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LGBTQ2 Experiences with Stigma and Discrimination in the Workplace

Final Report

Prepared for the Privy Council Office

For more information, please contact the Privy Council Office at por-rop@pco-bcp.ca

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March 2020

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Table of Contents

Executive Summary	5
Summary of Key Findings	6
Notes to Readers	8
Statement of Political Neutrality	8
Detailed Description of the Research and Findings	9
Background and Objectives	9
Methodology	9
Detailed Findings	13
Quantitative Findings	13
Qualitative Findings	14
Appendix A - Survey Questionnaire (English)	21
Appendix B - Survey Questionnaire (French)	28
Appendix C - Sentiment Analysis Report	35

Table of Figures

Figure 1.1: The unweighted demographic profile of respondents who completed the quantitative survey	11
Figure 1.2: The unweighted employment profile of respondents who completed the quantitative survey	11
Figure 1.3: The profile of the qualitative interviewees	12
Figure 1.4: Incidence of LGBTQ2 population	13
Figure 1.5: Incidence of LGBTQ2 population by age	13
Figure 1.6: Incidence of LGBTQ2 population by size of workplace	14
Figure 1.7: Demographic profile of LGBTQ2 population	14
Figure 1.8: The profile of the qualitative interviewees	15
Figure 1.9: The sexual orientation of the qualitative interviewees	15
Figure 1.10: Length of time at current workplace	15
Figure 1.11: Awareness of gender identity and/or sexual orientation in the workplace	16
Figure 1.12: Have experienced stigma or discrimination in the current workplace	16
Figure 1.13: Have formally addressed with employer stigma or discrimination experienced	17
Figure 1.14: Mechanisms in place to report the issue	17
Figure 1.15: Satisfaction with employer response	18
Figure 1.16: Reasons for not having experienced stigma or discrimination in current workplace	19
Figure C.1: Overall sentiment for all answers combined	35
Figure C.2: Description of the workplace	35
Figure C.3: Awareness of LGBTQ2 Identity at the workplace	36
Figure C.4: Reason for the low level of awareness of LGBTQ2 identity	36
Figure C.5: Reason for hidden LGBTQ2 identity	37
Figure C.6: By what type of colleague	37
Figure C.7: Experience of stigma and discrimination	38
Figure C.8: Other examples of stigma and discrimination	38
Figure C.9: Addressing issue with the employer	39

Figure C.10: Employer response to the incident of stigma and discrimination	39
Figure C.11: Emotional response to the experience	40
Figure C.12: Post-incident improvement in the workplace conditions	40
Figure C.13: Reasons for not addressing the issue with the employer	41
Figure C.14: Desired employer response	41
Figure C.15: Inclusive workplace	42
Figure C.16: Other reasons they feel they haven't had this experience	42
Figure C.17: Opportunities to make the workplace more inclusive	43

Executive Summary

Background and Objectives

The Privy Council Office (PCO) commissioned Delvinia Inc. to conduct online in-depth interviews on the experiences of LGBTQ2 individuals with stigma and discrimination in the Workplace.

Although LGBTQ2 people enjoy the benefit of workplace protections in all Canadian jurisdictions, there are still potential negative workplace culture and norms that may lead to challenging experiences for LGBTQ2 people.

The purpose of this research project is to learn how anti-LGBTQ2 stigma and discrimination affects employees, not only when it happens, but throughout the course of their career.

The objective of this research was to collect narrative accounts of the lived experiences of stigma and discrimination that LGBTQ2-identified people have had in the workplace. These narrative accounts aim to provide information to direct conversations with partners both internal and external to government regarding the need for any further research and the development of policy priorities.

Methodology

A survey was administered to a national online panel, AskingCanadians, according to the *Standards for the Conduct of Government of Canada Public Opinion Research—Qualitative Research* and *Standards for the Conduct of Government of Canada Public Opinion Research—Online Surveys*. The respondents had the right to respond to the survey in their preferred official language.

For the purpose of identifying and recruiting LGBTQ2 individuals who are currently employed for follow-up in-depth interviews, the study was conducted in two (2) parts from March 13 to March 20, 2020:

1. As part of the quantitative qualification, LGBTQ2 individuals who are currently employed were identified through the screener by means of self-identification questions on birth gender, gender identity, sexual orientation¹, and employment status.
2. Once the quantitative screener was completed, a cross-representation of LGBTQ2-identified individuals were invited to take part in a *qualitative* online interview using artificial intelligence (AI) in-depth interviews called CRIS (Conversational Research Insight System)². Participation in the interviews was completely voluntary.

The data and charts displayed here are weighted according to the national representation of sex, age and region, as per the most recent Statistics Canada census data.

¹ Questions required to identify LGBTQ2 individuals are based on Statistics Canada standards.

