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OPHA

Ontario Public Health Association

l'Association pour la santé publique de l'Ontario

Established/Établie 1949

Annotated Bibliography of Diversity Resources

Introduction

This annotated bibliography of diversity resources was prepared for the Ontario Public Health Association's Access, Equity, and Social Justice Committee. The bibliography is part of the resources and materials of the diversity training that the committee is planning for public health staff across Ontario.

Resources included in this bibliography.

- The bibliography builds on the "Annotated Bibliography of Access and Equity Resources" – Priority Populations, prepared by the Region of Waterloo Public Health.
- The bibliography includes books, journal articles, and website links available to public health staff as hard copies or on-line resources.
- A criteria to include resources was that the information provided was practical and applicable to public health work, especially when preparing diversity training for staff

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Collaborators: OPHA Access, Equity, and Social Justice Committee

Disclaimers
- This publication contains a collection of resources on diversity and does not necessarily include all that is available on the issue.
- The inclusion of a resource does not imply an endorsement by OPHA Access, Equity, and Social Justice Committee.
- All electronic links to resources on the Wide World Web were working at the time of preparing the bibliography. The OPHA Access, Equity, and Social Justice Committee is not to be held responsible if links are not accessible in the future.
- Responsibility for the use of the resources included in this bibliography lies with the user

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Annotated Bibliography of Diversity Resources
I. DIVERSITY AND CULTURAL CONCEPTS

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
FRAMEWORKS		
Bridging the gap: A curriculum to teach residents cultural humility (6 pages)	Anderson Juarez, J.,Marvel, K., Brezinski, K. L., Glazner, C., Towbin, M. M., & Lawton, S. <u>Fam. Med. 38</u> (2), p.97-102. 2006	The authors describe the achievements of a diversity training held with second-year family medicine residents in enhancing their ability to provide care that is both culturally sensitive and culturally competent.
Advancing Diversity in Higher Education. (31 pages)	Association of American Colleges and Universities. <u>Diversity Digest,</u> 10 (2), p.1-31. Retrieved August 29, 2007 from the Wide World Web www.diversityweb.org/Digest/ 2007	Diversityweb, an interactive website from the Association of American Colleges and Education, publishes the Diversity Digest. This resource is a collection of articles dedicated to diversity in the context of higher education in USA. Topics discussed are organized in the following categories: - Institutional Leadership and Commitment - Curricular Transformation - Campus-Community Involvement - Faculty Involvement - Student Experiences - Research - Resources Even though the articles address diversity issues at the educational level, their content may be applicable to other institutions wanting to improve diversity in the workplace, staff training for their staff, and

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
	FRAMEWORKS	
Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches. Field Report.

(40 pages) | Betancourt, J. R., Green, A. R., & Carrillo, J. E.

[Electronic version] retrieved August 16, 2007 from The Commonwealth Fund Web site: http://www.cmwf.org/usr_doc/betancourt_cultura lcompetence_576.pdf

2002 | The report provides a framework for discussion and examples of practical approaches to cultural competence in health care
- Reviews current definitions of cultural competence, and identifies benefits to health care based on the medical literature and interviews with health experts in government, management care, academia, community health care delivery
- Identifies models for achieving cultural competent care
- Identifies key components of cultural competence, and
- Develop recommendations for achieving a) organizational cultural competence within health care leadership and workforce; b) systemic cultural competence; and c) clinical cultural competence |
| **Cultural Competence and Health Care Disparities: Key Perspectives and Trends**

(6 pages) | Betancourt, J. R., Green, A. R., Carrillo, J. E. & Park, E. R.Trends Health Affairs, 24 (2)p.499-505

2005

Note: There is a user fee to access the full article on line. | The article presents the findings of a series of interviews on cultural competence practices that the authors conducted in 2002 with health experts in government, manager care, academia and community health care in the US.

The authors present the findings in the areas of cultural competence in health care policy, practice and education. |

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
FRAMEWORKS		
Diversity, Learning Style and Culture (6 pages)	Burke Guild, P. [Electronic version] retrieved August 16, 2007 from New Horizons for Learning Web site: http://www.newhorizons.org/strategies/styles/guild.htm 2001	The article proposes that to provide equal opportunities for all students to be successful in school, educators must first develop a deep understanding of diversity and its manifestations.
Position Statement. Promoting Culturally Competent Care. (4 pages)	Canadian Nurses Association (I). [Electronic version] retrieved August 16, 2007 from Canadian Nurses Association Web site: http://www.cna-nurses.ca/CNA/documents/pdf/publications/PS73_Promoting_Culturally_Competent_Care_March_2004_e.pdf 2004	The position statement • defines the reasons why it is important for nurses to provide a culturally competent care to Canadians. • describes responsibilities for all those involved: nurses, professional and regulatory nurses organizations, accreditation organizations, education institutions, government, and health service delivery organizations
Practice Environments: Maximizing Client, Nurse and System Outcomes (4 pages)	Canadian Nurses Association (I) & Canadian Federation of Nurses Unions (CFNU). Retrieved June 3, 2007 from Canadian Nurses Association Web site: http://www.cna-nurses.ca/CNA/documents/pdf/publications/PS88-Practice-Environments-e.pdf 2006	The document describes the characteristics of a quality practice environment to maximizing client, nurse, and system outcomes.

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FRAMEWORKS		
Position Statement. Promoting Culturally Competent Care (4 pages)	College of Registered Nurses of Nova Scotia. [Electronic version] retrieved August 30, 2007 from College of Registered Nurses of Nova Scotia Web site: http://www.crnns.ca/documents/PositionStatementCultural06.pdf 2006	The document states the position of the College of Registered Nurses of Nova Scotia on promoting culturally competent care. It informs on key concepts and describes responsibilities for supporting culturally competent health care.
Achieving Health Equity: From root causes to fair outcomes. **Interim Statement of the Commission on Social Determinants of Health** (66 pages)	Commission on Social Determinant of Health World Health Organization [Electronic version] retrieved September 26, 2007 from the WHO website http://www.who.int/social_determinants/resources/csdh_media/csdh_interim_statement_07.pdf 2007	The interim statement is a resource for those concerned with social determinants of health and health equity. Content of the document: • The Commission's vision and goals • Health inequality, inequity and social determinants of health • Social determinants of health and health equity: "the causes of the causes" • Recommendations for action • Annex: The Commission on Social Determinants of Health multipronged approach • References
Approaching diversity through learning communities. [Occasional Paper]. (12 pages)	Decker Lardner, E. Washington Center for Improving the Quality of Undergraduate Education, 2, p.1-12. 2003	The article discusses how communities of practices can be used to promote achievement for diverse learners, transform the curriculum, and develop pedagogical practices that are inclusive and support diverse learners in education settings

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FRAMEWORKS		
The Spirit Catches You and You Fall Down a Hmong Child, her American Doctors, and the Collision of Two Cultures.	Fadiman, A., Farrar, Straus & Giroux. 1997	The resource explores the clash between a small county hospital in California and a refugee family from Laos over the care of Lia Lee, diagnosed with severe epilepsy. Lia's parents and her doctors both wanted what was best for Lia, but the lack of understanding between them led to tragedy.
Where race does not matter: The New Spirit of Modernity.	Foster, Cecil. Penguin. Canada. 2005	University of Guelph sociology professor Cecil Foster says he's starting to believe in the possibility of Canadian children growing up in a society where skin colour is truly irrelevant. He explores what it will take to achieve that end
Social Inclusion as Determinant of Health. (6 pages)	Galabuzi, G.E. Presented at The Social Determinants of Health Across the Life-Span Conference, held in Toronto in November 2002. http://www.phac-aspc.gc.ca/ph-sp/phdd/pdf/overview_implications/03_inclusion_e.pdf 2002	The paper defines social exclusion as the inability of certain groups or individuals to participate fully in Canadian life due to structural inequalities in access to social, economic, political and cultural resources. These inequalities arise out of oppression related to race, class, gender, disability, sexual orientation, immigrant status and religion
Helping health and social care professionals to develop an 'inequalities imagination': A model for use in education and practice. (10 pages)	Hart, A., Hall, V., & Henwood, F. Journal of Advanced Nursing 41 (5), p.480-489 2003	The authors discuss the "inequalities imagination model", a framework to teach about health inequalities to students and practitioners.

