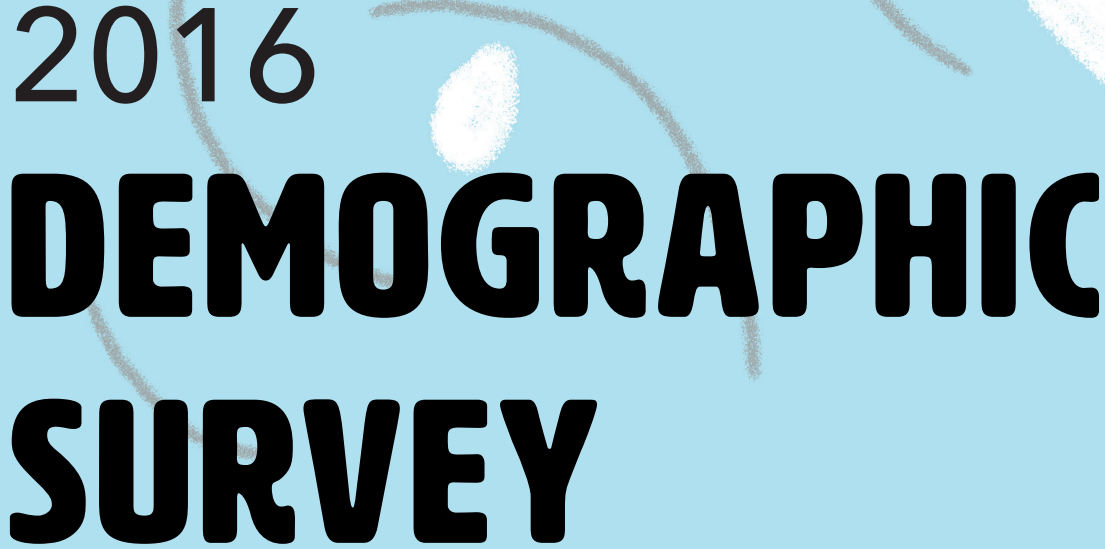


The logo for the Centre for Social Innovation, featuring the text "CENTRE FOR SOCIAL INNOVATION" in a bold, black, sans-serif font. The text is contained within a stylized orange brushstroke graphic that has a rough, hand-painted appearance with several horizontal strokes of varying lengths and thicknesses.

**CENTRE FOR
SOCIAL
INNOVATION**

The main title of the survey, "2016 DEMOGRAPHIC SURVEY", is displayed in a large, bold, black, sans-serif font. The text is centered on the page. The background is a light blue color with a pattern of white, hand-drawn, oval shapes and curved lines, giving it a sketchy, artistic feel.

**2016
DEMOGRAPHIC
SURVEY**

ABOUT CSI

The Centre for Social Innovation (CSI) is a nonprofit social enterprise, a global pioneer in coworking, a community and catalyst for people and organizations that are changing the world, with four Toronto locations, one in New York City, and an affiliate space in London, ON. The CSI Community is home to over 1,000 nonprofits, charities and social ventures in Toronto that employ over 2,500 people and generate combined annual revenues of around \$250 million. CSI members are turning social, environmental, economic and cultural challenges into opportunities to make the world a better place.

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Learn more about CSI's Inclusion, Diversity, Equity and Accessibility (IDEA) work [here](#), or contact us at info@socialinnovation.ca

EXECUTIVE SUMMARY

The Centre for Social Innovation's mission is to catalyze, support and inspire social innovation. We work hard to be a welcoming space for everyone who is working to put people and planet first. We strive to be an organization that models the world we want to see. We work to live our values every day.

Social innovations thrive in diversity. If new perspectives and experiences aren't shaping the new systems we are creating, how different will they really be? From our experience building shared spaces for social innovation, we have learned that ecosystems are more resilient when they are diverse; innovation happens at the intersections of different experiences; and healthy cultures are built on respectful relationships.

Ensuring diversity is not always easy, and we can always get better. So in late 2016, we launched our first demographic survey to our Staff, nonprofit Board of Directors, DECAs (work exchange volunteers) and CSI members (folks who pay for our services). We wanted to know who was here and who was not, so we could better lean into our strengths and learn from our gaps.

We explored age, income, gender, race, and more, and we have used Toronto's demographic data to contextualize our findings. From this we learned that CSI is an incredibly diverse community but that we also have work to do.

We learned that there are a higher percentage of young people, women and LGBTQ+ members than the population of Toronto as a whole, but that the percentage of people of colour, especially from Indigenous and black communities, is not representative of the population of our city. We learned our location in Regent Park is the most racially diverse. Finally, we learned that our DECA community, which was created to improve access to CSI, is succeeding in its intentions.

From our experiences already, we know that the work of inclusion, diversity, equity and accessibility takes time and intentionality. We know we don't have all the answers, but we also know it is worth every effort to find those answers. We know we have made mistakes and we need to create more opportunities to listen to and learn from voices that are not yet well-represented at CSI. We know that living our values is a big endeavour and we hope that you will work with us to get better.

We see this report as an important step in our journey to model the world we want -- a diverse and inclusive world where we can all work together and be a part of the solution. This report is also a peek inside an amazing, dynamic community of change-agents who are putting people and planet first.

BACKGROUND AND METHODOLOGY

The idea to undertake a demographic survey came from CSI's IDEA (Inclusion, Diversity, Equity and Accessibility) Committee, which is a Board of Directors governance committee. Composed of CSI members, DECAs (work exchange participants), Staff and Board - the IDEA Committee's purpose is to steward and support CSI's work to become more inclusive, diverse, equitable and accessible. The Committee's initiatives have included, but are not limited to: developing a vision for our work; developing the demographic survey; programming education opportunities; and driving important policy updates such as [CSI's Diversity, Inclusion and Anti-Discrimination Policy](#).

CSI, guided by our IDEA Committee, launched the first demographic survey of our Staff, Board, DECA's and CSI Members (folks who pay for our services) in late 2016. The purpose of the survey was to use this data to know who is well-represented at CSI and who is not, so we could begin to address the potential barriers for individuals and communities who are currently underrepresented at CSI. To help contextualize the data, we compared it with the 2011 Census data from the City of Toronto¹ (CSI's home base).

This survey asked for demographic information without personal identifiers, to ensure people felt they could answer freely and without fear of discrimination. All responses remained fully anonymous and information has only been accessed in aggregate form. For those who may have felt uncomfortable answering any questions, there was always a "prefer not to say" option.

We gathered data on 10 demographic indicators for 4 different CSI subgroups - Staff, Board, DECA's and CSI Members. The community subgroup was also broken down into 4 further subgroups to reflect our different membership offerings - CSI Annex, CSI Spadina, CSI Regent Park and CSI Online Membership.

Demographic data collected with the intention of eliminating discrimination is protected by Section 14 of the Ontario Human Rights Code. The survey used questions asked in the 2011 National Household Survey to provide a basis of comparison, with a few exceptions (e.g. replacing questions about "sex" with "gender" because the latter is more comprehensive and inclusive).

1. Statistics Canada. 2013. Toronto, C, Ontario (Code 3520005) (table). National Household Survey (NHS) Profile. 2011 National Household Survey. Statistics Canada Catalogue no. 99-004-XWE. Ottawa. Released September 11, 2013. <http://www12.statcan.gc.ca/nhs-enm/2011/dp-pd/prof/index.cfm?Lang=E>

KEY FINDINGS

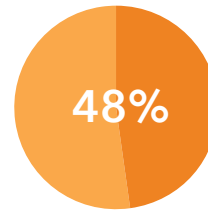
We began the process of sharing and interpreting the results of the survey in January of 2017, which included sharing the data with our Board, Staff and the IDEA Committee. Our intention was to take time to thoughtfully process what the data was telling us, to inform us on how our programs and services can better support everyone who is, or would like to be, a part of CSI.

CSI Members

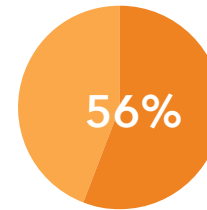
The CSI members segment refers to those who are our customers and that pay us a monthly fee starting at \$40/mth. Each one must apply to access CSI membership and their application is approved if their work possesses a social mission or purpose. We do not request any demographic data during the approval process.

It's also important to share that when we asked for this data, we communicated that we would share it with Mowat Centre, who used it for a study on Basic Income and the ripple effects of supporting social entrepreneurs from marginalized communities. You can read that report [here](#).

