

# BREAKING BARRIERS:

A SYMPOSIUM ON CULTURE, DIVERSITY, EQUITY AND INCLUSION PRACTICES IN SERVICE DELIVERY



Wed, October 5, 2022  
8:30 a.m. - 3:00 p.m.

*In person location:*

Caledonia Lions Community  
Centre, 100 Haddington St.  
Caledonia, ON



*or Virtual by Zoom*

## Presenters:

### Allison Graham

Keynote Speaker  
Coping Fatigue: What To Do  
When You're Exhausted From  
Having to Be Resilient



### Dr. Georgette Zinaty,

Executive Vice President,  
Corporate Class Inc



### Mia Laronde

Manager, Health Equity &  
Strategic Initiatives  
Greater Hamilton Health  
Network



## Symposium Theme

BIPOC (Black, Indigenous and People of Colour) and members of the LGBTQ+ populations can face significant challenges in both navigating and accessing community services. As providers, employers and community members, we have a responsibility to help support our diverse and marginalized populations in a manner which respects their identity. This symposium will provide the opportunity for participants to have a progressive conversation regarding the importance of culture, diversity, equity and inclusion in service delivery, thereby creating an equitable environment where all persons can be heard, seen and respected, leading to more positive outcomes.

## Meet Our Presenters

### Allison Graham, Keynote Speaker

Allison Graham consults for executives and their teams to inspire and empower a problem-solving culture. The result is increased productivity, while simultaneously lowering destructive stress and risk of burnout and team turnover.

Her concepts are proven to build resilience and amplify personal capacity. Her latest book, *Take Back Your Weekends: Stress Less, Do More, Be Happier*, is giving people across the globe hope that you can be successful and have a life!

You may recognize Allison from media outlets like Global News, Investment Executive and Fast Company. You can connect with Allison Graham on LinkedIn where she's most active.

AllisonGraham.com/linkedin or on her website at AllisonGraham.com

### Dr. Georgette Zinaty, MBA, MSc, DBA Executive VP at Corporate Class Inc.

Dr. Georgette Zinaty is currently the Executive Vice-President at Corporate Class Inc and Practice Lead for their Center for Diversity and Inclusion. Dr. Zinaty holds a Bachelor degree in English and Political Science, a Master of Business Administration degree from the University of Liverpool, a Master's of Science from the Henley School of Business and a certificate on Leading Strategic Change within Organizations from Harvard University.

Dr. Zinaty's research focuses on business leadership, diversity, inclusion and the future of leadership. Dr. Zinaty is also a Professor at Western University as well as the Rotman School of Business.

Dr. Zinaty is a strong advocate for leadership and inclusion within organizations and has received many awards and accolades through her work in diversity and inclusion.

### Mia Laronde, Manager of Health Equity and Strategic Initiatives, GHHN

In her role as Manager of Health Equity and Strategic Initiatives, Mia will be responsible for the implementation, monitoring, and evaluation of the GHHN Health Equity Framework to support the GHHN's goal of integrated care that is rooted in anti-racism, anti-oppression, and equitable approaches to population health.

Mia brings with her a passion for anti-racism and anti-oppression work in addition to using her experience and intersecting identities to guide the GHHN towards equitable outcomes for the diverse populations served. Informing Mia's work in health equity are degrees in political science and sociology, her frontline experience organizing supports and events for the 2SLGBTQ+ and unhoused communities in Hamilton with a focus on self-governance and mutual aid, and lived experience navigating health services as a marginalized person.

[Register on Eventbrite](#)

# SYMPOSIUM AGENDA

(see session descriptions below)

- 8:30 a.m. - 9:00 a.m. Check-in and light refreshments
- 9:00 a.m. - 9:15 a.m. Land Acknowledgement  
Opening Remarks / Housekeeping
- 9:15 a.m. - 10:15 a.m. Allison Graham, Keynote Speaker, "Coping Fatigue: What to do When You're Exhausted from Having to be Resilient"
- 10:15 a.m. - 10:30 a.m. Coffee Break
- 10:30 a.m. - 12 noon Panel Presentation, "A Conversation on Inclusionary Best Practices in Service Delivery: Addressing the Challenges for Marginalized Communities"
- 12 noon - 12:45 p.m. Lunch (provided) Networking & Agency Displays
- 12:45 p.m. - 2:00 p.m. "Diversity, Equity and Inclusion: Culturally Competent Conversations" Workshop, Dr. Georgette Zinaty, Corporate Class Inc.
- 2:00 p.m. - 2:10 p.m. Quick Stretch Break
- 2:10 p.m. - 3:00 p.m. "Incorporating Diversity, Equity and Inclusion into Program Delivery", Mia Laronde, Manager of Health Equity and Strategic Initiatives, Greater Hamilton Health Network

## Session Information:

### Keynote Speaker, Allison Graham

#### "Coping Fatigue: What To Do When You're Exhausted From Having to Be Resilient"

World events, economic events and lagging impact from the pandemic, have had unprecedented emotional toll on individuals. People are tired of having to be resilient. Allison Graham calls that sensation as 'Coping Fatigue.'