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FRAMEWORKS		
Inclusion: A New Approach to Public Health Practice. **(**23 pages)	Hyndman, B. Centre for Health Promotion. University of Toronto. Prepared for the Ontario Inclusion Learning Network. [Electronic copy] retrieved October 9, 2007 from the Wide World Web http://www.oiln.ca/documents/OILN%20InclusionPolicyPaper.doc 2006	The resource developed for the Public Health Agency of Canada discusses a policy framework to increase awareness of the importance of inclusion in the policy development process, and to guide the development of health-promoting policies that incorporate the principles and values of inclusion. The paper showed ways that inclusion can inform work in each of the Public Health Agency of Canada's mandated areas and provided a rationale for horizontal, cross-sectoral and community involvement in policy-making that is inclusion-conscious at each step.
Understanding Cultural Competence. PowerPoint Presentation (16 slides)	Kafele, K. [Electronic version] retrieved June 3, 2007 from Fourth Colloquium on Legal Profession, University of Windsor Web site: http://www.lsuc.on.ca/media/fourthcolloquiumkafele.pdf 2005	This slide presentation: • Describes the realities of the criminal justice system in relation to member of ethnic and racial minorities • Proposes the use of cultural competent standards in the legal system, and • Suggests steps for achieving a cultural competent provision of services in the Canadian criminal justice system.

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FRAMEWORKS		
Blueprint for Enhancing Cultural Competency in the Calgary Health Region (47 pages)	Kueber, R., Maloff, B., & Penman, Y. Calgary Health Region. April, 2002	The purpose of this document is to guide the design and provision of cultural competent health services within the Calgary Health Region. The document • defines cultural competence and links it to organizational values and guiding principles of the Region • describes each of the nine elements essential to achieve a cultural competent organization (governance, administration, policy and decision making, human resource practices, training, organizational culture, service delivery, partnership and collaboration, and communication) • presents indicators for each of the nine elements as a way to enhance performance and support accountability • identifies 3 organizational change factors to successfully facilitate the implementation of the blueprint. This resource will assist any organization wanting to work in cultural competence as an institutional strategy to improve access to services.
Cultural Competence in Nova Scotia's Health Care System. A Vision for Primary Health Care. PowerPoint Presentation. (21 slides)	Kumanan, K. [Electronic version] retrieved June 3, 2007 from Government of Nova Scotia, Canada Website: http://www.gov.ns.ca/health/primaryhealthcare/pubs/Cultural_Competence_NSHealth_system.pdf June 24th, 2004	The presentation discusses a conceptual framework for cultural competence; present a model for cultural competence, and offer examples of applications and implementation of cultural competence.

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FRAMEWORKS		
Feminist Perspectives on Social Inclusion and Children's Well Being. (40 pages)	Luxton, M. [Electronic version] retrieved August 30, 2007 from York University, School of Women's Studies Web site: http://www.laidlawfdn.org/cms/file/children/luxton.pdf 2002	This resource is part of a series of working papers from the Laidlaw Foundation that examine social inclusion from a number of perspectives. The author discusses • Social inclusion from the perspective of children • Feminist contributions to a child-centred concept of social inclusion • Children as a private responsibilities of their parents • Using social inclusion to rethink the position of children • Social inclusion and the politics of diversity • Social reproduction and social inclusion: Implications for children's policies
Cultural competence guidelines for the delivery of primary health care in Nova Scotia (3 pages)	Nova Scotia Department of Health [Electronic version] retrieved September 20, 2007 from the Wide World Web http://www.gov.ns.ca/health/primaryhealthcare/pubs/CulturalCompetenceGuidelines.pdf June 2006	The document lists 15 recommendations to improve access to Nova Scotia's programs and services.

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FRAMEWORKS		
Embracing Cultural Diversity in Health Care: Developing Cultural Competence. Healthy Work Environment Best Practices Guidelines (91 pages)	Registered Nurses' Association of Ontario, RNAO. [Electronic version] retrieved June 3, 2007 from http://www.rnao.org/Storage/29/2336_BPG_Embracing_Cultural_Diversity.pdf April, 2007	This is one of a series of six best practices guidelines on Healthy work environments. The guideline focuses on cultural competence as it relates to the workplace and work force. The document presents: • The conceptual framework for developing the guidelines • Information on sources and types of evidence on embracing cultural diversity in health care • Key messages and themes from the systematic literature review • Recommends best cultural competence practices for health professionals, organization, and the system based on the best practice review.
Developing cultural competence and social responsibility in preclinical dental students. (8 pages)	Rubin, R. W. Journal of Dental Education, 68 (4), p.460-467. 2004	The article describes a methodology used at the University of Pittsburgh, School of Dental Medicine, to develop cultural competence and social responsibilities in their students. The author discusses that active-learning in public health settings and reflective journaling enhanced cultural understanding in the majority of students.

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FRAMEWORKS		
A Framework to integrate Social and Economic Determinants of Health into the Ontario Public Health Mandate: A discussion paper. (51 pages)	Sudbury & District Health Unit. Lefebre, S, Warren, C, Lacle, S, Sutcliffe, P [Electronic version] retrieved September 20, 2007 from the Wide World Web http://www.sdhu.com/uploads/content/listings/SDOHFrameworkDiscussionPaper_March_2006.pdf March 2006	The discussion paper provides evidence and frameworks to addressing social and economic determinants of health by public health in Ontario. Known public health principles (need, appropriateness, impact and capacity) are utilized to justify the need to incorporate a determinants of health lens within the proposed new pubic health standards. Seven recommendations and necessary next steps are outlined for this to successfully happen.
Social Inequities in Health and Ontario Public Health	Sudbury & District Health Unit, Northwestern Health Unit and Simcoe Muskoka District Health Unit [Electronic version] retrieved October 2, 2007 from the Wide World Web http://www.sdhu.com/uploads/content/listings/SocialInequitiesinHealthandOntarioPublicHealth_Jan15-07_Rev_jv_jm.pdf January 15, 2007	This background document was written for a meeting with provincial Ministries to emphasize the need for a health equity lens from which to develop and deliver public health programs. Dahlgren and Whitehead's 'rainbow' is highlighted as one way of conceptualizing the determinants of health and the various levels of influence that public health might act upon.
A Framework for Developing, Implementing and Reviewing Diversity Training Programs (11 pages)	Treasury Board of Canada Diversity Training Programs – Number 18. [Electronic version] Retrieved June 3, 2007 from the Wide World Web http://www.tbs-sct.gc.ca/pubs_pol/dcgpubs/manbetseries/VO18_e.asp 1997	This resource was developed to assist managers and project leaders of the Public Service Canada make decisions regarding the developing, implementing and reviewing diversity training programs. The framework describes the general stages: • Determining needs • Selecting /developing a program • Implementation and Monitoring

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ASSESSMENTS		
A guide to planning and implementing cultural competence organization self-assessment. (6 pages)	Goode, T., Jones, W. & Mason, J. National Center for Cultural Competence Georgetown University Center for Child and Human Development [Electronic version] retrieved October 11, 2007 from the Wide World Web http://www11.georgetown.edu/research/gucchd/nccc/documents/ncccorgselfassess.pdf 2002	The guide presents rationale, essential elements in achieving cultural competence, and useful tips for planning and implementing organizational self-assessments.
Cultural Competency. A self Assessment Guide for Human Services Organizations. (90 pages)	Hieu Van Ngo Canadian Heritage (Calgary Office) Calgary, Alberta, [Electronic Version] retrieved September, 20,07 from the Wide World Web http://tprc.alberta.ca/humanrights/publications/cultural/docs/CulturalCompetencyGuide.pdf 2000	The guide will be useful for human services organizations wanting to understand cultural competency, reflect upon their structures, policies, and procedures, planning, and improving culturally competent practices at the organizational level. Content of the guide: • Why should human services organizations strive for cultural competency? • Cultural competence in human services • Cultural competence self-assessment instrument (9 tools) • Cultural competence in funding assessment • Bibliography • Recommended resources

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ASSESSMENTS		

Utilizing Diversity Training to Build an Inclusive Workplace.
 	
(3 pages)
	Kamisnky, L.
	  Presented at the Conference " Accommodating Religious Differences in the Workplace", Greater Rochester Diversity Council
	
	  [Electronic version].retrieved June 3, 2007 from Graybridge Malkam Web site: http://workforcediversitynetwork.com/docs/Article _DiversityTraining_Kaminsky_1005.pdf
	
	2004
		The author discusses current national and international trends regarding best practices in diversity training; the dimensions of diversity that each organization must determine; and reasons why organizations offers diversity trainings.

Equity-Focused Health Impact Assessment Framework (45 pages)	Mahoney, M., Simpson, S., Harris, E., Aldrich, R., & Stewart J. Australasian Collaboration for Health Equity Impact Assessment {Electronic version] retrieved October 1, 2007 from the Wide World Web http://www.hiaconnect.edu.au/files/EFHIA_Fram ework.pdf 2004	The paper describes the equity focused health impact assessment framework developed to assist decision makers to put equity and health on their agenda in a more obvious and systematic way. It also explains the factors to be considered at each step in the process.