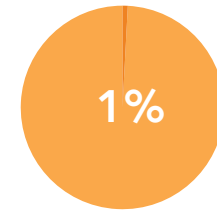
Here are some of our findings about the CSI membership:



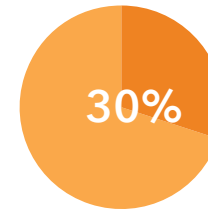
are under the age of 35



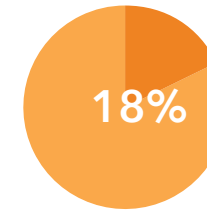
are women



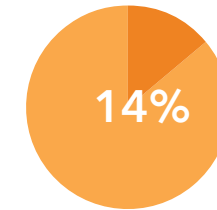
are transgender



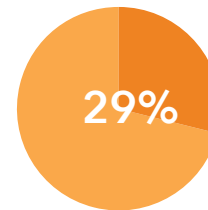
have children



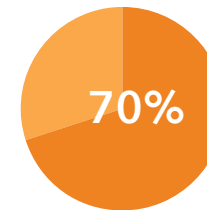
identify as LGBTQ+



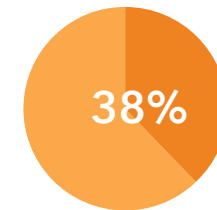
identify having a physical or mental disability



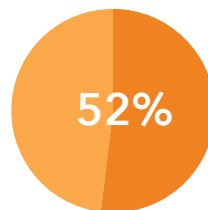
identify as racialized



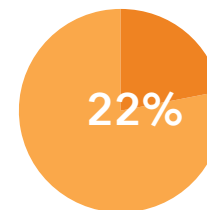
identify English as their primary language



identify as having no religious affiliation



have at least one post-secondary degree



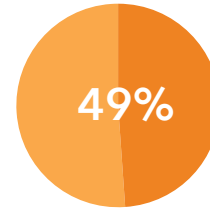
made less than \$30,000/year while nearly 10% made over \$100,000

KEY FINDINGS

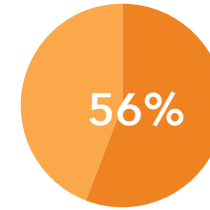
DECAs

The DECA segment refers to those who are part of our Desk Exchange Community Animator Program. These individuals apply to volunteer for CSI for 6 month cycles. We have around 120 DECAs every year. In exchange for their time, DECAs are provided with CSI space, services and training.

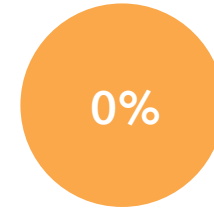
Here are some of our findings about our DECAs:



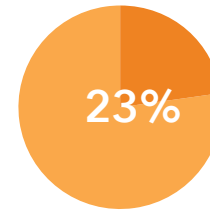
are under the age of 35



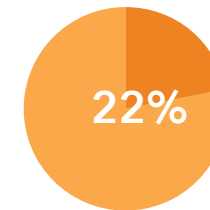
are women



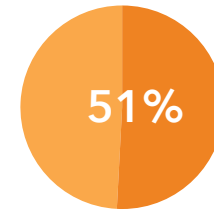
are transgender



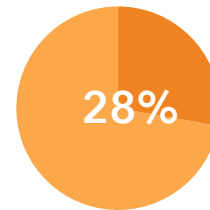
identify as LGBTQ+



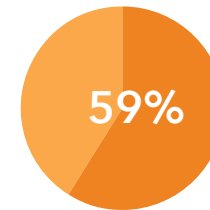
identify having a physical or mental disability



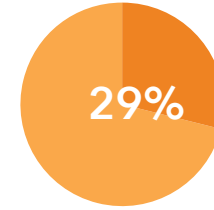
identify as racialized



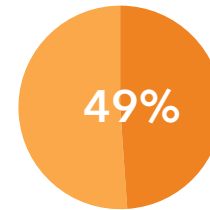
have children



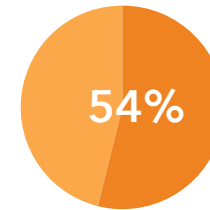
identify English as their primary language



identify as having no religious affiliation



have at least one post-secondary degree



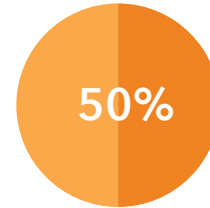
made less than \$18,999/year

KEY FINDINGS

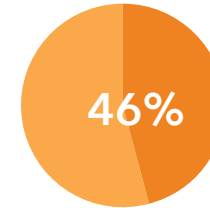
Staff

The Staff segment refers to those who are employed by CSI on either a full time or a part time basis. We currently employ 60+ staff although at the time of this data collection, we had approximately 45 staff.

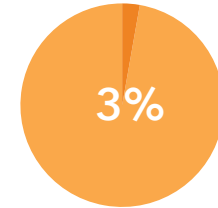
Here are some of our findings about our Staff:



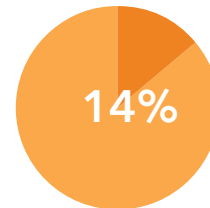
are between the ages of 26-35



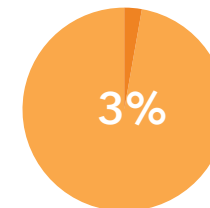
are women



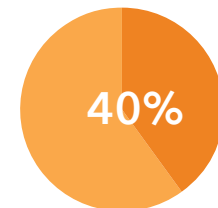
are transgender



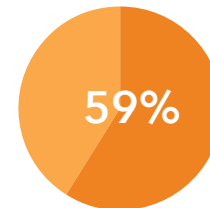
identify as LGBTQ+



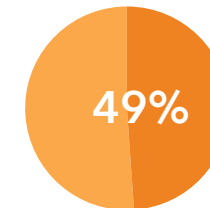
identify having a physical or mental disability



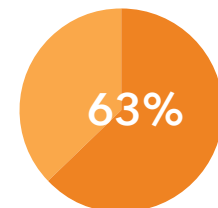
identify as racialized



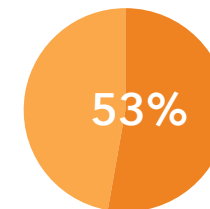
identify English as their primary language



identify as having no religious affiliation



have at least one post-secondary degree



made between \$30,000 - \$49,000 annually

KEY FINDINGS

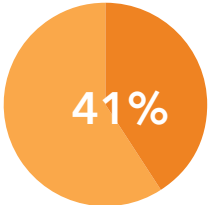
Board

And finally, the Board segment refers to those who sit on our nonprofit Board of Directors. Board members are individually recruited and there are 12 of them.

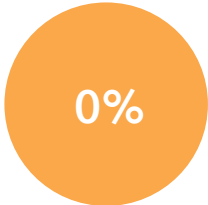
Here are some of our findings about our Board:



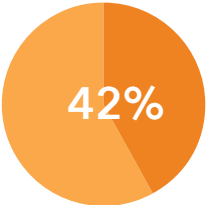
are between the ages of 26-35



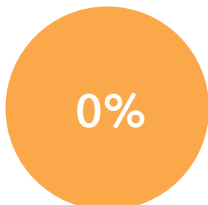
are women



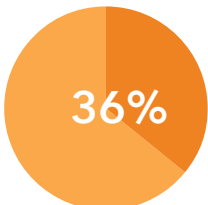
are transgender



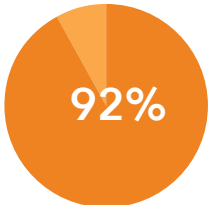
identify as LGBTQ+



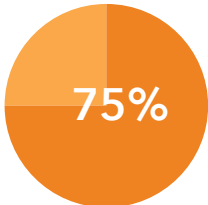
identify having a physical or mental disability



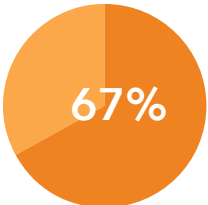
identify as racialized



identify English as their primary language



have at least one post-secondary degree



made more than \$125,000 annually

NEXT STEPS

Changes to Programs, Process, Policy and Service

Over the last two years we have partnered with our members to provide allyship education, introduced mandatory Deep Diversity® training to our Staff and DECAs led by Anima Leadership, introduced new policies to make our spaces safer, and brought a more inclusive lens to our hiring approach. We have observed some preliminary progress including that 44% of our Director team now identifies as racialized (previously 25%) and 10% of our overall staff team identifies as Black (previously 0%). You can learn about what actions we've taken [here](#). We will continue to take steps based on our learnings and your feedback.