While nothing can be done to fix the overall situation or to stop the pace of change, a fresh perspective and better problem solving can make the experience better. Learn how to:

- Understand how destructive stress is created and what you can do to reduce feelings of overwhelm and 'Coping Fatigue,' even during difficult times
- Recognize the different types of challenges we face and how to deal with each more effectively to the worst stuff doesn't overshadow the good.
- Feel a sense of control during a time in history that is completely out of your control
- Implement easy, proven strategies immediately to inspire a better experience as you navigate challenge and change.

### Dr. Georgette Zinaty, Corporate Class Inc.

#### "Diversity, Equity and Inclusion: Culturally Competent Conversations"

This highly interactive workshop explores many aspects of cultural competency, including:

- Understanding and addressing bias; strategies to disrupt all types of bias; including with excellent videos that address different types of bias (gender, LGBTQ, racism, microaggressions, privilege)
- How to conduct and manage difficult conversations
- How to have respectfully culturally competent conversations
- Microaggressions, understanding the behaviours and mitigating them
- Privilege and fostering inclusion
- Inclusive Leadership
- Case Studies, Practice applying an equity and inclusion lens to scenarios
- Making the Case for Diversity and Inclusion: Win-Win

### Mia Laronde, Manager of Health Equity and Strategic Initiatives, GHHN

#### "Incorporating Diversity, Equity and Inclusion into Program Delivery"

Mia will be wrapping up the symposium, with a presentation on the importance of incorporating inclusion practices in programming and service delivery.

Mia will bring her passion for anti-racism and anti-oppression work, in addition to her experience at the Greater Hamilton Health Network and intersecting identities, to guide the audience towards equitable outcomes for all diverse populations served.

### Panel Presentation: "A Conversation on Inclusionary Best Practices in Service Delivery: Addressing the Challenges for Marginalized Communities"

### Meet Our Panelists:



**Christina Abounassar**, MSW RSW is an Accessibility Counsellor/ Educator York University.

Through her work as a child and family clinician and an accessibility counsellor, Christina supports clients through a lens which understands how race/ethnicity/culture and intersectionality is imperative in our system. She hopes to lead others through her own reflections, and through prompting discussion in safe spaces

**Believe Dhlwayo**, is a front-line healthcare professional, a Board of Trustee with SEIU Local 1 Canada and a Board member for TAN a local ASO based in Hamilton. He is a strong advocate for social Justice Inclusion and Equality for marginalized communities. He facilitates dialogue for understanding/addressing topics such as Positive Living, Survival skills, Access to Health Care, racism, oppression, mind awareness and the challenges faced by newcomers in accessing social, health and work-related services.

**Anita Menon**, Anita is a proud Indian-Canadian, born in India and grew up in Bhutan, now a Canadian Citizen. Anita hold 2 degrees: Bachelor of Science (B.Sc) and Bachelor of Law (LL.B) and practiced as a lawyer for seven years in one of the High Courts in India before immigrating to Canada.

Currently she works as the Multicultural Community Engagement Coordinator & Transitional Support Worker at Nova Vita Domestic Violence Prevention Services supporting individuals and their families escaping/impacted by violence and/or homelessness.

Anita is passionate about advocacy, being a voice and offering support to those escaping violence and also to those new to the country. Anita believes in being a catalyst in bringing positive changes, and breaking silence on domestic violence, gender based violence, racism, discrimination and oppression.

Anita firmly believes it is each and every one of our responsibility to make the community safe where everyone is able to live a life free of fear, violence, oppression & discrimination, and everyone is able to contribute equally towards the well-being of the society.

**Mia Laronde**, is the Manager of Health Equity and Strategic Initiatives, Greater Hamilton Health Network. Mia brings with her a passion for anti-racism and anti-oppression work, as well as lived experience navigating health services as a marginalized person.

**Theresa Vidal** has worked in the children's mental health field for just over 11 years, and has dedicated her career to supporting and advocating for youth and their families. Theresa co-chairs the Equity, Diversity and Inclusion (EDI) committee at Woodview Mental Health and Autism Services, supporting staff and families, where their goal is to bring more awareness and support to the diverse populations in our community. Theresa believes in giving a voice to all individuals, and her goal is to continue to advocate to remove systemic barriers for the under-represented groups in our community.



This event was made possible through the generous donation of the Imperial Oil "Fuel What Matters Campaign"

#### Special Thanks to the Symposium Planning Committee:

Canadian Mental Health Association, Brant Haldimand Norfolk, Community Legal Clinic - Brant, Haldimand, Norfolk, Haldimand Norfolk REACH, True Experience Dunnville