

Equitable Service Planning & Delivery Toolkit

This new toolkit is designed to assist service provider organizations to plan and deliver services that are relevant and accessible to immigrants and racialized populations. The *Equitable Service Planning & Delivery Toolkit* was commissioned by OLIP, developed by [QuakeLab](#) with extensive input from the members of the Equity Ottawa Partnership and funded by the Ontario Ministry of Citizenship and Multiculturalism.

The Toolkit is comprised of 7 tools addressing different aspects of service planning and delivery, from the upstream issue of determining need, effective and sustainable community engagement, recruiting teams, targeting services with data and evidence, and assessment to ensure sustainable progress and healthy workplace. Below are links to – and short descriptions of – the individual comprising the Toolkit.

1. [Who is this Service for?](#)

This tool aims to ensure that intentional equity practices are embedded from the start of the service planning process through problem identification and scoping to ensure the service initiative is meeting the needs of the community from the outset.

2. [Community Engagement Framework](#)

A framework to allow organizations to build better relationships of trust with the community to achieve sustainable positive outcomes and impact.

3. [Data & Evidence: How to Collect data and What to Do With it](#)

This guide is designed to provide organizations within Equity Ottawa's CoP with a primer on anti-racist and equity-informed data collection, and a reference for ethical data practices when handling data sets, especially from equity-deserving communities.

4. [Inclusive Recruitment Guide](#)

A guide to inclusive, equitable and accessible recruitment processes that are beneficial to organizations and to applicants.

5. [Should You Provide Training?](#)

This tool is intended to help organization map how to embed equity and anti-racism work into strategic operations and DEI planning that directly impact their service delivery and avoids “training for training’s sake”.

6. [Responding to Pushback](#)

This tool is designed to help organizations to respond to pushback that may arise in response to transformational shifts towards equity and anti-racism.

7. [Build Better Teams: A Role Assessment Tool](#)

This tool helps organizations avoid burnout of staff teams. This assessment tool provides guidance for organizations to ensure that their teams are cared for and engaged in sustainable work while undertaking the often difficult and challenging work of anti-racism and advancing equity.