Next Survey in Fall 2018

We will be issuing a new survey in the Fall of this year to measure our progress to date. While we previously mentioned our desire to thoughtfully review the data, we had also intended to release this first report much sooner than we have; we have identified our learnings to ensure that we share the results more quickly in future.

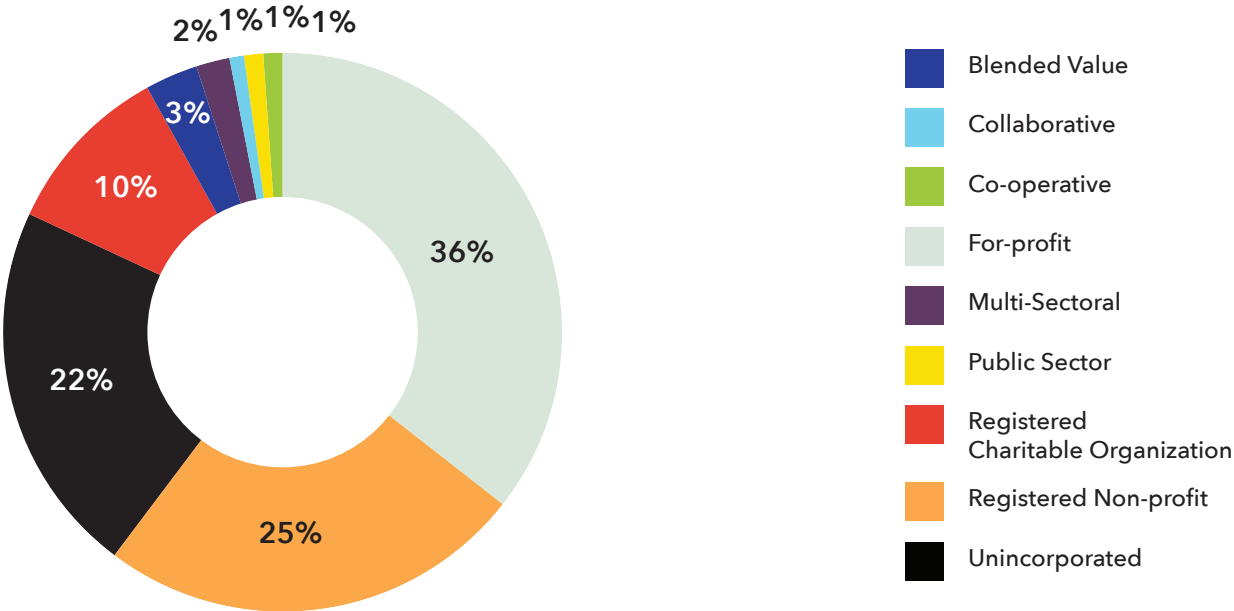
Qualitative research

We are seeking qualitative research to inform our multi-year strategy on prioritizing and reducing barriers for communities currently underrepresented at CSI. We want to hear your experiences because we know the best step forward is to listen, learn and co-create.

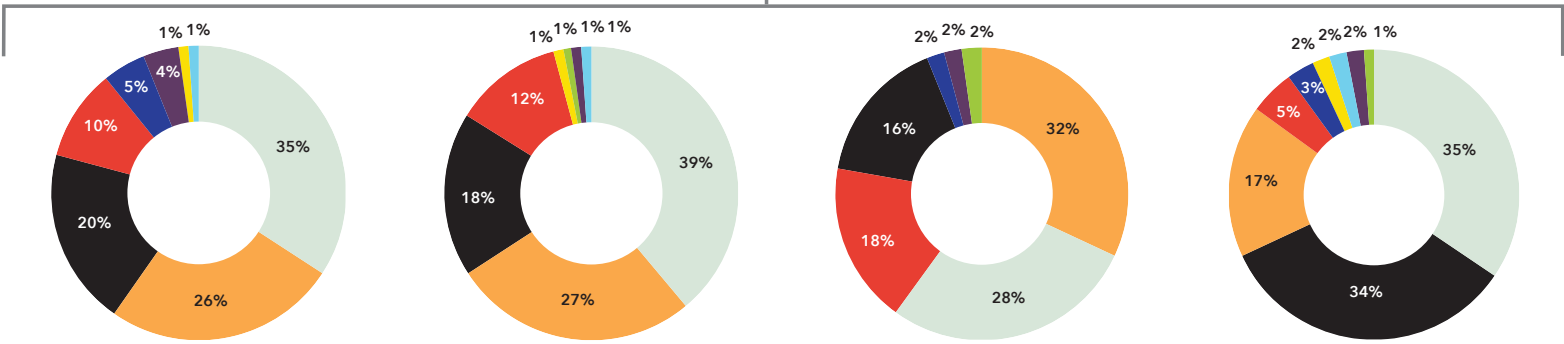
To support this process, we will hire a third party consultant. Our request for proposal for this consultant can be found [here](#).

LEGAL STRUCTURE

What is your organization or project's legal structure?



MEMBERS



ANNEX

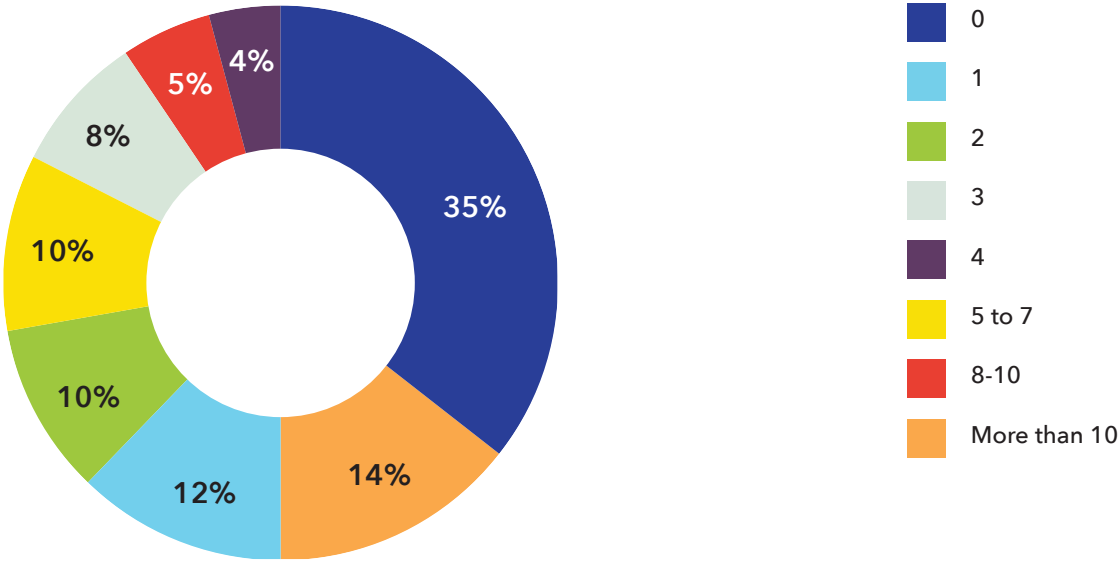
SPADINA

REGENT PARK

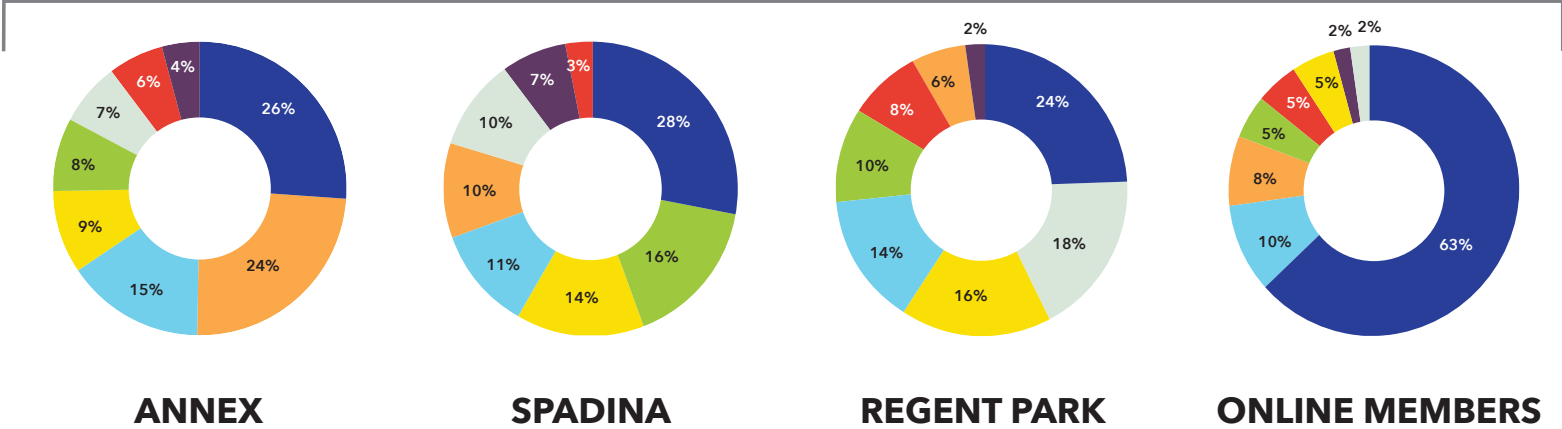
ONLINE MEMBERS

EMPLOYMENT CREATION

How many people, besides yourself, are also employed in the organization that is associated with your CSI membership?