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ASSESSMENTS		
A guide for using the cultural and linguistic competence policy assessment instrument (40 pages)	National Center for Cultural Competence Georgetown University Center for Child and Human Development [Electronic copy] Retrieved September 12, 2007 from the World Wide Web http://www.clcpa.info/documents/CLCPA_guide.pdf 2006	The guide describes the self-assessment tool that examines cultural and linguistic competence in four dimensions: values, policy, structures, and practice. Within these four dimensions, the instrument assesses: - Knowledge of diverse communities - Organizational philosophy - Personal involvement in diverse communities - Resources - Human resources - Clinical practice, and - Engagement of diverse communities
Standards of organizational cultural competence for Community Health and Social Services Organizations (36 pages)	Olavarria, M et al. Centre for Research on Community Services, University of Ottawa [Electronic Version] retrieved on September, 19, 2007 from the World Wide Web http://www.socialsciences.uottawa.ca/crcs/pdf/standards_organizational_cultural_competence_19-12-2005.pdf March, 2005. Final Report	This resource proposes a list of domains and standards for organizational cultural competence. Content includes: - Brief description of the project - Methodology - Cultural competencies for Health and Social Services organizations - Arriving at a set of standards of cultural competence - Conclusions - Appendixes

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	ASSESSMENTS	
Organizational Cultural Competence: Self Assessment Tools for Community Health and Social Services Organizations. (34 pages)	Olavarria M. et al Centre for Research in Community Services, University of Ottawa. [Electronic Version] retrieved on September, 19, 2007 from the World Wide Web http://www.socialsciences.uottawa.ca/crcs/pdf/organizational_cultural_competence_21-12-2005.pdf November 2005	The resource identifies relevant assessment tool for a set of organizational cultural competence standards previously developed, and provides recommendations regarding its evaluation. Content includes: • Description of project and methodology • Definition of organizational cultural competency • Self-assessment of organizational cultural competence • Selection of self-assessment tools • Recommendations
Cultural Competency Assessment Tool. (25 pages)	Vancouver Ethnocultural Advisory Committee of the Ministry for Children and Families [Electronic version] retrieved September 6, 2007 from Government of British Columbia, Vancouver/Richmond Region, Ministry for Children and Families Web site: http://www.mcf.gov.bc.ca/publications/cultural_competency/assessment_tool/cultural_assessment_tool.pdf 2001	This tool created to assist the Vancouver Region of the Ministry for Children and Families and community based agencies to become more culturally competent. Sections of the document are: • Definitions • Cultural competence assessment tool • Worksheets • Action plan • Suggested resources • Feedback form

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TOOLS		
An inclusion Lens. Workbook for looking at Social and Economic Exclusion and Inclusion. (23 pages)	Atlantic Regional Office, Population & Public Health Branch, Health Canada, [Electronic version] retrieved August 15, 2007 from the Wide World Web G:\ebooks\A&E ebooks\An inlcusion lens workbook Health Canada inclusion_2002_e.pdf June, 2002	This is a tool designed to assist policy makers, program managers, and community leaders to analyze legislations, policies, programs, and practices to determine whether they promote the social and economic inclusion of individuals, families, and communities.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Building Cross-Cultural Capabilities for Going Global: A Toolkit for Diversity Management. Programme for the Practice of Diversity Management. (24 pages)	Australian Centre for International Business. [Electronic version] retrieved August 30, 2007 from Australia, Department of Immigration and Multicultural and Indigenous Affairs Web site: http://www.diversityaustralia.gov.au/_inc/doc_pdf/build_cap_globe_tool.pdf 2001	This tool aims to assist individuals in business organizations that are responsible for management, human resource recruitment, and training. The toolkit explains how business organization can develop cross-cultural capabilities to excel in global business. This toolkit describes ten key action areas that contribute to the development of cross-cultural capabilities in an organization and that are essential for an organization wanting to compete globally. • Top management • Auditing • Social integration and cohesion • Training, education and awareness • Attract, retain, motivate • Promoting superior performance • Improving individual outcomes • Structuring teams • Employer of choice strategies • Metrics The kit also includes briefing notes that are complementary reading to the key actions

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TOOLS		
Key to Expatriate Success: A Toolkit for Diversity Management. Programme for the Practice of Diversity Management (30 pages)	Australian Centre for International Business. [Electronic version] retrieved August 30, 2007 from Australia, Department of Immigration and Multicultural and Indigenous Affairs Web site: http://www.diversityaustralia.gov.au/_inc/doc_pdf/key_expat_success_tool.pdf 2001	The resource outlines diversity management practices that Australia's businesses might use to select, train, and, assist staff that will work overseas. The resources outlines 5 keys steps: - Conduct an overseas worker audit - Conduct a cultural diversity audit - Refine overseas worker selection procedures - Provide cross-cultural training, and - Provide overseas worker assistance The resource also provides complementary reading materials related to the steps.
Towards an Inclusive Organizational Culture. Applying a "Diversity Lens." (8 pages)	Buchanan, A. [Electronic version] retrieved August 30, 2007 from Canadian Council for International Cooperation, Organizational Development Team Web site: http://www.ccic.ca/e/docs/002_dev_inclusion_applying_diversit_lens.pdf 2001	This is a tool to assist organizations to address organizational changes to become more inclusive to cultural diversity. The document provides suggestion to assist an organization in examining its own cultural practices and actions to consider becoming more inclusive.
Inclusion and diversity: Finding common ground for organizational action. A deliberative Dialogue Guide. (18 pages)	Canadian Council for International Cooperation. [Electronic version] retrieved September 20, 2007 from the Wide World Web http://www.ccic.ca/e/docs/002_dev_inclusion_and_diversity.pdf 2001	This guide proposes the deliberative dialogue process to assist in creating an inclusive and diverse organization. It uses approaches to achieve diversity used by organizations to explain how the deliberative dialogue help to create a plan of action.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Managing Cultural Diversity. A Guide to Resources For Educators and Managers Working in Higher Education. (44 pages)	Commonwealth of Australia. [Electronic version} retrieved August 28, 2007 from http://www.diversityaustralia.gov.au/_inc/doc_pdf/resource_guide_higher_ed.pdf 2005	This resource guide - Identify links between the resources and the education sector's relevant policies and programs - Provides key concept and competencies on diversity management - Identify diversity resources to support diversity management - Describes a framework for developing diversity awareness and skills.
Expanding the circle: People who care about ending racism. We need your help (24 pages)	Curry-Stevens, Anne Canadian Social Justice Foundation for Research and Education [Electronic version] retrieved September 20, 2007 from the Wide World Web **http://www.socialjustice.org/uploads/pubs/ExpandingtheCircleENG.pdf** No date	This resource provides tools and resources designed to assist learners to understand issues of racism and prejudices in Canada. Includes a section on taking action
An Educator's Guide for Changing the World: Methods, Models and Materials for Anti-Oppression and Social Justice Workshops. (74 pages)	Curry-Stevens, Anne Centre for Social Justice CSJ Foundation for Research and Education [Electronic version] retrieved September 20, 2007 from the Wide World Web http://www.socialjustice.org/uploads/pubs/EducatorsGuideforChangingtheWorld.pdf June 2003	This guide offers a list of activities and resources to assist educators interested in changing social conditions or delivering anti-oppression and social justice workshops. The document cover methods and models, and materials

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TOOLS		
Diversity and Inclusion Toolkit. (14 pages)	Denver Diversity Advisory Committee. [Electronic version] retrieved August 15, 2007 from http://www.denvergov.org/Portals/36/documents/DiversityTooklkit2006.pdf 2002	The resource provides ideas and resources for: • managing diversity in the workplace • developing a strategic vision, • recruitment, retention, and staff education • identifying diversity gaps • communication across culture
Diversity. A Way of Life. Leader's Guide. (55 pages)	Department of Immigration and Multicultural and Indigenous Affairs. [Electronic version] retrieved August 30, 2007 from Australia, Department of Immigration and Multicultural and Indigenous Affairs Web site: http://www.diversityaustralia.gov.au/_inc/doc_pdf/leaders_guide.pdf No date	The guide will assist workshop facilitators to develop the skills, knowledge, and understanding of leaders in their workplaces around the opportunities and challenges of realizing the potential of diversity. The workshop activities are directed to first/middle management The guide provides recommendations on workshop logistics and examples of activities to run during the workshop
Diversity. A Way of Life. Leader's Tool Kit. (66 pages)	Department of Immigration and Multicultural and Indigenous Affairs. . [Electronic version] retrieved August 13, 2007 from Australia, Department of Immigration and Multicultural and Indigenous Affairs Web site: http://www.diversityaustralia.gov.au/_inc/doc_pdf/leaders_tool_kit.pdf No date	This resource assists managers to identify challenges in the workplace related to diversity management, and will help facilitators working with the "Diversity-A way of Life" program to design and develop the diversity training modules of the program. The kit provides tools and materials for group exercises, skills, practices and case-study experiences.