² Detailed information about AskingCanadians, recruitment process and CRIS tool is in the Detailed Description of the Research and Findings section.

Sample Profile

Overall, the screener questions of the quantitative portion of the research were completed by 3,002 survey respondents. To minimize the non-response bias and to ensure that the total sample is representative of the Canadian labour force, hard quotas were implemented for the age and region of the respondents. Any minor variations in the final data were corrected by weighting the data to the national standards defined by the most recent Statistics Canada census data^{3,4}.

The total sample includes only labour force participants. This was identified as Canadians who either are working full-time (that is, 35 or more hours per week), working part-time (that is, less than 35 hours per week), or self-employed, and all work with organizations that employ 2+ employees.

The qualitative portion of the study was completed by 62 respondents who had identified themselves as LGBTQ2 and were willing to answer further questions about their experiences in the workplace. The fall-out was natural with a minimal sample control over the participants chosen for the interview. Soft quotas of minimum one (1) complete per each demographic group of LGBTQ2-identified individuals to ensure diversity of the sample.

In total, 42 people in English and 20 in French went through the interview with the virtual moderator. The average CRIS interview length was 6 minutes overall (n = 62) with an average of 10 minutes among those who had experiences with workplace stigma and discrimination in the workplace (n = 16).

Note on interpretation: As with all qualitative research, results are directional and not statistically projectable to the target population.

Summary of Key Findings

In total, 8.8% of the Canadian working population identified themselves as LGBTQ2. Of them:

- 4.9% of respondents self-identified lesbian or gay, that is, sexually attracted to people of the same sex;
- 3.3% of respondents self-identified as bisexual, that is, sexually attracted to people of both sexes;
- 0.6% of respondents self-identified as transgender, which is individuals whose gender identity or expression does not match the sex they were assigned at birth.

Key Qualitative Findings

Sixty-two (62) respondents went through the interview with the virtual moderator; 42 in English and 20 in French. Respondents showed good representation in terms of sexual orientation (lesbian or gay n = 34, Bisexual n = 25, Other n = 3) and the majority of respondents (n = 60) identified as cisgender with two respondents (n = 2) identifying as transgender or other. From their descriptions of their current workplaces, we can see they

³ Statistics Canada 2020. Table 14-10-0017-01 Labour force characteristics by sex and detailed age group, monthly, unadjusted for seasonality (x 1,000). DOI: <https://doi.org/10.25318/1410001701-eng>.

⁴ Statistics Canada 2020. Table 14-10-0287-03. Labour force characteristics by province, monthly, seasonally adjusted. DOI: <https://doi.org/10.25318/1410028701-eng>.

cover a wide range of professions (education, real estate, labour, management, professional, military, public and private sector) and a variety of job situations (office, factory, on the road, on worksites) and tenures.

Fewer than half (n = 29) said their gender identity and/or sexual orientation is known by most or all in their workplace, while the remaining respondents (n = 33) said their gender identity and/or sexual orientation is known by some or not known in their workplace. Reasons for the lack of awareness vary, but a key theme, whether their gender identity and/or orientation is known only by some or not known at all, is that the respondent feels it is unnecessary or that they are more comfortable keeping it private.

About a quarter of respondents (n = 16) say they have experienced stigma or discrimination in the current workplace. Often the stigma or discrimination that respondents have experienced is related to general insensitivity around stereotypes, language and jokes that makes them feel like an outsider and to a lesser extent overt name calling. Some of the stigma or discrimination that respondents have experienced has been implied, in that it takes the guise of another issue which they feel has impacted their career advancement.

Of those who have experienced stigma or discrimination in their current workplace (n = 16), very few have formally addressed it with their employer (n = 4). When it was formally addressed, most respondents felt their employers had clear mechanisms in place to report the issue and were satisfied with the outcome. The mechanisms for reporting the issue included having clear workplace policies, written documentation and providing the ability to have frank conversations.

The majority who have experienced stigma or discrimination in their current workplace have not formally addressed it with their employer (n = 12). The reasons they have not addressed it tended to be related to fear that doing so would not change anything and might potentially make matters worse. There was some hope that things are changing for the better, but respondents still felt that more could be done to stop stigma and discrimination in the workplace, including having clear policies and leading by example.

Among those who say they haven't experienced stigma or discrimination in their current workplace, most said the main reason driving this is that their workplace is inclusive (n = 28) or that their gender identity and/or sexual orientation is not known in the workplace (n = 14). Those who feel their workplace is inclusive attributed this to the nature of the industry they are in and to the open-mindedness of people they work with. Some also talked about policies that are in place, and an environment where there is zero tolerance for any kind of stigma or discrimination (not just related to gender identity or sexual orientation).