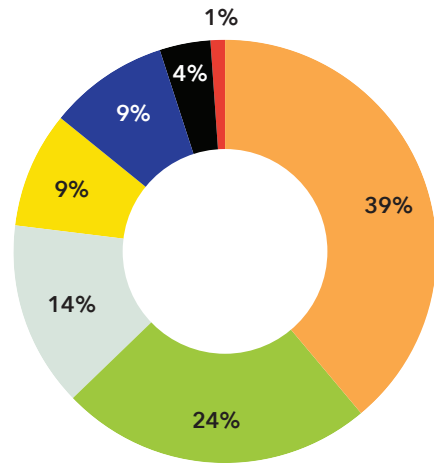


MEMBERS

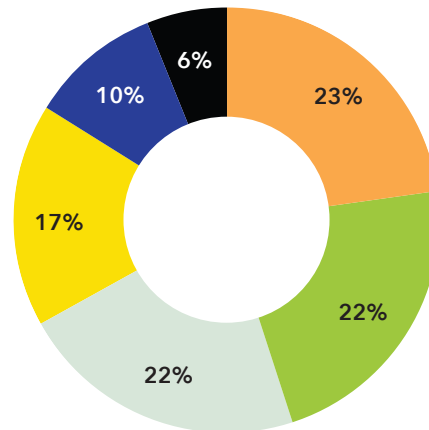


AGE

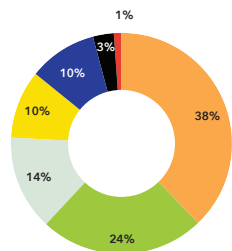
What is your age?



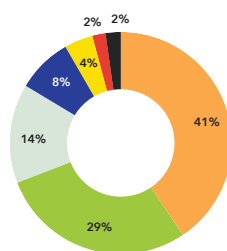
CSI COMMUNITY



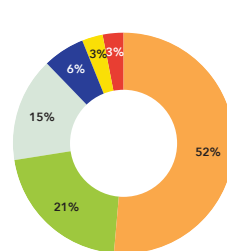
CITY OF TORONTO



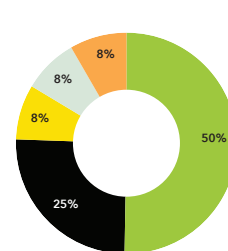
MEMBERS



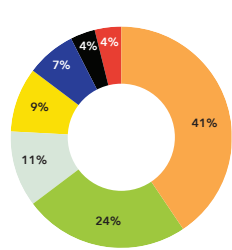
DECA



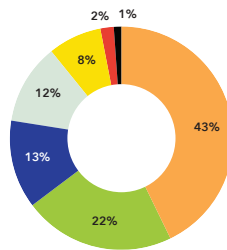
STAFF



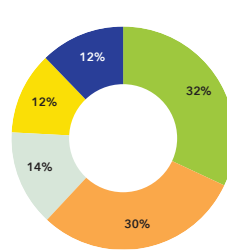
BOARD



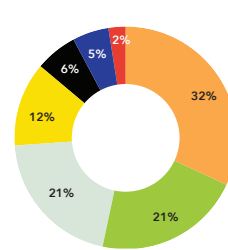
ANNEX



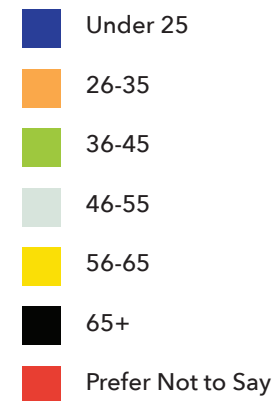
SPADINA



REGENT PARK



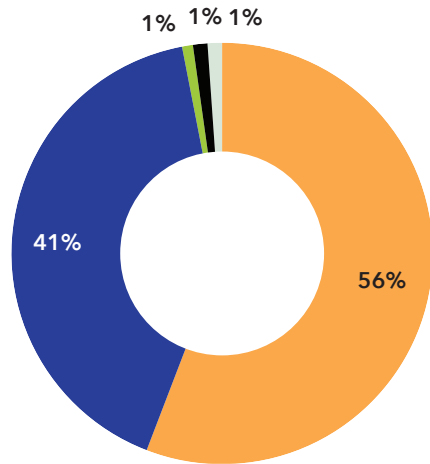
ONLINE MEMBERS



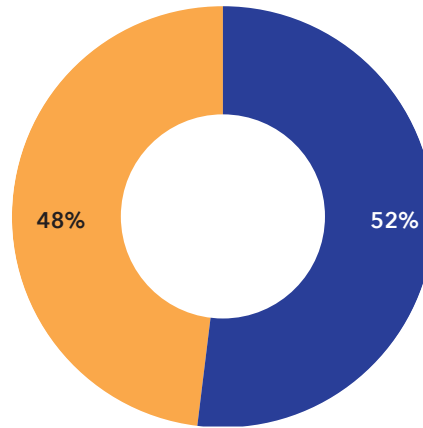
GENDER IDENTITY

What is your gender identity*?

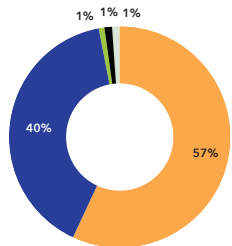
*The source data from Stats Canada only reflects male and female gender options. CSI's demographic survey expanded on this to reflect the gender spectrum more broadly