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TOOLS		
Diversity. A Way of Life. Participant Workbook (57 pages)	Department of Immigration and Multicultural and Indigenous Affairs. [Electronic version] retrieved August 14, 2007 from Australia, Department of Immigration and Multicultural and Indigenous Affairs Web site: http://www.diversityaustralia.gov.au/_inc/doc_pdf/participant_workbook.pdf No date	A participant workbook that helps staff enrolled in the "Diversity- A way of life" training to gain a better understanding of the issues discussed in the training. The resources compiles information, exercises, quiz, strategies, guidelines, evaluations, etc for each module of the "Diversity –A way of Life" training.
The EXCEL Program: Strengthening Diversity. . (9 pages)	Friedman, P. K. Journal of Dental Education 65 (5), p.427-435 2001	This article reports on the successes of the Experiential Center for Excellence in Learning (EXCEL) program in strengthening diversity in the entering class of first-year students at the Boston University Henry M. Goldman School of Dental Medicine (BUSDM). The article provides the rationale to start the program, describes it, and discusses the results obtained in five years (1996-2000) of running the program.
A Manager's Guide to Cultural Competence Education for Health Care Professionals. (54 pages)	Gilbert, M. J. [Electronic version] retrieved September 5, 2007 from The California Endowment Web site: http://www.calendow.org/reference/publications/pdf/cultural 2003	This guide will assist managers and administrators of health care organizations to assess the cultural competence of the organization and its personnel as well as to structure a cultural competence training program for staff. Content includes: • Introduction • Some important things to considerer when planning cultural competence training for health care professionals • Resources

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Cultural Competence in Primary Health Care in Nova Scotia: A DVD and a Discussion Guide. (16 pages)	IWK Health Centre, Province of Nova Scotia. [Electronic version] retrieved June 3, 2007 from http://www.gov.ns.ca/health/primaryhealthcare/CCGUideLR.pdf 2006.	This is a resource for health care providers. It discusses: • Cultural competence in primary health care • How cultural competence relates to the health of Nova Scotia's ethnically diverse communities • Identify strategies for building cultural competence • Provides points for discussion, assessment and action.
Dancing on Live Embers Challenging racism in organizations.	Lopes, T. & Thomas, B. Between The Lines. 2006.	The document presents case scenarios, analysis, and tools. Hands-on book for organizational change- Managers, community activists, human resources staff, elected officials, and front line staff may benefit from reading it.
Educating Against Racism. An Annotated Bibliographic Tool of Anti-racist Resources for Activists and Educators. (66 pages)	Mehta, B., & Favreau, J. [Electronic version] retrieved August 17, 2007 from Canadian Race Relations Foundation Web site: http://www.crr.ca/divers-files/en/publications/reports/mehta&favreau-educatingagainstracism.pdf 2000	This tool lists material (books, manuals, workbooks, guides) on racism accessible through computer or library systems. The purpose of this tool is to provide sufficient information for educators and activists in the community working against racism.

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TOOLS		
A guide for advancing Family-Centered and Cultural and Linguistically Competent Care (23 pages)	National Center for Cultural Competence 2007 [Electronic version] retrieved October 9, 2007 from the Wide World Web http://www11.georgetown.edu/research/gucchd/nccc/documents/fcclcguide.pdf 2007	The guide offers concrete examples of strategies and approaches to integrate and advance care that is family-centered, culturally and linguistically competent. The strategies and approaches are organized into the following categories: • Research and Dissemination • Training, Education, and Professional Development • Information Exchange and Social Marketing • Innovative Practices, and • Accountability and Outcomes
Diversity and Social Inclusion in Primary Health Care: Cultural Competence Workshop Report (41 pages)	Nova Scotia Department of Health [Electronic Copy] Retrieved September 7, 2007 from the Wide World Web http://www.gov.ns.ca/health/primaryhealthcare/pubs/Cultural%20Competence%20Workshop%20Report.pdf No date	The document is a report of the workshop held June 16-17, 2005. The purpose of the workshop was to enhance the cultural competence of primary health care providers. The workshop focused on enhancing cultural competence specifically the aspects of race, ethnicity, language, and culture. Content of the report • Introduction- Cultural Expressions and Framing the context for cultural competence in primary health care • Understanding the cultural dimension of health • Elements of cultural competence. A multidisciplinary view • Input into guidelines for cultural competence • Summary of evaluation response • Conclusion

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
A Cultural Competence Guide for Primary Health Care Professionals in Nova Scotia. (50 pages)	Nova Scotia Department of Health. [Electronic version] retrieved August 28, 2007 from Nova Scotia Department of Health, Primary Health Care Section Web site: http://www.gov.ns.ca/health/primaryhealthcare/pubs/Cultural_Competence_guide_for_Primary_Health_Care_Professionals.pdf 2005	This resource was prepared to assist primary health care professionals to provide cultural competent health care. The guide: provides: • Provides general information about cultural competence, key concepts, and brief barriers to health care faced by four diverse communities in Nova Scotia • Discusses tools for primary health care providers, management and administrative staff, and front line workers as well as their role in attaining cultural competence • Includes additional resources

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Inclusive Community Organizations: A Tool Kit. (133 pages)	Ontario Healthy Communities Coalition. [Electronic version] Retrieved September 4, 2007 from http://www.healthycommunities.on.ca/publications/ICO/index.html 2004	The purpose of resource is to support diversity and improve inclusion within small to mid-sized, volunteer-based, not-for-profit organizations. The kit includes: - Suggestions for the organizational change regardless of organizational capacity; - a self-assessment tool to examine current policies, procedures and/or structures; - a step-by-step process and action plan for planning an organizational change process to increase inclusion; - tips on implementing and evaluating the action plan; - indicators for measuring success; and - a list of resources and contacts for further assistance
Multifaith Information Manual. 4th Edition	Ontario Multifaith Council on Spiritual and Religious Care 2002	This resource is a summary of major religions and their teachings

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Count Me In! Tools for an Inclusive Ontario Workbook. (57 pages)	Ontario Prevention Clearinghouse [Electronic version] retrieved Sept 20, 07 from the Wide World Web http://www.count-me-in.ca/docs/cmi_wrkbk_eng_apr05.pdf http://www.count-me-in.ca/tools.htm March 2005	This workbook provides a framework for community leaders working to explore with individual and community issues of inclusion.
The Healthcare Professional's Guide to Clinical Cultural Competence. **(368 pages)**	Rani Srivastava Mosby Canada 2007.	This book presents a framework to assist health professionals to learn and acquire skills to identify and deal with diverse populations. Content of the book: • Section I: Foundations for Developing Clinical Cultural Competence • Section II: Cultural Knowledge across Populations • Section III: Cultural Considerations in Specific Populations • Glossary • Index
Access and Equity Manual. (40 pages)	Region of Waterloo Public Health. April, 2006	The manual provides information on relevant legislation and standards on equal access, small steps for access and equity action, tips, tools, and resources on vulnerable groups, to assist Region of Waterloo Public Health's staff working with diverse groups.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Summary Report Cultural Competence in Primary Health Care: Perspectives, Tools, and Resources (46 pages)	Rhymes, J., & Brown, D. C [Electronic version] retrieved August 28, 2007 from Nova Scotia, Capital District Health Web site: http://www.cdha.nshealth.ca/default.aspx?page=DocumentRender&doc.Id=210 2005	This report is the result of a literature review and environmental scan on perspectives, tools, and resources for achieving cultural competence in health care conducted in 2005 by the authors. The resource provides practical approaches and strategies to assist individuals, organizations, and systems to move towards cultural competence. Content includes: • An overview of background information and key concepts • Strategies for approaching cultural competence • Useful tools and resources
Cultural Competence Models in Nursing: A Selected Annotated Bibliography (7 pages)	Shen, Z. Journal of Transcultural Nursing, 15 (4), p.317-322. Electronic version of this article can be found at http://tcn.sagepub.com/cgi/content/abstract/15/4/317 2004	This resource provides bibliographic references to books, book chapters, and journal articles that deal with construction, development or conceptualization of cultural competence and cultural assessment models

