster Dictionary defines diversity as "the condition of having or being composed of differing elements: variety." This definition appears simple; but, its complexity is revealed when reconciling how distinctive identities can be supported within a community that seeks solidarity among its members. It is an imperfect process.

When we are at our best, diversity among The Guild's community is shared through the exploration of our differences as well as our common humanity in safe, positive, and nurturing environments. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions within and among us. It is an egalitarian view that presumes differentiation happens among equals. But, when we are at our most challenged, differences can be used to rationalize power and undercut the choices of others.

Even with good intentions, The Guild is not exempt from the impacts of power and privilege in society. It is upon us to improve constantly, promote our strengths, and ensure discrimination does not undermine our common mission. As such, this plan outlines The Guild's FY21 goals to advance equality, representative diversity, and a culture of inclusion.

EQUALITY

Equality is the foundation to fostering an environment where all individuals, staff, families, and supporters can achieve their potential. It is about protecting rights and removing barriers to self-determination.

FY21 Equality Goals

1. Support a Human Rights Community for both adult and youth programs by holding regular human rights meetings and training the members as human rights officers. This community will include engaging individuals, staff, and board members to participate in visits to residential programs for observation, familiarization, and sharing feedback.
2. Ensure access to the Diversity Plan throughout The Guild, including through community and family presentations, increased prominence on the website and on social media platforms, printed materials (with visual and translated options), and through lesson plans/activities and student council meetings.
3. Increase the accuracy, fulsomeness, and variety of demographic data fields supported in Paycom to yield more complete data on the diversity of The Guild's workforce, including combining salary equity analysis with EEO-1 data for 2021.
4. Share with staff on a wide scale why staff demographics are collected and in what ways The Guild utilizes this information for ongoing workplace diversity tracking.
5. Continue annual salary equity reviews and adjustments to ensure fair labor practices with added emphasis on internal promotion data, increased categories of data comparison (i.e. LGBTQ), and internal versus external candidate comparisons.
6. Develop a *Total Communication Approach* to teaching human rights to all individuals served by The Guild.

REPRESENTATIVE DIVERSITY

Representative diversity is the proportional representation of varied identities in positions of opportunity and authority. A lack of diversity across all positions, including leadership, can affect The Guild's ability to understand the interests, contributions, and needs of the people we serve. Representative diversity is a challenge of social justice and central to The Guild's well-being.

FY21 Representation Goals

1. Expand and explore more creative (traditional and main stream learning forms) to enhance the Medication Administration Program (MAP) training by custom-designing an English language learning (ELL) curricula to improve the MAP test pass rate.
2. Initiate development of a customized management course for Guild ELL staff members to learn soft skills and management-level English to enhance the rate of internal promotions to leadership positions.
3. Continue to expand the size of the Board of Trustees and proportion of diverse identities of Board members.
4. Reconvene transitional planning group and expand on representation to include individuals and families to ensure consideration of varied student needs at transition, encourage comprehensive transitional services, and provide access to services for all individuals served.
5. Continue to review and improve representative diversity ratios at all levels of the organization and report results out to The Guild community.
6. Ensure that individuals served at The Guild are represented on professional learning committees, leadership hiring committees, planning groups, and orientation trainings.

CULTURE OF INCLUSION THROUGH COLLECTIVE LEADERSHIP

Creating a culture of inclusion helps individuals feel psychologically safe to share thoughts, consider new ideas, and take risks, all of which are linked to greater innovation, productivity, and retention. One method of creating a culture of inclusion is to implement a collective leadership model of decision making. Collective leadership is a relational approach to organizational management in which multiple individuals assume leadership roles within a group. In turn, groups provide interdisciplinary leadership to the wider community. It is a transformational approach rooted in a commitment to inclusion and social justice.

FY21 Inclusion Goals

1. Provide individuals served at The Guild with self-advocacy training, at developmentally appropriate level, to advocate for and communicate issues of importance to them.
2. Expand the involvement of the Parent/Family Advisory Committees to contribute to goals for programming improvement. Increase recruitment efforts to ensure one parent representative from each youth and adult house.
3. Invite Guild community members to share and celebrate their experiences with immigration through the Suitcase Stories project of the International Institute of New England (IINE). Produce a community-wide (online) storytelling event to culminate the project.
4. Invite recent immigrant workers to participate in workforce development focus groups conducted by IINE to share their thoughts about the opportunities and barriers to career advancement at The Guild.
5. Continue implementation of the Elevatus Sexuality Curriculum across adult program and introduce it across the youth programs.
6. Explore and define teaching framework(s) for Guild individuals, families, and staff that reflects The Guild's values of equality, representative diversity, and inclusion.