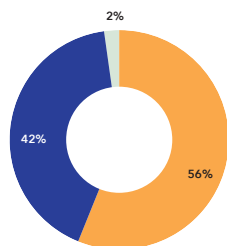
CSI COMMUNITY



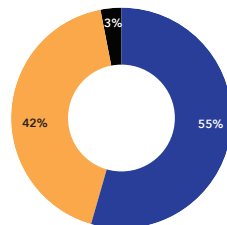
CITY OF TORONTO



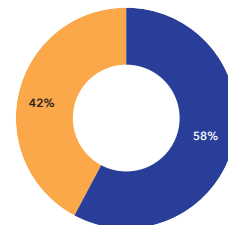
MEMBERS



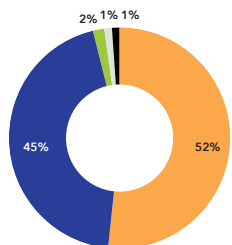
DECA



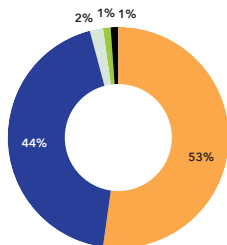
STAFF



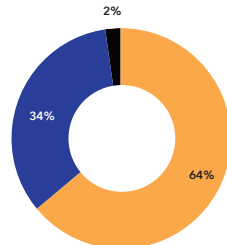
BOARD



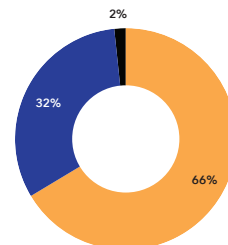
ANNEX



SPADINA



REGENT PARK

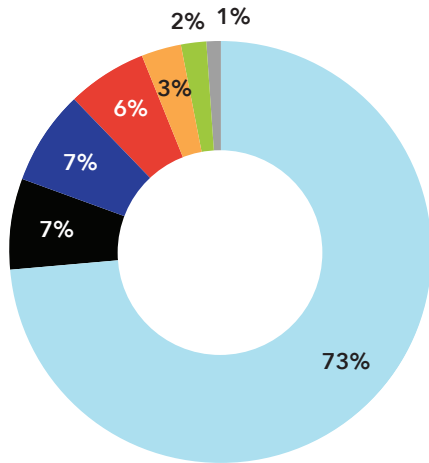


ONLINE MEMBERS

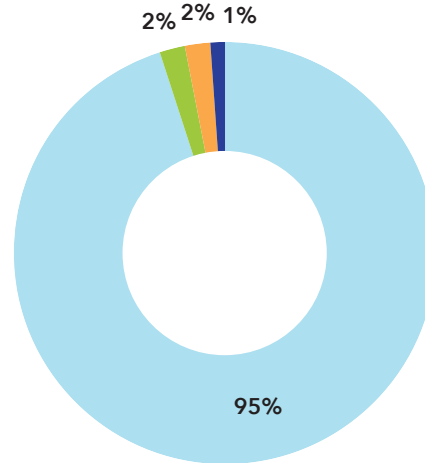


SEXUAL ORIENTATION

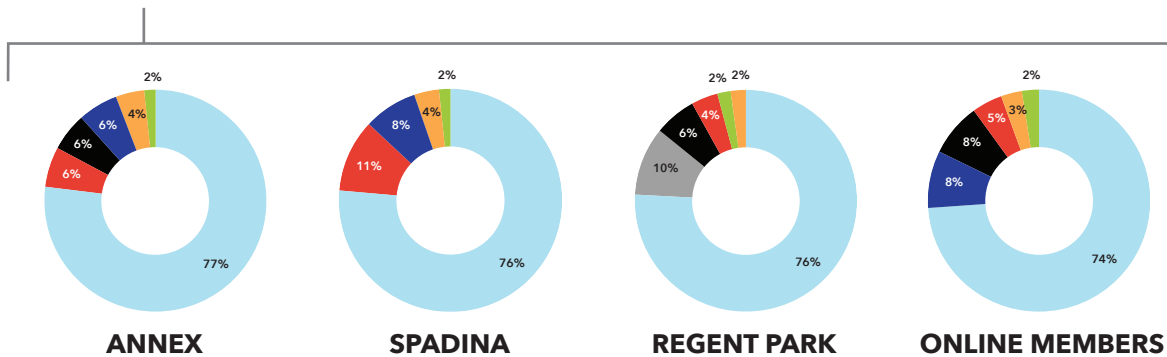
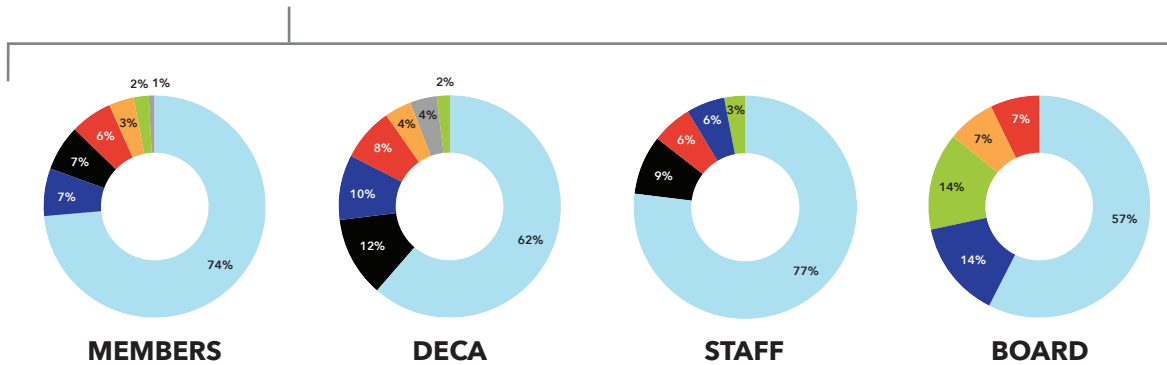
What is your sexual orientation?



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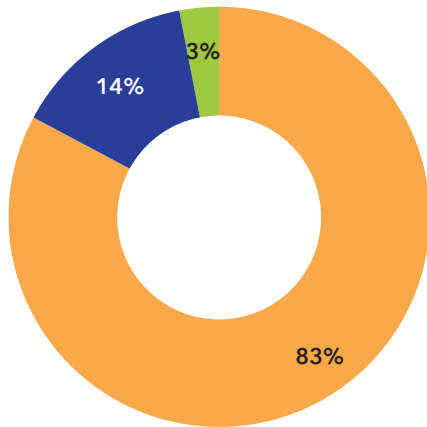


- Bisexual
- Gay
- Lesbian
- Straight
- Queer
- Prefer Not to Say

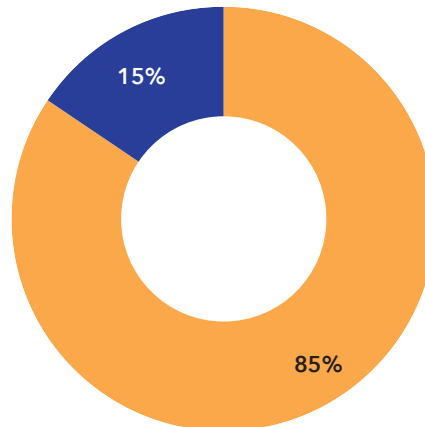
ABILITY

Do you identify as having a disability?*

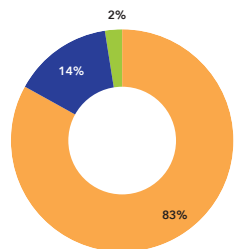
*According to Stats Canada, disability is defined as a long term physical, mental, emotional/psychiatric or learning disability, which may result in a person experiencing disadvantage or encountering barriers to employment, public appointment or other opportunities for full participation in society.



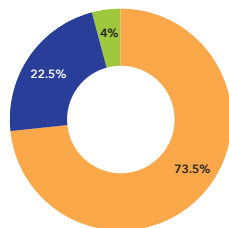
CSI COMMUNITY



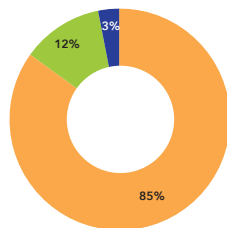
CITY OF TORONTO



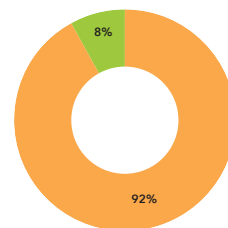
MEMBERS



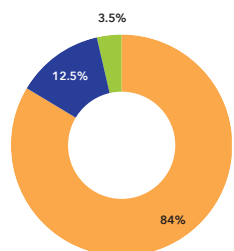
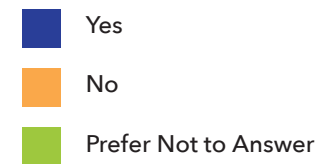
DECA



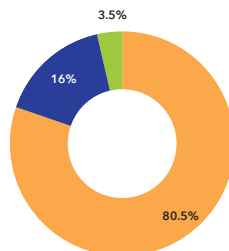
STAFF



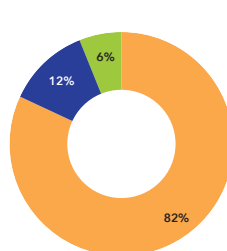
BOARD



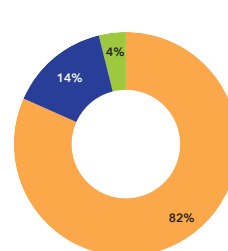
ANNEX



SPADINA



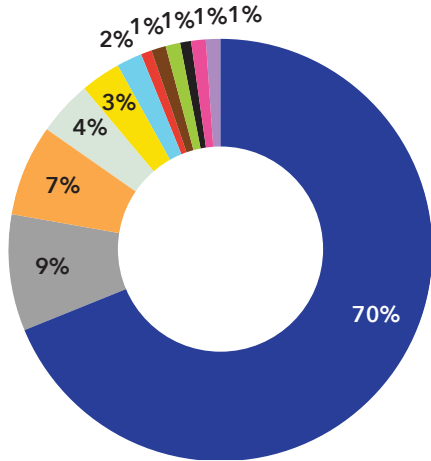
REGENT PARK



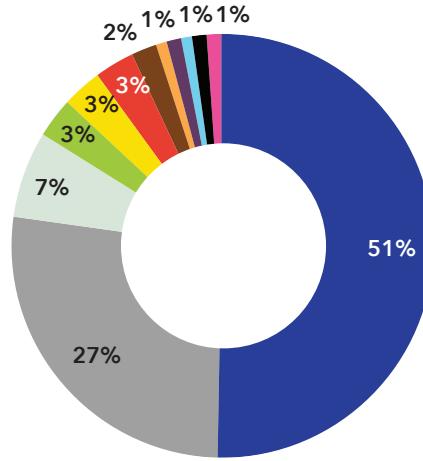
ONLINE MEMBERS

LANGUAGE

What is/are the language(s) that you first learned at home in childhood and can still understand?