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
TOOLS		
Culture Matters-The Peace Corps Cross-Cultural Workbook. It is available online at (266 pages)	The Peace Corps Information Collection and Exchange [Electronic version] retrieved October 11, 2007 from the Wide Web World www.peacecorps.gov/wws/publications/culture/pdf/workbook.pdf No date	This resource assists Peace Corps volunteer in their cross-cultural experiences while working overseas. It provides a variety of exercises, stories, quotations from volunteers working overseas. Content of the workbook: • Introduction • Chapter I Understanding culture • Chapter II American culture and American diversity • Chapter III Styles of communication • Chapter IV Culture in the workplace • Chapter V Social relationships • Chapter VI Adjusting to a new country • Appendix Continuing your learning • Answers
Diversity Guide. A Service-Learning Guide to Diversity Issues (45 pages)	Wetmiller, C., & Milani, T. E. [Electronic version] retrieved August 28, 2007 from Pennsylvania Service – Learning Alliance at the University of Pittsburgh Web site: http://www.paservicelearning.org/ReachPDF/DiversityGuide.pdf No date	This guide provides information to assist teachers to explore diversity with students. The guide includes: • Diversity projects for a variety of curricula according to priority populations (age, gender, etc) • Websites and other resources • Ideas for connecting diversity projects to holidays and events • Agencies that address diversity issues in Pennsylvania

II. STANDARD AND LEGISLATION

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
FEDERAL		
The Canadian Charter of Rights and Freedom (enacted as Schedule B to the Canada Act 1982)	http://laws.justice.gc.ca/en/charter/	The Canadian Charter of Rights and Freedoms states the fundamental rights and freedoms of Canadians
The Canadian Human Rights Act (1976-77, c. 33, s. 1. 5.)	http://laws.justice.gc.ca/en/result	An Act proscribing discrimination in Canada
The Canadian Multiculturalism Act (R.S., 1985, c. 24 [4th Supp.])	http://laws.justice.gc.ca/en/ShowFullDoc/cs/C-18.7///en	This is an act for the preservation and enhancement of multiculturalism in Canada
The Employment Equity Act	http://laws.justice.gc.ca/en/E-5.401/	The Employment Equity Act states employment equity in the workplace
The Immigration and Refugee Protection Act	http://laws.justice.gc.ca/en/ShowFullDoc/cs/I-2.5///en	An Act respecting immigration to Canada and the granting of refugee protection to persons who are displaced, persecuted or in danger

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
PROVINCIAL		
The Human Rights Code of Ontario (Statutes of Ontario 1990, Chapter H.19)	http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm	The code states the rights of every person to equal treatment with respect to services, goods, and facilities, without discrimination
The Health Protection and Promotion Act	http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm	The act gives legal authority to the Ministry of Health and Long Term Care to set out the minimum requirements for fundamental public health programs and services
Accessibility for Ontarians with Disabilities Act	http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_01o32_e.htm http://www.mcss.gov.on.ca/mcss/english/pillars/accessibilityOntario/what/AODA_guide.htm	The purpose of the AODA is to improve access and opportunities for people with disabilities as well as to involve them in the process of identifying, removing and preventing barriers so that they can fully take part in making Ontario a more accessible province

III. COMMUNICATION

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
INCLUSIVE LANGUAGE		
Inclusive Language. Diversity Services and Aboriginal Health Program. (56 pages)	Calgary Health Region. [Electronic version] retrieved September 20, 2007 from the Wide World Web http://www.calgaryhealthregion.ca/hecomm/diversity/pdf/inclusive_language_booklet.pdf May, 2005	This resource provides practical examples of how to use inclusive language.
Navigating Health. The role of Health Literacy (24 pages)	Kickbush, I, Wait, S. & Maag, D. [Electronic version] retrieved October 11, 2007 from the Wide World Web http://www.emhf.org/resource_images/NavigatingHealth_FINAL.pdf No date	The document presents the conclusions of a European healthy policy forum. Content of the document: • Health literacy is an essential life skill for individuals • Health literacy is a public health imperative • Health literacy is an essential part of social capital • Health literacy is a critical economic issue

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
INCLUSIVE LANGUAGE		
Achieving Equal Access in Health Care (79 pages)	The Affiliation of Multicultural Service Agencies and Societies (AMSSA). [Electronic version } retrieved August 16, 2007 from the Wide World Web http://www.amssa.org/publications/healthacessreport.pdf 2004	The document describes the findings of the "Achieving Equal Access in Health Care" project developed by AMSSA in collaboration with the Provincial Health Services Authority/Provincial Language Service Program and the National Primary Health Care Transition Fund Initiative, British Columbia in 2004. The report presents information on current language services practices across British Columbia. It proposes a collaborative provincial/regional model of centralized interpreter services as a method of ensuring equal access to health services by non-English speaker regardless of community and location.

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
COMMUNICATION SKILLS		
Diversity Breakthrough! Action Dialogues: Meaningful Conversations to Accelerate Change.	Kennedy, D. & Berrett-Koehele. San Francisco. 2000.	A comprehensive reference book that introduces the process of dialogue. It attempts to help people and organizations identify issues and accelerate change. Contains over 60 inspiring insights from great leaders
Peer experiences in diversity: Students learning from students about diversity (5 pages0	Ocon, R. 35th ASEE/IEEE Frontiers in Education Conference, Session F2G, p.14-18. 2005	The author describes his experiences using a learning approach by which students discuss their personal experiences or the experiences of someone they know to raise awareness of various diversity issues and learn about how to deal with specific concerns in diversity management
Maximizing learning among students from culturally diverse backgrounds. (5 pages)	Williams, R. P., & Calvillo, E. R. Nurse Educator, 27 (5), p.222-226. 2002	The authors propose a model for communicating and viewing diversity in the classroom and suggest ways to maximize learning among students from culturally diverse backgrounds.

IV. PRIORITY POPULATIONS

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Aboriginal People		
Tenuous Connections: Urban Aboriginal Youth Sexual Health & Pregnancy. (63 pages)	The Write Circle The Ontario Federation of Indian Friendship Centres, Toronto, ON 2002	• Study conducted to assist policy makers to develop appropriate programs and services to encourage healthy sexuality and prevent unwanted pregnancy among Aboriginal youth • Youth completed a questionnaire; youth parents, front-line workers, and grandmothers (elders and teachers) were interviewed; and, focus groups were conducted • Study includes questions and interviewee responses regarding ways to prevent unwanted pregnancy among Aboriginal youth and broader questions about youth sexuality and sexual health • Developed recommendations

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Aboriginal People		
A Guide for Health Professionals Working with Aboriginal People (6 pages)	Society of Obstetricians and Gynaecologists of Canada [Electronic version] retrieved October 11, 2007 http://sogc.medical.org/guidelines/public/100E-PS1-December2000.pdf December 2000	This policy statement provides information and recommendations regarding attitudes, knowledge base, and skills to help the health professional working with Aboriginals people.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
	Older Adults/Seniors	
Active ageing . A policy framework (60 pages	World Health Organization [Electronic version] retrieved October 11, 2007 from http://whqlibdoc.who.int/hq/2002/WHO_NMH_NPH_02.8.pdf 2002	The document is intended to assist with discussions and development of action plans that promotes health and active ageing.
Towards Age-friendly Primary Health Care (40 pages)	World Health Organization [Electronic version] retrieved October 11, 2007 from http://whqlibdoc.who.int/publications/2004/9241592184.pdf 2004	The document reports on barriers to care faced by older people and provides suggestions to improve primary health care services for seniors.
Principles of the National Framework on Aging A Policy Guide (24 pages)	Division of Aging and Seniors Health Canada http://www.phac-aspc.gc.ca/seniors-aines/nfa-cnv/pdf/aging_e.pdf 1999	The document is a resource for government policy planners, decision makers and stakeholders in designing and reviewing policies and programs for Canadian seniors.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Older Adults/Seniors		
Research on Aging: Providing evidence for rescuing the Canadian Health Care System. Submision to the Romanow Commission.	Hébert, Réjean Canadian Institute Health Research Institute of Aging, [Electronic version] retrieved October 11, 2007 from the Wide World Web **http://www.cihr-irsc.gc.ca/cgi-bin/print-imprimer.pl** May 28, 2002	The article addresses myths and the supply of services related to seniors and the health care system .