When asked for their final thoughts on how workplaces in general could be more inclusive, many talked about ensuring that clear policies are in place. And several talked about how important leadership is in setting the right example in terms of appropriate language and behaviour.

Additionally, the sentiment of each of the participant's responses was analysed using the Google Cloud Language API. (An Application Programming Interface, or API, is a software intermediary that allows two applications to talk to each other. In this case, CRIS calls the Google Cloud Language API to return the sentiment score for each response). Across all participants and responses, the average overall sentiment was neutral. However, negative sentiment was observed in approximately half of the responses when participants shared their specific workplace situations and experiences of stigma and discrimination.

Notes to Readers

- All quantitative results in the report are expressed as a number, unless otherwise noted.
- Where applicable, the unweighted sample size for various demographic groups is shown in brackets under the chart.
- All qualitative results are expressed by numerical counts, as to avoid any implication that results are projectable.
- The number of respondents changes throughout the report because questions were asked of sub-samples of survey respondents. Readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- The survey questionnaire (including the questions asking in the qualitative CRIS experience) is appended to the report.
- The tabulated data are available under separate cover.

Contract Value: \$24,860 (including HST)

Statement of Political Neutrality:

I hereby certify as a Senior Officer of Delvinia Inc. that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.

Original signed by



Raj Manocha

Chief Revenue Officer

Delvinia Inc.

Detailed Description of the Research and Findings

Background and Objectives

The Privy Council Office (PCO) commissioned Delvinia Inc. to conduct online in-depth interviews on the experiences of LGBTQ2 individuals with stigma and discrimination in the Workplace

Although LGBTQ2 people enjoy the benefit of workplace protections in all Canadian jurisdictions, there are still potential negative workplace culture and norms that may lead to challenging experiences for LGBTQ2 people.

The purpose of this research project is to learn how anti-LGBTQ2 stigma and discrimination affects employees, not only when it happens, but throughout the course of their career.

The objective of this research was to collect narrative accounts of the lived experiences of stigma and discrimination that LGBTQ2-identified people have had in the workplace. These narrative accounts aim to provide information to direct conversations with partners both internal and external to government regarding the need for any further research and the development of policy priorities.

Methodology

A screener survey was administered to n = 3,002 respondents, participants of the national online panel AskingCanadians. All data recruitment and data collection was according to the *Standards for the Conduct of Government of Canada Public Opinion Research—Qualitative Research* and *Standards for the Conduct of Government of Canada Public Opinion Research—Online Surveys*. The respondents had the right to respond the survey in their preferred official language.

For the purpose of identifying and recruiting LGBTQ2 individuals, who are currently employed for follow-up in-depth interviews, the study was conducted in two (2) parts from March 13 to March 20, 2020:

1. As part of the quantitative qualification, LGBTQ2 individuals who are currently employed were identified through the screener by means of self-identification questions on birth gender, gender identity, sexual orientation⁵, and employment status.
2. Once the quantitative screener was completed, a cross-representation of LGBTQ2-identified individuals were invited to take part in a *qualitative* online interview using artificial intelligence (AI) in-depth interviews called CRIS (Conversational Research Insight System). Participation in the interviews was completely voluntary.

The data and charts displayed here are weighted according to the national representation of sex, age, and region, as per the most recent Statistics Canada census data.

⁵ Questions required to identify LGBTQ2 individuals are based on Statistics Canada standards.

AskingCanadians

AskingCanadians, a Delvinia company, was established in 2005 as an online data collection firm dedicated to helping market researchers gather high quality information from Canadian consumers. Delvinia owns and manages the AskingCanadians online research community, and its French counterpart Qu'en pensez vous, which includes a panel of more than 1,000,000 demographically representative and profiled Canadians who have opted-in to participate in online surveys that significantly influence today's leading brands. AskingCanadians and Qu'en pensez vous are built through incentive partnerships with Aeroplan, Via Rai, Petro Points, HBC Rewards and Walmart. The result is an average response rate that eclipses the industry, at 30%.

To maintain quality control and representation of respondents, the following procedures were put in place:

1. The survey (quantitative research component) was launched in two stages:
 - a. Soft launch: a small sample of targeted population received the survey. Upon collecting approximately ~100 quantitative completes (~25 French and ~75 English) a quality check was conducted to ensure that all variables are stored and all questionnaire logic was working correctly. No issues were encountered
 - b. Full launch: when the quality check was completed, the survey was full launched to the remaining sample
2. Hard quotas were placed on the key demographic factors such as region and age
3. The in-depth interviews (qualitative research component) were pre-tested with 4 respondents (2 English, 2 French)
4. The survey was available in both desktop and mobile-first format
5. The experience from the quantitative, directly into the qualitative CRIS platform was fluid with no technology drop-offs.