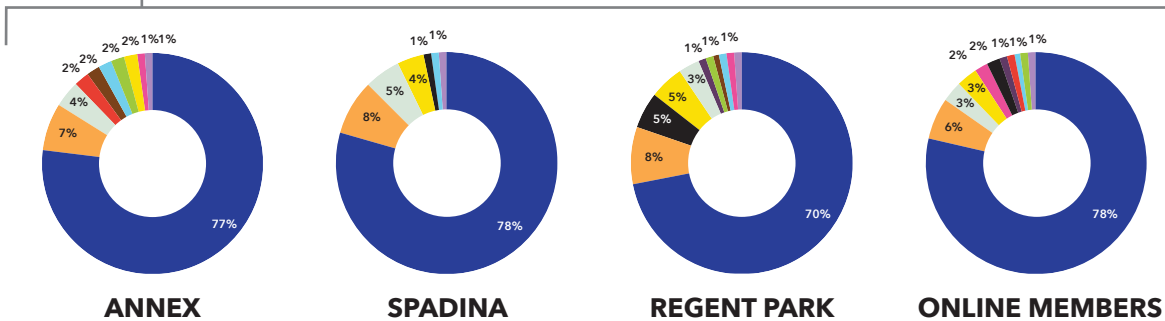
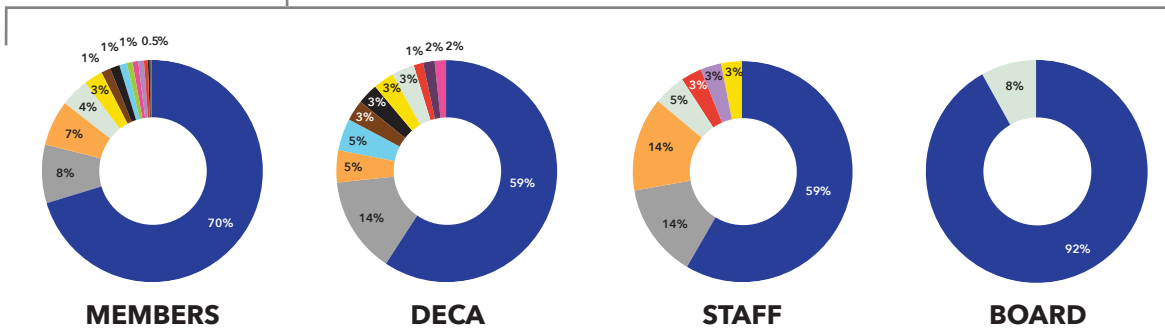


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CITY OF TORONTO

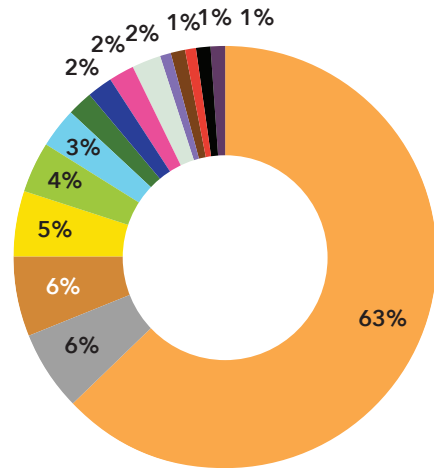
- English
- French
- Italian
- Chinese
- Spanish
- Panjabi (Punjabi)
- Tagalog (Pilipino, Filipino)
- Portuguese
- Arabic
- German
- Urdu
- Prefer Not to Answer
- None of the above



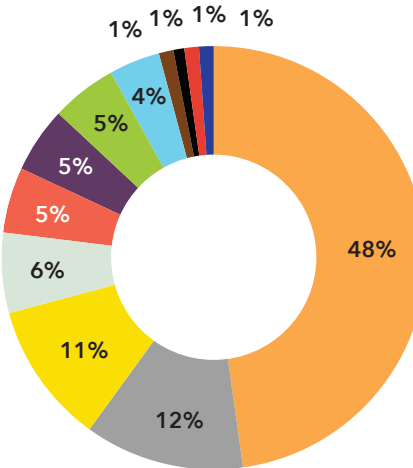
RACE/ ETHNICITY

What is your race or ethnicity?*

*Note: These categories follow Statistics Canada, which identifies the ethnic and racial groups with the biggest populations. Therefore, there is an imbalance, as some groups have their own category (Chinese) while others (Iranian) are placed into a broader category (West Asian).

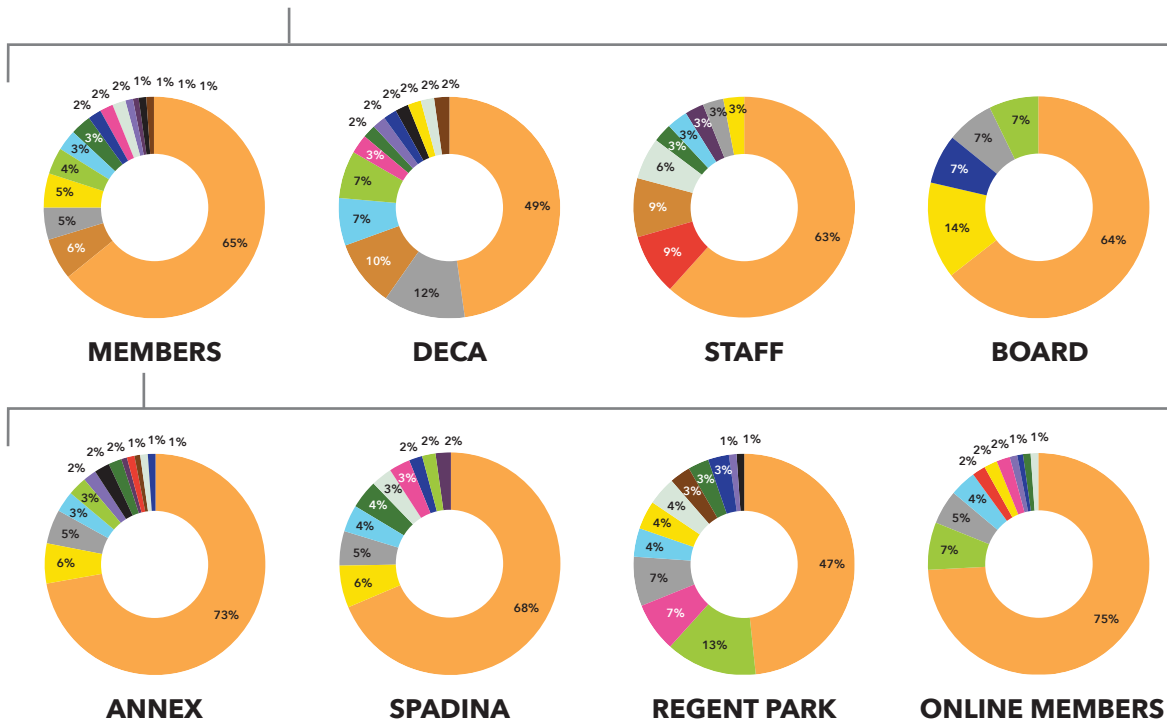


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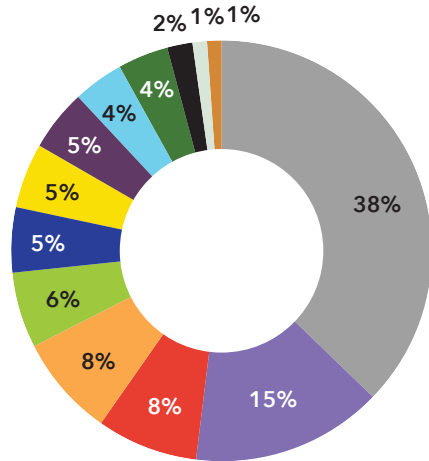
- Aboriginal (First Nations, Inuit, Metis)
- Arab
- Black
- Caribbean/ West Indies
- Chinese
- Filipino
- Japanese
- Korean
- Latin American
- South Asian (Indian, Pakistani, Sri Lankan, etc.)
- South Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- West Asian (Iranian, Afghan, etc.)
- White (European descent)
- Prefer Not to Answer
- None of the above



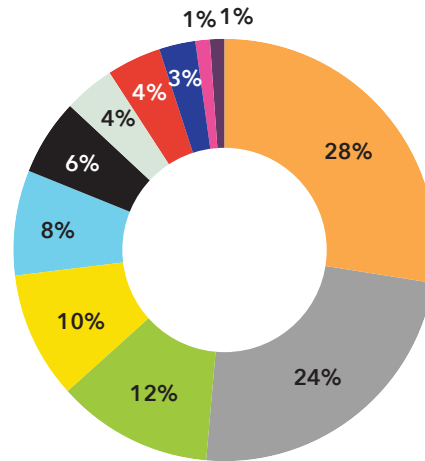
RELIGION

What religion(s), if any, do you identify with?

