



National Trust
for Canada



Fiducie nationale
du Canada

RESOURCE KIT

DIVERSITY AND INCLUSION IN HISTORIC PLACES



#HISTORICPLACESDAYS
#JOURNEESLIEUXPATRIMONIA

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Diversity and Inclusion in Historic Places: Resource Kit

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The National Trust is thankful for the financial support of the Government of Canada, and for the many generous colleagues who are working to expand the heritage movement as a movement that is equally passionate about reconciliation, inclusion, and anti-racism. Like many, the Trust is on its own journey, working carefully to ensure we build an organization that is supportive and reflective of Diversity, Equity, Inclusion and Accessibility. We are learning and making missteps along the way but continue to learn and moving forward. Our staff and board have much work to do in this area and we make these resources available in a spirit of humility.

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Introduction

“The work of diversity, equity, access, and inclusion is an ongoing life-long process. We need to give grace to get grace as we engage with community members who may be carrying the effects of generational harm as a result of European contact, genocide, and colonization, or forced migration. We will say or do the wrong things many times. If your heart is in the right place, and you are truly interested in the people – not just the things and the places – you will start to build relationships and get to know people who are doing important work in heritage. Many people from diverse walks of life are interested in getting to know the many untold stories of this land and may have come into connection with you because of this mutual interest.”

Karen Carter, Karen Carter & Associates Cultural Consulting,
former Executive Director of Heritage Toronto, and
founding Executive Director of Myseum of Toronto

Heritage leaders at historic places are increasingly recognizing the imperative to build diverse relationships, evolve their organizations to serve new audiences and ensure there is space for narratives that tell a more inclusive story of Canada. It can be difficult to know where or how to start this process. This Resource Kit introduces key concepts and addresses some of the unique challenges and opportunities for operators, interpreters, and guides at historic places.

The kit was created to support heritage sites participating in Historic Places Days – a national event presented by Parks Canada and the National Trust for Canada. Historic Places Days is a platform for individuals and organizations to showcase the places and stories important to them in their own words. There is great scope for historic places to play a role in diversity, equity, and inclusion. The challenges and opportunities are great: to a large extent heritage conservation remains for many, at its essence, a colonial project. We know that there are countless stories that have been ignored, or erased, and that communities across the country lack the resources or the support to fully share their history. So Historic Places Days is an opportunity to reconsider how historic sites fit into the larger work of reconciliation, inclusion, anti-racism, accessibility, and decolonization.

This Resource Kit is in two parts. Part 1 is structured around three webinars featuring Karen Carter of Karen Carter & Associates Cultural Consulting that focus on relationship building, creating safe spaces, and answering some of the specific concerns that come from working in heritage and tourism.

The webinars offer an informed exploration of diversity, inclusion, and anti-racism in historic places with a view to equipping participants in more inclusive ways of storytelling and providing opportunities for intercultural knowledge sharing and exchange.

Part 2 of the Resource Kit offers links to additional tools and resources for further reading.

Part 1: Diversity & Inclusion Webinars

Webinar 1: Building Communities

Click on the link to watch: [Diversity & Inclusion Part 1: Building Communities](#).

You can choose subtitles in the language of your choice – just click on “CC” and choose your preferred language under Settings/Subtitles.



Summary

Building Community through Diversifying Partners and Audience Representation is the first part in the Diversity and Inclusion series led by Karen Carter. In this webinar, Karen begins the conversation on including diverse voices at your historic place, engaging your audiences and teams in this process, and how to create safe spaces in your workplace.

Key Points

1. Think about who your audience is, and how to prepare your programming with these considerations in mind.
2. Take steps towards diversity and inclusion from greeting to departure of an audience's visit. Examples: providing a Land Acknowledgment in greeting your audiences and encouraging feedback from audiences upon departure.
3. Interpretation, presentation, and Interactive experiences. Emphasizing intentionality with what is being included (example given being historical textiles). How to include cultural groups in providing more layers for programming.
4. Think about what you want your visitors to take away.
5. How to engage your organization's team and build momentum toward meaningful change.
6. Dealing with push back and creating safe spaces.

Additional Notes

Make site safety for staff and volunteers a priority:

- Create a safe space for taking a break after a difficult encounter with a visitor.
- Designate a person to talk to if there is an incident with a visitor, volunteer, or staff – e.g. a 'marshal' for mental health and personal safety. This person will inform where necessary without needing to disclose unnecessary details. If needed they will fill a resource gap due to someone else needing to step back after a difficult moment with a member of the public.
- Post a visitor code of conduct sign close to the entrance – e.g., be kind to our staff and volunteers – Verbal abuse will not be tolerated – We welcome respectful discussion - We are a safe space for difficult conversations.
- If you have the resources to hire, do all you can to avoid hiring only one racialized person who would be alone among staff that has never had diverse representation.
- Work with a Diversity, Equity, Accessibility, and Inclusion professional to do some internal work on cultural safety before on-boarding new racialized staff.

Signage:

- Consider creating gender inclusive washrooms with appropriate signage.