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Ethnocultural Groups		
A Multicultural Perspective of Breastfeeding in Canada: Breastfeeding Friendly Anytime, Anywhere. (34 pages)	Agnew, T. Health Canada, Ottawa, ON 1997	• Provides a summary of diverse cultural norms regarding breastfeeding and related infant feeding practices in Canada
Cultures, Behaviours, Customs: Understanding and Communicating with Culturally Diverse Families (32 pages excluding appendices)	Aminzadeh, M. Region of Waterloo Public Health, Waterloo, ON 2003	• Includes sections on culture and communication requirements; culture, behaviours and customs; and, lifestyles and cultures • Includes a glossary of terms and community resources for immigrant families
Culture Counts. A roadmap to Health Promotion. Best practices for developing health promotion initiatives in mental health and substance use with ethnocultural communities. (98 pages)	Centre for Addiction and Mental Health (CAMH) [Electronic version] retrieved October 9, 2007 from the Wide World Web http://www.camh.net/About_CAMH/ Health_Promotion/Community_Heal th_Promotion/Culture_Counts_Guid e/culture_counts_guide140907.pdf 2007	This resource came out of a project undertaken by CAMH in partnership with seven community-based agencies. Even though the resource focuses on issues related to mental health and substance use, it shows how to create and implement any type of health promotion initiatives that will have an impact in ethnocultural communities. The guide covers best practices for developing health promotion initiatives, and provides links to online resources that explore each issue more in dept.
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Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Ethnocultural Groups		
Report for the Chinese Communities (17 pages)	Brabazon, C., Bercovitz, E., Dospital, L., Gunter, K., Mangat, S.S., Manson Singer, S., Tweedlie, A., & West, J.	• Specific group examined: members of the Chinese community living in Vancouver
Report for the Communities from the Horn of Africa (17 pages)	Baxter, J., Brabazon, C., Gunter, K., & Willms, D.	• Specific group examined: members of communities from the Horn of Africa living in Toronto
Report for the South Asian Communities (17 pages)	Brabazon, C., Bercovitz, E., Dospital, L., Gunter, K., Mangat, S.S., Manson Singer, S., Tweedlie, A., & West, J. No date	• Specific group examined: members of the South Asian community living in Vancouver
NOTE: For resources specific to ethnocultural women refer to the "Women" category		
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Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Gay/Lesbian/Bisexual/Transgendered/Two-Spirited/Questioning		
Pride & Prejudice: Working with Lesbian, Gay, and Bisexual Youth. (262 pages)	1997	• Objective of the book is to give service providers the necessary knowledge to work with lesbian, gay and bisexual youth • Organized into two parts: strategies for working with lesbian, gay and bisexual youth and systemic and institutional responses to lesbian, gay and bisexual youth Includes case and agency examples
Safe Spaces: HIV Prevention for Gay, Lesbian, and Bisexual Youth (23 pages)	Canadian Public Health Association, Ottawa, ON 1998	• Developed to encourage and help individuals and groups come together to support gay, lesbian and bisexual youth within their community whose unmet needs prevent them from establishing healthy, satisfying lives and put them at greater risk for HIV infection • Organized into three sections: knowledge (identifies determinants of HIV-related risk behaviours among this population); youth-centred muti-sectoral partnerships; and, strengthening community action • Provides case examples, general recommendations, and specific recommendations for key sectors including health service organizations
A Report on the Experiences of Sexual Minorities: Systems Failure in Ontario's Health Care and Social Services Systems. (25 Pages)	Coalition for Lesbian and Gay Rights in Ontario, Toronto, ON 1997	• Based on an Ontario-wide survey • Identifies and addresses the health care and social service needs of sexual minorities in Ontario. • Provides recommendations for different levels of governments and services providers.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Gay/Lesbian/Bisexual/Transgendered/Two-Spirited/Questioning		
Improving the Access to and Quality of Public Health Services for Lesbians and Gay Men. (24 pages)	Duncan, K., Clipsham, J., Hampson, E., Krieger, C., MacDonnell, J., Roedding, D., Chow, K. & Milne, D. Ontario Public Health Association, Toronto, ON 2000	• Developed by The Public Health Alliance for Lesbian, Gay, Bisexual, Transsexual Equity (PHA) to provide the Ontario Public Health Association (OPHA) with a framework to improve quality of care and accessibility to health services for lesbians and gay men • Provides a list of definitions of terms related to sexual orientation • Paper is presented in four parts: oppression as a determinant of health; how oppression impacts the health and well-being of gay men and lesbians; sexual identity as a determinant of health; and, an action plan

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
New comers: Immigrants and Refugees		
Immigration and Health Health Policy Working Paper Series Working Paper 01-05 (89)	Hyman, I. Health Canada, Ottawa, ON 2001	• Reviews research on the health determinants of Canadian immigrants • Presents Canadian literature on health outcomes related to cancer, heart disease, tuberculosis, HIV/AIDS, mental health, perinatal health, oral health and diabetes • Discusses the implications of this research for policy makers
Healthy Immigrant Children: A Demographic and Geographic Analysis (51 pages)	Kobayashi, A., Moore, E., & Rosenberg, M. Human Resources Development Canada, Hull, Quebec 1998	• Examines data from the National Longitudinal Survey of Children and Youth (NLSCY) on immigrant children and children of immigrants • Identifies barriers immigrant children may face in gaining access to social services, particularly health care, as well as their formal and informal service networks
Community Health Helpers "Working Towards Health for All" (48 pages)	Multicultural Health Coalition of Waterloo Region, Waterloo, ON 1997	Resource developed by the Multicultural Coalition as a tool to help new Canadians to understand the Canadian Health Care system. Describes the goals, philosophy and activities of the Community Health Helpers program
• **NOTE**: For resources specific to immigrant youth, refer to the YOUTH category		

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Homeless		
Taking Responsibility for Homelessness: An Action Plan for Toronto (291 pages)	Mayor's Homelessness Action Task Force, Toronto, ON 1999	• Report based on research conducted specifically to examine homelessness in the city of Toronto • Includes chapters on: simplifying and coordinating the service system; special strategies for high-risk sub-groups; prevention strategies; a comprehensive health strategy for homeless people; supportive housing; affordable housing; implementation; and, summary of recommendations
A Community Action Forum: Opening Doors: A Call to Action on Homelessness in the Region of Waterloo (18 pages)	Report of the Homelessness Forum 2000	• Synthesis of ideas and discussion from the Opening Doors forum • Highlights solutions proposed during the forum • Six theme areas were identified: creating new supply of affordable housing; Information, education and community awareness; support services for special needs; building capacity through community outreach; meeting immediate needs; and, inventories and co-ordination of services

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Homeless		
Understanding Homelessness in Waterloo Region: A Backgrounder (65 pages) **Understanding Homelessness in Waterloo Region: Appendices** (51 pages)	Dietrich, S., Morton-Ninomiya, S., Vandebelt, D., Adams, S., DeSantis, G., Klassen, A., & Beauline, T. Social Planning Council of Kitchener-Waterloo Social Planning Council of Cambridge and North Dumfries Waterloo Region – Wellington-Dufferin District Health Council 1999	• Research report that provides baseline information on the scope and nature of homelessness in Waterloo Region • Includes literature review, contextual background, definition of homelessness, methodology, findings (qualitative and quantitative), summary and conclusions, and next steps
Health Status of Homeless Women: An Inventory of Issues (20 pages)	Ontario Women's Health Council, Toronto, ON 2002	• Inventory based on literature review and interviews with field experts • Inventory is divided into three sections: Background information, including a profile of homeless women in Ontario; Health challenges faced by homeless women in Ontario, and; Systemic and personal barriers homeless women face in trying to access health care services
Homelessness in Cambridge (8 pages)	Vandebelt, D. & DeSantis, G. Social Planning Council of Cambridge and North Dumfries, Cambridge, ON 1999	• Very brief report that outlines an estimate of the need for and supply of services for the homeless in Cambridge • Looks at the number of people that are homeless in Cambridge, characteristics of the people that are homeless in Cambridge, existing shelter services and gaps in shelter services

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Low Income		
Local action to fight poverty: A strategic guide for community organizations. (37 pages)	Centre for Community Enterprise in collaboration with the Lutherwood Community Opportunities Development Association 1998	• Provides a basic step-by-step approach to help community-based organizations (CBO's) research, plan, package, launch and evaluate an economic development project. • Includes a series of checklists to assist CBO's throughout the process
The Canadian Fact Book on Poverty. **(183 pages)**	Ross, D.P., Scott, K.J., Smith, P.J. Canadian Council on Social Development, Ottawa, ON 2000	• Up-to-date statistical and descriptive information on poverty in Canada • Chapters include: working definitions of poverty; trends in poverty and income inequality; the changing face of poverty; the working poor and market poverty; the depth of poverty; the duration and severity of poverty; Canada's income security system: the distribution of benefits; and, poverty and income distribution in Canada and abroad. • A great reference book, easy to read!
Convening a Comprehensive Multisectoral Effort to Reduce Poverty: A Primer. (31 pages)	Tamarack: An Institute for Community Engagement 2003	• Describes the work of a "convening group" (a new type of organization established to plan, manage and sustain a comprehensive and multi-sectoral effort to reduce poverty) • Describes the milestones and challenges that this group will face in their effort to reduce poverty • Includes a list of relevant resources