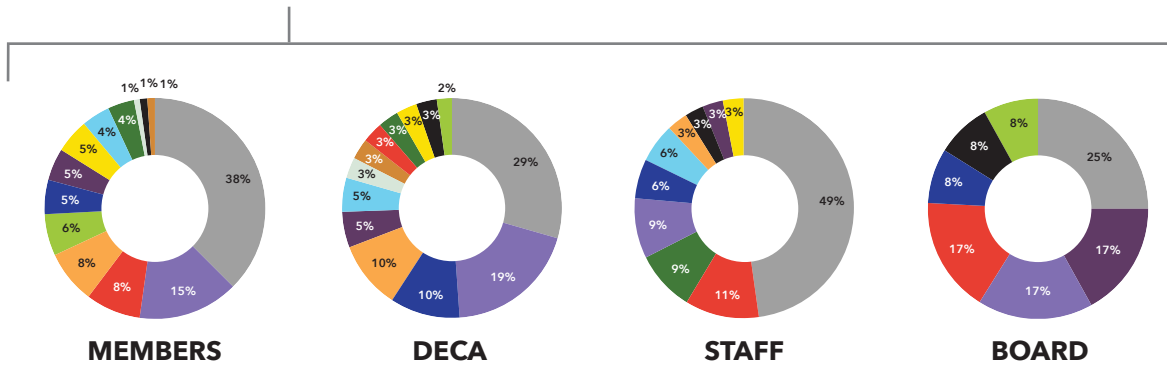
- Buddhist
- Catholic, Roman Catholic
- Protestant
- Christian Orthodox
- Other Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Spiritual but secular
- Wiccan/pagan
- No Religion
- Prefer Not to Answer
- None of the above



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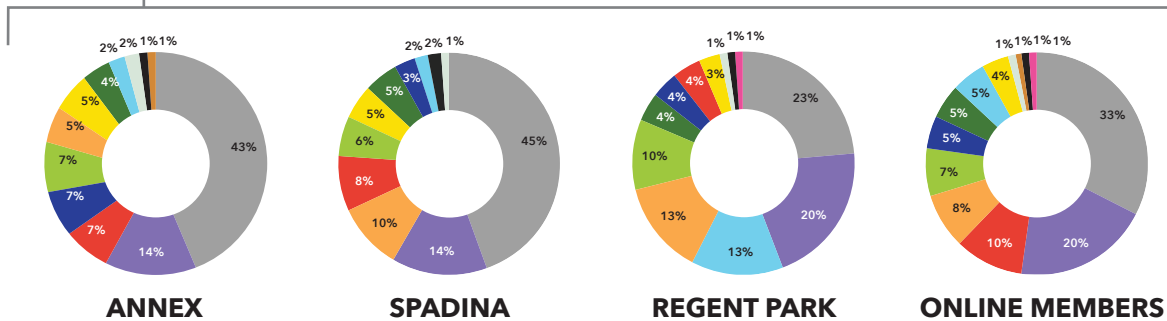


MEMBERS

DECA

STAFF

BOARD



ANNEX

SPADINA

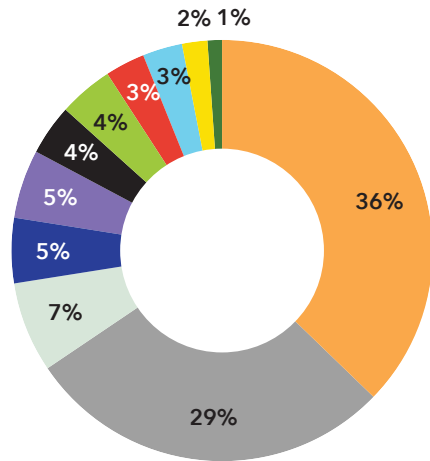
REGENT PARK

ONLINE MEMBERS

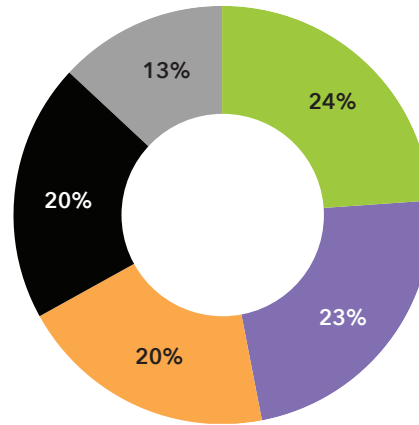
EDUCATION

What is the highest level of education you have completed?

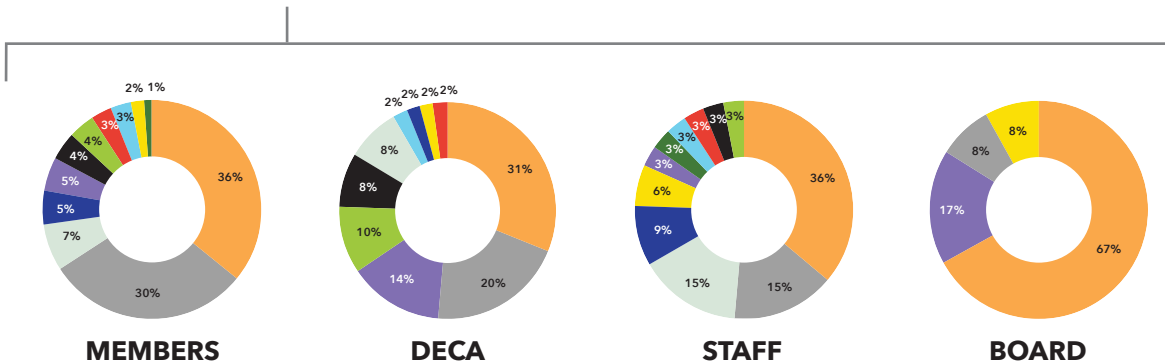
- Not applicable
- High school
- College degree
- College diploma
- College certificate
- University undergraduate degree (3 years)
- University undergraduate degree 4 years)
- University Master's Degree
- University PhD
- Prefer Not to Answer
- None of the above