Webinar 2: Public Engagement

Click on the link to watch: [Diversity & Inclusion Part 2: Public Engagement](#)

You can choose subtitles in the language of your choice – just click on “CC” and choose your preferred language under Settings/Subtitles.



Summary

Part two of the Diversity and Inclusion series is *Public Engagement and Community Outreach*. In this webinar, Karen Carter discusses the importance of considering the intersecting pillars of class, gender, race, and culture in the process of diversifying the stories told at your historic place. Karen discusses how approaching these pillars with proper care and research can help to build your organization’s relationships.

Key Points

- Four pillars to consider: Class, Gender, Race, Culture
- Take the time to do your own research and learn the proper language around these pillars. See glossaries provided in Part 2 of this resource kit.

- Build and maintain relationships.
- Giving yourself grace in the process – this work can be challenging for all.

Additional Notes

If you have reached out to Indigenous, Black or another racialized community and do not get a reply, do not take this personally. Do not give up.

The key rule with community engagement is that you should go out to meet the groups you want to engage with before they will come into a relationship with you. Look for events you can attend. Go meet the community where they are at – at their own events and programs. It is important that they can see you are interested in the work they are leading. Do not ask for anything. Just go get to know people. The opportunity to engage and partner with them will come naturally. Be patient. Seeking and sustaining a relationship should be a long-term commitment.

If you make an inquiry and get no response and you give up, you need to ask if you were really interested in truly building a relationship.

Some Dos and Don'ts

Do:

- Be patient and kind
- Be open to criticism
- Be understanding about historic harm
- Research and inform yourself about some of the local, national, and global conversations that are informing DEAI conversations in the heritage sector.
- Give grace to get grace

Don't:

- Dress up in period or cultural dress of BIPOC communities
- Reach out to a BIPOC community for the first time and then ask them to do something for you
- Ask BIPOC professionals to give you advice for free
- Expect a BIPOC person to speak for their entire community
- Give up on your efforts to engage.

Webinar 3: Ready to Engage

Click on the link to watch: [Diversity and Inclusion Webinar Part 3: Ready to Engage](#)

You can choose subtitles in the language of your choice – just click on “CC” and choose your preferred language under Settings/Subtitles.



Summary

Ready to Engage is the third webinar in the Diversity and Inclusion series. In this webinar, Kwiaahwah Jones – a Haida artist, curator and fisherman who brings a wealth of experience in intercultural relationships, tourism, and engagement – joins Karen Carter in a discussion on methodologies of public engagement, moving beyond the trauma narrative and the importance of place and connecting with the land as a form of reconciliation. Unlike the previous two installments, this webinar is more interactive in form, commencing with a conversation between Karen and Kwiaahwah before opening the floor to an extended conversation with webinar participants.

Key Points

- Methodologies of public engagement and relationship building.

- Taking the time to build social connections and giving each other grace
- Moving beyond trauma narratives in diverse storytelling
- The importance of place and connecting with the land.

Part 2: Additional Links and Resources

A: Glossaries and Terminology

1. Canadian Race Relations Foundation - Glossary of Terms

The Canadian Race Relations Foundation maintains a glossary with definitions of key concepts relevant to race relations, the promotion of Canadian identity, belonging and the mutuality of citizenship rights and responsibilities.

<https://www.crrf-fcrr.ca/en/resources/glossary-a-terms-en-gb-1>

2. First Nations & Indigenous Studies, The University of British Columbia. Terminology: So which terms do I use?

A brief guide that considers the history of certain terms, to help inform decisions on terminology.

<https://indigenousfoundations.arts.ubc.ca/terminology/#:~:text=%E2%80%9CFirst%20Nation%E2%80%9D%20is%20a%20term,not%20have%20a%20legal%20definition>

3. Glossary of Terms for 2SLGBTQ+ communities

The 519 is a City of Toronto agency committed to the health, happiness, and full participation of the 2SLGBTQ+ communities. These links take you to their very thorough glossary, and guide to pronouns.

<https://www.the519.org/education-training/glossary>

<https://the519mediaguide.org/topics-in-focus/pronouns/>

B: Indigenous Heritage and Reconciliation Resources

- 1. Moved to Action: Activating UNDRIP in Canadian Museums.** Canadian Museums Association, 2022.

This seminal report seeks to convey how settlers can assist in dismantling the parts of museums that continue to perpetuate colonial harm. “The point of this work is to center Indigenous peoples as the owners and stewards of their belongings and move away from the museum as the authority.” The report starts with Historical Considerations: a history of the entwined relationship between Indigenous cultural heritage and museology over time. Section 2, Standards for Museums, lays out 30 new standards for museums for implementing UNDRIP and supporting Indigenous self-determination. While repatriation of objects from museums to Indigenous rights holders is a primary focus of the report, there are also very relevant and essential standards relating to relationships and engagement with Indigenous Peoples, governance, and other areas important to those working in heritage and culture more broadly.