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Low Income		
Let's Talk About Poverty (series of 8 fact sheets, 4-6 pages each)	The Urban Poverty Consortium of Waterloo Region Opportunities 2000 Social Planning Council of Kitchener-Waterloo Social Planning Council of Cambridge & North Dumfries Waterloo Region Public Health Waterloo Region Social Services 2001	- Topics that fact sheets cover include: children; youth; lone parents; working poor; the poverty gap; immigrants; people with disabilities; and, seniors - Include Waterloo Region, Ontario, and Canadian statistics - Also include personal stories to demonstrate the realities of poverty in Waterloo Region

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Low Income		
Colour of Poverty Fact Sheets	Colour of Justice Network [Electronic Version] retrieved September 7, 2007 from the Wide World Web http://www.colourofpoverty.ca/ Released September 5, 2007	Ten very well written and easy to read fact sheets concerning the impact of poverty on people of colour in Toronto. Taking a social determinant of health approach, they discuss current and future trends related to: • Understanding the racialization of poverty in Ontario • Snapshot • Education • Health • Employment • Income • Justice • Immigration • Housing • Food(In)security • Source Document Reference List

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Disabilities		

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Disabilities		
Building Bridges Across Difference and Disability: A Resource Guide for Health Care Providers (19 pages)`	Zitzelsberger, H., Rice, C., Whittington-Wash, F., Odette, F. & Aubin. AboutFace International Sunnybrook and Women's Health Sciences Centre Regional Women's Health Centre: Body Image Project 2002	• Provides insights into how people with differences and /or disabilities experience the health care system. • Offers suggestions to help health care providers enhance their knowledge and skills in interacting with people with differences and/or disabilities.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
People with Low Literacy		
Creating Plain Language Forms for Seniors: A guide for the Public, Private, and Not-for-Profit Sectors. (33 pages)	Canadian Public Health Association, Ottawa, ON 1998	• Developed in collaboration with seniors • Describes the principles of plain language and design and how to apply these principles to the development of forms for seniors • Provides concrete examples • Includes a glossary of plain words
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Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Rural Residents		
Rural Health Study in Waterloo Region: Interim Report (61 pages)	Zupko, B. Shearer, J. & Vermeulen, K. Region of Waterloo Public Health, Waterloo, ON 2003	• Qualitative research study conducted to gain a better understanding of the factors that affect the health of rural residents in Waterloo Region to identify ways to improve and maintain health • Results include a number of theme areas: Rural Culture; Rural Life as Different; The Changing Face of Rural Life; The Changing Nature of Farming; The Physical Environment; Supports, Services & Access; and, Rural Voices
Rural Tackle Box	Website link retrieved October 11, 2007 http://www.ruralnovascotia.ca/tacklebox/default.asp?mnu=11	A website resource that provides practical tools and information to help rural Nova Scotians influence and develop policies that contribute to the health and sustainability of their communities.
Doing our Homework: Social Science Research as a Tool for Rural Policy Change. A Workshop Guidebook for Communities (84 pages	Atlantic Health Promotion Research Network Dalhousie University [Electronic version] retrieved October 11, 2007 from the Wide World Web http://www.ruralnovascotia.ca/documents/doing%20our%20homework/GuidebookFeb-07.pdf 2006	The document describes three workshops offered by the Rural Communities Impacting Policy Project to community groups interested in changing public policies to assist rural communities.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
	Women	
Health Care Needs of Mennonite Women Living in Elgin County (19 pages)	Armstrong, D. & Coleman, B. Elgin St. Thomas Health Unit, St.Thomas, ON 2001	• A study that assesses the health needs of low-German speaking Mennonites that have emigrated from Mexico and Central America to Elgin County • Includes: interviews with health care professionals and social service workers that work with the Mennonite population and completion of questionnaire or participation in focus groups by Mennonite women • Reports barriers for Mennonite women to receiving health care and health education • Provides recommendations for public health in working with low-German speaking women
Bridging Responses. A front-line workers guide to supporting women who have post-traumatic stress (30 pages)	Haskell, L. Centre for Addiction and Mental Health, Toronto, ON 2001	• A guide for working with women with post-traumatic stress • Describes post-traumatic stress, how to recognize and screen for it and treatment approaches • Provides example questions to ask when conducting an assessment
Widowhood and Retirement: Women on the Margin (97 pages)	McDonald, L., Donahue, P., & Moore, B. McMaster University – Program for Research on the Independence and Economic Security of the Older Population, Hamilton, ON 1997	• A study that assesses the effects of widowhood on retirement income • Discusses strategies used by widows when facing a reduction in retirement income • Describes the effects of reduction in retirement income on widows' health and well-being

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Women		
Advancing policy and research responses to immigrant and refugee women's health in Canada (60 pages)	Mulvihill, M., Mailloux, L., & Atkin, W. Centres of Excellence for Women's Health, Winnipeg, ON 2001	• Presents an overview of Canadian research on immigrant and refugee women's health, preliminary policy issues, research questions and policy implications arising from the research • Suggests next steps to advance a strategic dialogue in policy and research development on immigrant and refugee women's health
The Status of Housing for Women in Waterloo Region (30 pages)	Social Action Committee of the YWCA of Cambridge and the YWCA of Kitchener-Waterloo, Cambridge, ON 2001	• Report about the need for affordable, safe and accessible housing for women in the Region of Waterloo. • Sources for the report consist of literature, interviews with community professionals that work with women who face housing issues and focus groups with women for who have had or continue to have housing issues. • Defines barriers, and provides recommendations. • Includes personal stories
Immigrant, Refugee and Racial Minority Women and Health Care Needs: Report of Community Consultations	The Women's Health Bureau Ontario Ministry of Health, Toronto, ON 2001	• Presents the results and recommendations of a community consultation process to identify strategies that address the health access issues faced by immigrant, refugee and racial minority women in Ontario Criteria: Knowledge building Target: Services providers, planners, policy makers

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Youth		
Understanding Youth in Canada – 2002 (23 pages)	Anne Robinson & Associates, Manotick, ON 2002	• Summary of up-to-date Canadian research from a variety of sources about the social, emotional and social concerns of today's youth. • Topics include: Physical health; Emotional/Mental health; Concerns of teens; Social needs and values of teens; Youth and poverty; Leisure time; Participation in organized sport; Culture; Barriers to participation; and, Youth initiatives that work
Peer Potential: Making the Most of How Teens Influence Each Other (113 pages)	Bearmand, Bruckner, Brown, Theobald, & Philliber. The National Campaign to Prevent Teen Pregnancy, Washington, DC 1999	• Developed as part of the American National Campaign to Prevent Teen Pregnancy • Section 1 describes results from an American National survey of peer effects on sexual debut and pregnancy. • Section 2 reviews research studies that have examined the mechanisms through which peers influence adolescents' sexual activity and other behaviours that put them at risk of teen pregnancy. • Section 3 examines the research on programs that have used peer support groups and peer leaders to help prevent delinquency, curb substance abuse and smoking and prevent teen pregnancy, among other goals. • The summary (on page 43) lists concrete findings about the ways that youth influence each other. The following pages provide a valuable chart of specific, significant findings from a range of research reports on youth developmental issues.