CSI COMMUNITY



CITY OF TORONTO

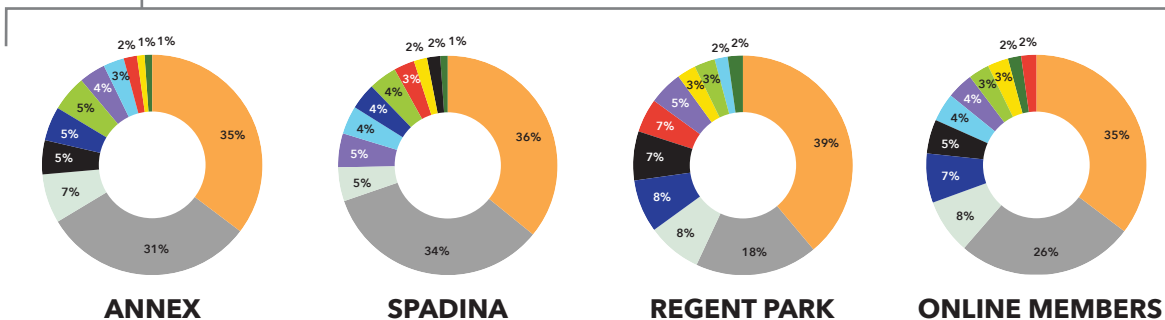


MEMBERS

DECA

STAFF

BOARD



ANNEX

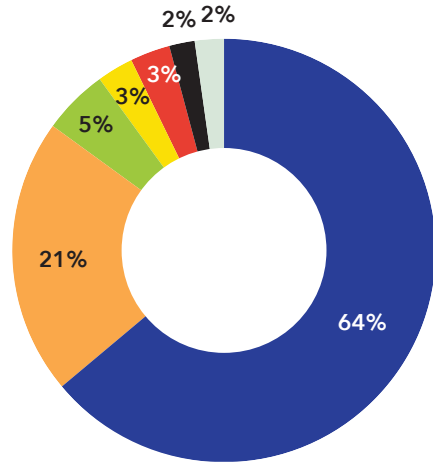
SPADINA

REGENT PARK

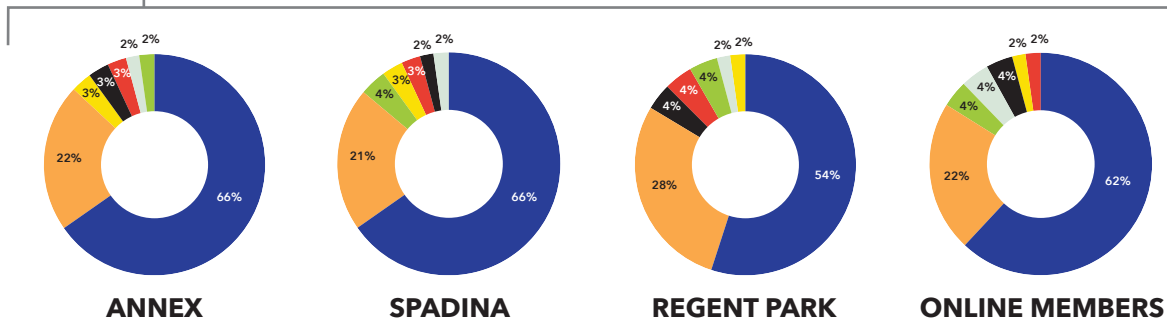
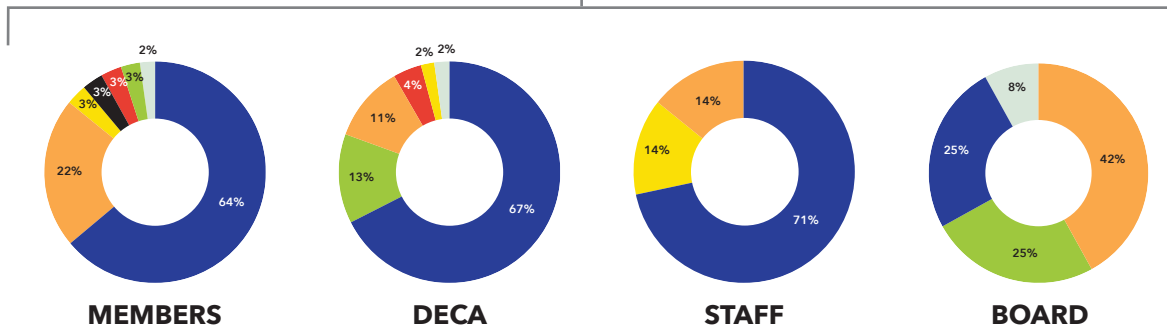
ONLINE MEMBERS

CHILDREN

What is your status regarding children?



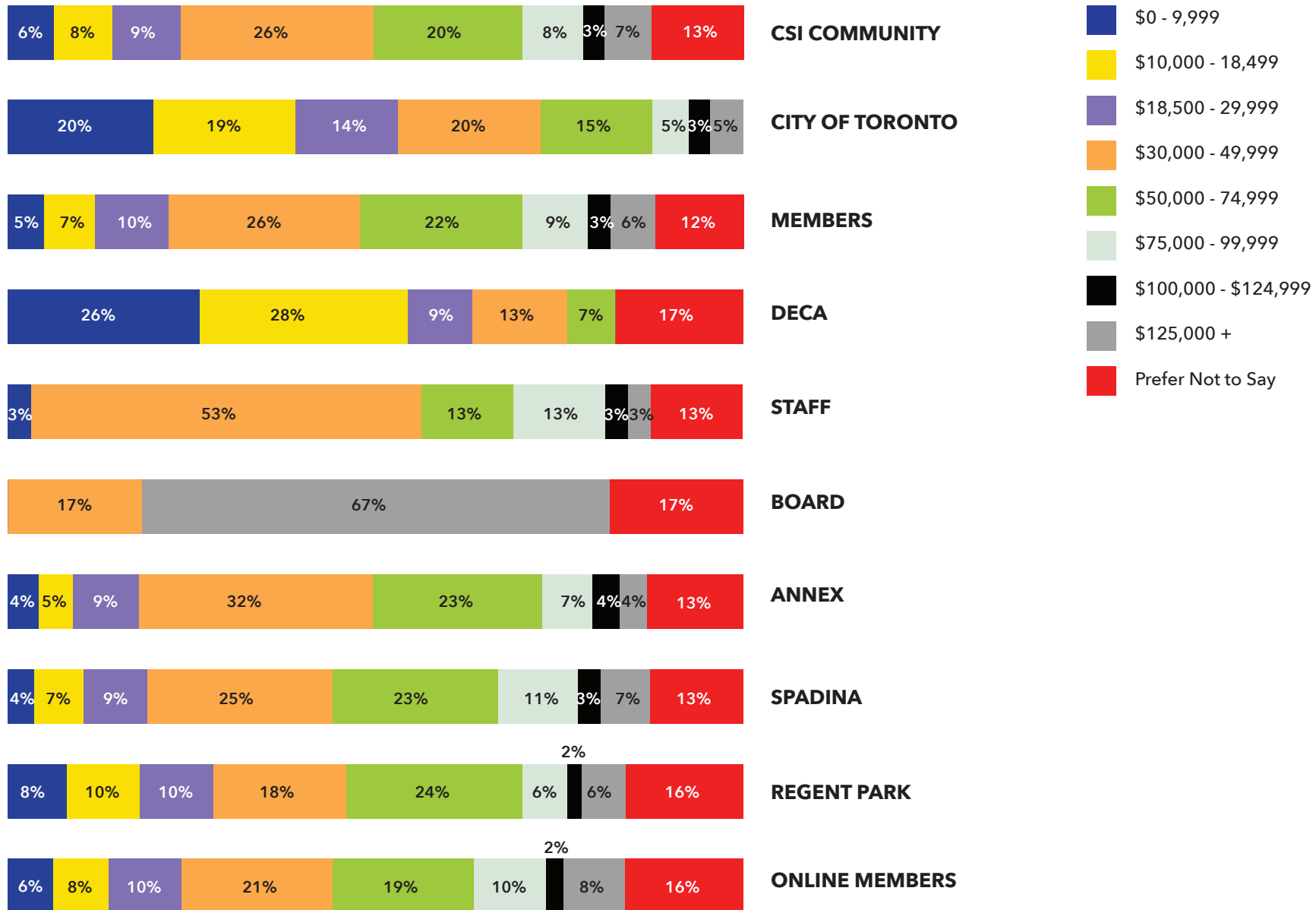
CSI COMMUNITY



- No children, biological or adopted
- 2 parent family with min one child
- Single parent with at min one child
- 2 parent simple step-family
- 2 parent complex step-family
- None of the above
- Prefer Not to Say

PERSONAL INCOME

What is your personal income?



THANK YOU AND SHOUTOUTS

We are grateful to the community of people who have been working towards creating a more inclusive CSI.

That's all of you - CSI Members, Partners, Staff, DECAs, CSI Nonprofit Board and the Board of our sister Charity, the Social Innovation Charitable Foundation.

CSI's Inclusion, Diversity, Equity, Accessibility (IDEA) Committee members: Adil Dhalla, Farah Mawani, Farah Malik (emeritus), Karine Jaouich (emeritus), Lindsay McDonald, Marie Moliner, Rebecca Shields, Shakil Choudhury, Shilbee Kim (emeritus), Timna Ben-Ari and Tonya Surman.

This report's primary contributors: Farah Mawani and CSI staff Adil Dhalla, Audra Williams, Jamie Biggar, Sharon Lovett, Timna Ben-Ari, Tonya Surman and Yuliya Tsoy.

CSI's Health and Safety Committee Members: Anne Simpson-Porco, Glen Guerin, Laural Kelly, Lee-Anne Bigwood, Matt Guthrie and Shukri Dualeh.

Those over the years whose experiences, feedback, inspiration, consultation and partnership has impacted our awareness and inspired our inclusion, diversity, equity and accessibility work: Annahid Dashtgard, Bear Standing Tall, Den Tenim, Denise Mcleod, Desmond Cole, Farah Mawani, Hima Batavia, Jalisa Luces-Mendes, Jermaine Henry, Luke Anderson, Natasha Stevens, Negin Sairafi, Rania El Mugammar, Samson Brown, Shakil Choudhury, Soren D'Alimonte, Canadian Heritage, the Inspirit Foundation and the Toronto for Everyone organizing committee.

And finally, thank you to CSI's founders and founding members, who laid the foundation.

The CSI Team and IDEA Committee