<https://www.museums.ca/site/movedtoaction>

- 2. Indigenous Heritage and the United Nations Declaration on the Rights of Indigenous Peoples.** Indigenous Heritage Circle, May 2022.

This publication of the Indigenous Heritage Circle is required reading for heritage advocates. Available in English, French, ᓂᐃᐃᐅᐅᐃᐅᐃᐅ nēhiyawēwin (Plains Cree), ᐃᓄᐅᐅᐃᐅ (Inuktitut), and Mi'kmawí'simk (Mi'kmaq language).

Indigenous Heritage and the United Nations Declaration on the Rights of Indigenous Peoples (May 2022)

- ### 3. National Centre for Truth and Reconciliation Resources

- <https://nctr.ca/records/reports/#highlighted-reports>
- <https://nctr.ca/education/>

- #### 4. Land Acknowledgment Resources

- <https://native-land.ca/>
- <https://www.whose.land/en/about>

- c. <https://land.codeforanchorage.org/>
- d. https://raic.org/sites/raic.org/files/raic_land_acknowledgement_resource_-_2021.pdf
- e. https://trcm.ca/wp-content/uploads/2022/08/Treaties-in-Canada_-Grade-3-to-6-.pdf

5. Commemoration as Reconciliation: Indigenous history and Canada's heritage designation system. Pentland, CJ.

This article provides background on the history of Canada's commemorative efforts, challenging 'official' historical narratives and decolonizing the heritage designation framework.

<https://theijournal.ca/index.php/ijournal/article/view/36456/27748>

6. Reconciliation Canada Toolkits

These Community Action Toolkits provide guidelines and ideas on how to start the reconciliation conversation. Toolkits are offered for individuals, communities, and organizations; municipal and First Nation governments; post-secondary students; and high school students.

<https://reconciliationcanada.ca/toolkits-2/>

7. Setting the Bar: A Guide to Achieve New Standards for Reconciliation within the Heritage Sector. Heritage BC

"Setting the Bar" provides a list of 10 standards and calls to action to incite heritage organizations to take measurable steps forward towards reconciliation.

Access this resource [here](#)

C: Guides for Practice and Further Reading

1. Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit – 519

“Creating Authentic Spaces” is a toolkit on Gender Identity and Gender Expression to help guide in the creation of safe and inclusive working environments specifically for trans and gender non-conforming peoples.

<https://www.the519.org/resources/creating-authentic-spaces/>

2. **Manual for Developing Intercultural Competencies: Story Circles.** Deardorff, Darla K, and UNESCO. *Manual for Developing Intercultural Competencies: Story Circles.* Routledge, Taylor & Francis Group, 2020.

<https://unesdoc.unesco.org/ark:/48223/pf0000370336/PDF/370336eng.pdf.multi>

3. **Anti-Racism Resources, Experiences Canada**

<https://experiencescanada.ca/anti-racism-conversations/anti-racism-resources/>

4. **Inclusion, Diversity, Equity & Accessibility (IDEA) – Good Practices for Researchers.**

A toolkit designed to assist Canadian research groups in incorporating IDEA inside the laboratory, outside the laboratory and at the administration level.

Baker, Jocelyn, and Liette Vasseur. “Inclusion, Diversity, Equity & Accessibility: Good Practices for Researchers (A Toolkit).” United Nations Education, Scientific and Culture Organization (UNESCO) and the Canadian Commission for UNESCO. Ottawa, Canada, September 2021 (link)

English Version: [file:///C:/Users/Audrey/Downloads/ToolkitIDEA%20\(2\).pdf](file:///C:/Users/Audrey/Downloads/ToolkitIDEA%20(2).pdf)

5. **International Decade for People of African Descent (2015-2024)**

Click [here](#) to learn more about the International Decade for People of African Descent (IDPAD), proclaimed by the UN formally recognized by the Government of Canada in 2018.

6. Black History Resources, Diversecity

Link: <https://www.dcrs.ca/resources/black-history-resources/>

7. Reconciliation Canada: Community Action Toolkit – Kitchen Table Guide for Individuals, Communities and Organizations

This guide created by Reconciliation Canada provides tools to initiate and facilitate dialogue around reconciliation with your organization, community or friends and family.

https://nonprofitresources.ca/wp-content/uploads/2021/09/CommunityActionToolkit_KitchenTable_for-ind_Aug13.pdf

8. Canadian Race Relations Foundation-Education and Training

The Canadian Race Relations foundation provides a series of workshops, guides, and educational resources for organizations to help create a just, equitable and inclusive environments.

<https://www.crrf-fcrr.ca/en/programs/education-and-training>

9. MASS Action – Museum as a Site for Social Action: Pre-work: Preparing for the Journey

Museum as a Site for Social Action (MASS Action), an organization focused on creating equity within the museum sector, has created a “Readiness Assessment” that can be used to help determine where your organization is at in your journey towards diversity, equity, and inclusion.

https://static1.squarespace.com/static/58fa685dff7c50f78be5f2b2/t/59dcdd27e5dd5b5a1b51d9d8/1507646780650/TOOLKIT_10_2017.pdf