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Youth		
Canada's Teens: Today, Yesterday and Tomorrow (356 pages)	Bibby, R. Toronto, ON 2001	• 3,600 teens (15 to 19) were surveyed from across Canada in 2000. (follow up to several surveys since 1975) • Provides statistical summaries of the priorities, issues and concerns of youth • Topics include: values, enjoyment, sources of influence, concerns, assessment, friends, family, violence, sexuality, drugs and more
Let 'em go – How to support youth in creating their own solutions (64 pages)	Breland, K., & Tupker, E. Paulette West Addiction Research Foundation Toronto, ON 1998	• Presents a cases study of a harm reduction project conducted by the Addiction Research Foundation (now Centre for Addiction and Mental Health) • Describes the research and development process of the Street-Involved Youth Harm Reduction Project – • Highlights "key points" and "how to suggestions" to inspire and assist you • Contains youth participants quotes throughout the process and sample materials used/developed
South Cambridge Youth Opinion Survey 2001 (48 pages)	Garbarz, M. Safe and Sound Project – Region of Waterloo 2001	• Purpose of the survey was to gather youth opinion in South Cambridge on the following topics: social support, safety, recreation, and a drop-in centre

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Youth		
Immigrant Youth in Canada: A Research Report from the Canadian Council on Social Development. (25 pages)	Kunz, J.L. Canadian Council on Social Development, Ottawa, ON 2000	• Profiles the socio-demographic characteristics of immigrant children and youth • Describes some of the differences in lifestyle between immigrant and Canadian-born youth • Presents young immigrants' views of their experiences in Canada and those of social, health and educational service providers • Reports on the capacity of social service agencies to respond to the needs of immigrant children and youth
Voices from Immigrant Youth: Perceptions of their Involvement with the Canadian Justice System. A Qualitative Study (178 pages)	Martell, E.C. Wilfrid Laurier University, Waterloo, ON 2002	• A qualitative study conducted to examine the perceptions and experiences of Latin American immigrant youth and their involvement with the Canadian Justice System • Explores issues faced by Latin American immigrant youth living in Kitchener-Waterloo in their process of adaptation to Canadian Society • Reports on their needs for support and community services • Provides recommendations for future actions
Creating Health Behaviour Change – How to Develop Community-Wide Programs for Youth (139 pages)	Perry , C. Sage Publications, Thousand Oaks, California 1999	• Academic publication with a basis in Developmental Clinical Psychology and Psychiatry. • An excellent resource for those wishing to develop a health behaviour change program from the conception stage • Clear directions on how to develop the background needed to create an effective, evidence based, best practice intervention. • Provides specific questions to ask yourself throughout the different stages of program development

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
Youth		
Preventing Substance Use Problems Among Young People – A Compendium of Best Practices (287 pages)	Roberts, McCall, Stevens-Lavigne, Anderson, Paglian, Bollenback, Wiebe, Gliksman Health Canada, Ottawa, ON 2001	Coordinated by Health Canada, this resource contains best practices on substance-use prevention programs. Content : • Section 1 describes prevention programming with youth. • Section 2 describes the elements of successful prevention programs: Build a strong Framework; Strive for Accountability; Understand and involve young people; and, Creating an effective process. • Checklist to review planning interventions and programs • Examples of effective substance-use prevention programs.

V. EVALUATION

Title & size of resource	Author(s) Place of Publication Publication Date	Content Summary (Topics Covered)
<td colspan="3" align="center">**EVALUATION**</td>		
The Role of culture and cultural context : A mandate for inclusion, the discovery of truth and understanding in evaluative theory and practice (235 pages)	Hood, Stafford, Hopson, Rodney K, Frierson, Henry T. Greenwich, Conn 2005	• This resource focuses on culturally responsive education evaluation as a tool for all program evaluators. The authors identify the essential components of context, equity, and culture that underpin all evaluations.
Social Inclusion Health Indicators: A Framework for Addressing the Social Determinants of Health (28 pages)	O'Hara, P. [Electronic version] Retrieved August 9, 2007 from Wide World Web Site of Edmonton Social Planning Council: http://inclusivecities.ca/publication/reports/2006/edmonton-report.pdf 2006	In this paper, the author uses information from the National Inclusive Cities Canada (ICC) research and results from the Social Inclusion Inquiry in Edmonton to: • Explore the links between five ICC dimensions of social inclusion and the social determinants of health. • Show the degree to which the five dimensions are integrated and mutually supportive • Argue that the ICC dimensions provides a framework for understanding social inclusion and social determinants of health • Suggest social inclusion health indicators for Edmonton • Identify key outcomes and lead indicators for each of the ICC dimensions • Provide recommendations for public policy and community practice

VI. POLICY DEVELOPMENT

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
POLICY DEVELOPMENT		
Increasing Access to Toronto Public Health Programs Services for Person with Language Barriers (4 pages)	Toronto Public Health Planning and Policy Toronto Public Health Effective January 2006 Revised November 2005	This policy directs Toronto Public Health Programs towards an equitable distribution of its resources and services. The intention of the policy is to make programs and services more accessible to Toronto's diverse population The document includes • Background information • Definitions • Policy statement • Procedures • Standards • Roles and Responsibilities • Reference/Sources • Continuous Quality Improvement • Attachments: Clear language guidelines and Bias-Free Language Guidelines

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
POLICY DEVELOPMENT		
Resource Development Polic (9 pages)	Toronto Public Health Planning and Policy Toronto Public Health Effective January 4, 2006 Revised November, 2005	This policy guides staff in the development of educational resources that are accessible to Toronto's residents. The document includes: - Background information - Definitions - Policy statement - Procedure - Roles and responsibilities - Guidelines - Reference/Source - Continuous Quality Improvement - Attachments

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
POLICY DEVELOPMENT		
Increasing Access to Toronto Public Health Program and Services for person with disabilities (11 pages)	Toronto Public Health Planning and Policy Toronto Public Health Reviewed September 2005 Effective January 4, 2006	This policy provides more details and guidelines to assist staff plan and deliver programs and services to persons facing barriers to access to public health program and services due to disabilities. The document includes: - Background information - Policy statement - Procedures - Standards - Roles and Responsibilities - Attachments related to a) functional limitations associated with various types of disabilities, b) barrier identification template, c) information where to look for barriers, and d) protocol for arranging communication aids.

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
<td colspan="3" align="center">**POLICY DEVELOPMENT**</td>		
Toronto Public Health Access and Equity Policy (9 pages)	Toronto Public Health Planning and Policy Toronto Public Health Effective October, 2001 Revised December, 2003	This policy describes the mandated access and equity policy requirements into the normal planning, program and service delivery practices of Toronto Public Health The purpose of the police is to familiarize staff with the Divisional Access and Equity principles and to integrate Access and Equity into every aspects of their services The document includes • Background information • Intentions of the policy framework • Definitions • Policy statement • Procedures • Roles and Responsibilities • Reference/Sources • Continuous Quality Improvement

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
	POLICY DEVELOPMENT	
Reducing Barriers in Access to Toronto Public Health Programs and Services for Persons of Low Socio-economic Status (8 pages)	Toronto Public Health Planning and Policy Toronto Public Health Effective January 4, 2006 Revised: November 2005	This policy directs Toronto Public Health programs to work towards an equitable distribution of its resources and services, with the purpose of reducing health inequalities among Toronto's diverse population. The document includes - Background Information - Definitions - Policy Statement - Procedure - Roles and Responsibilities - Guidelines - Reference/Source - Continuous Quality Improvement

VII. OTHER RESOURCES

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
Websites		
Annotated bibliography of Social Determinants of Health	Alberta Healthy Living Network website http://www.ahln.ca/sdoh.cfm	Lists essential social determinants of health resources
Online resources on racism	Canadian Race Relations Foundation http://www.crr.ca/Load.do?section=26&subSection=222&year=2007&type=2	Link to racism in Canada: Critical reading 2007
Online resources on culture and diversity (12 pages)	Justice Institute Library http://www.jibc.ca/library/Bibliographies/Culture_and_Diversity_-_JIBC_Library.pdf	The website lists resources available at the Justice Institute Library. The materials are organized under the following titles: • General books • General videos • Business- books • Business- Video • Teaching Books • Teaching Videos
Critical issue: Educating teachers for diversity	North Central Regional Educational Laboratory. Retrieved January 16, 2006 from http://www.ncrel.org/sdrs/areas/issues/educatrs/presrvce/pe300.htm 1997	Website resource that provides information on multicultural education

Title & size of resource	Author(s) & Place of Publication	Content Summary (Topics Covered)
Websites		
Diversity tool kit	University of Calgary http://www.ucalgary.ca/~dtoolkit/selectedbibliography.htm	The site links to • Diversity web resources • Glossary of diversity terms • Students and Teachers Opposing Prejudice (STOP) • Tips for getting started • Lists selected bibliography on Social Justice, Diversity, and Multicultural/Antiracism Education • Sponsors • Contact information
The Public Health Alliance for Lesbian, Gay, Bisexual, Transsexual, Transgender, Intersex, Queer and Questioning Equity. A workgroup of the Ontario Public Health Association.	www.opha.on.ca/workgroups/pha.html	1) A positive space is a healthy place: Making your community health centre of public health unit inclusive to those of all sexual orientations and gender identities. `
Center for Disease Control	http://www.cdc.gov/phppo/pce/part1.htm	Community Engagement: Definitions and Organizing Concepts from the Literature