The respondents are incentivized by points incentives via the loyalty rewards program that the panellists have selected as preferred.

CRIS

CRIS is a virtual moderator that uses AI to conduct one-on-one text-based interviews on a secure web-based platform. Participants chat with CRIS at a time and place that is convenient for them and the conversational format encourages layered responses and far more in-depth feedback compared to traditional static open-ends and unmoderated bulletin boards.

Given the sensitive nature of the topic, CRIS technology provided several advantages:

- **Anonymity:** the anonymous AI chat (without a human interviewer) provided a neutral environment where participants can share their experiences free from perceived judgment as they share them.
- **Convenience:** participants were able to chat with CRIS at a time and place that is convenient for them
- **Depth of dialogue:** the conversational format encouraged layered responses and for more in-depth feedback compared to traditional static open-ends and unmoderated bulletin boards
- **Automatization:** each conversation is automatically recorded with verbatim answers for each participant provided as the output for each question. Responses are also summarized as a group within an automated report using sentiment analysis and machine learning to identify themes.

Sample Profile

Overall, the full screener questions of the quantitative portion of the research were asked among n = 3,002 respondents. To minimize the non-response bias and to ensure that the total sample is representative of the Canadian labour force, hard quotas were implemented for the age and region of the respondents. Any minor variations in the final data were corrected by weighting the data to the national standards defined by the most recent Statistics Canada census data^{6,7}.

Figure 1.1: The unweighted demographic profile of respondents who completed the quantitative survey

Demographic		Respondents
Age	18 to 34	645
	35 to 49	958
	50 to 54	480
	55 to 64	688
	65 or older	231
Region	West (including Territories)	837
	Ontario	1,206
	Quebec	768
	Atlantic Provinces	191
Gender Identity	Male	1,602
	Female	1,382
	Other	11
	Prefer not to answer	7

(n = 3,002)

Labor force population was identified as Canadians who are either working full-time (that is, 35 or more hours per week), working part-time (that is, less than 35 hours per week), or self-employed, and they all work with organizations that employ 2+ employees.

Figure 1.2: The unweighted employment profile of respondents who completed the quantitative survey

Demographic		Respondents
Employment Status	Working full-time, that is, 35 or more hours per week	2,419
	Working part-time, that is, less than 35 hours per week	420
	Self-employed	163
Size of Workplace	2-50 employees	1,114
	51-500 employees	923
	500+ employees	965

(n = 3,002)

The qualitative portion of the study was completed by 62 respondents who had identified themselves as LGBTQ2 and were willing to answer further questions about their experiences in the workplace. The fall-out was natural with a minimal sample control over the participants chosen for the interview. Soft quotas of minimum one (1) complete per each demographic group of LGBTQ2-identified individuals to ensure diversity of the sample.

⁶ Statistics Canada 2020. Table 14-10-0017-01 Labour force characteristics by sex and detailed age group, monthly, unadjusted for seasonality (x 1,000). DOI: <https://doi.org/10.25318/1410001701-eng>.

⁷ Statistics Canada 2020. Table 14-10-0287-03. Labour force characteristics by province, monthly, seasonally adjusted. DOI: <https://doi.org/10.25318/1410028701-eng>.

In total, 42 in English and 20 in French went through the interview with the virtual moderator. The average CRIS interview length was 6 minutes overall (n = 62) with an average of 10 minutes among those who had experiences with workplace stigma and discrimination in the workplace (n = 16).

Figure 1.3: The profile of the qualitative interviewees

Demographic		Completed Interviews
Language	English	42
	French	20
Age	18 to 34	22
	35 to 49	19
	50 to 54	13
	55 to 64	5
	65 or older	3
Gender Identity	Cisgender Male	38
	Cisgender Female	22
	Transgender/Other	2
Sexual Orientation	Lesbian or Gay	34
	Bisexual	25
	Other	3
Employment	Working full-time, that is, 35 or more hours per week	55
	Working part-time, that is, less than 35 hours per week	7

The LGBTQ2-identified sample of participants who experienced workplace stigma and discrimination cannot be considered as a random and representative sample and the results cannot be extrapolated to a broader audience. As such, no weighting scheme can be applied to make the results representative. Key experiential themes were still observed and analyzed directionally to provide insights into future research⁸.

Note on interpretation: As with all qualitative research, results are directional and not statistically projectable to the target population.

⁸ Guest et al believe data saturation typically occurs by the twelfth interview, with meta-themes becoming identifiable after the sixth interview provided the research scope is narrow and the target audience is relatively homogenous (Guest, G., Bunce, A. & Johnson, L. (2006). How many interviews are enough? An experiment with data saturation and variability. *Field Methods*. 18, 59).

Detailed Findings

Quantitative Findings

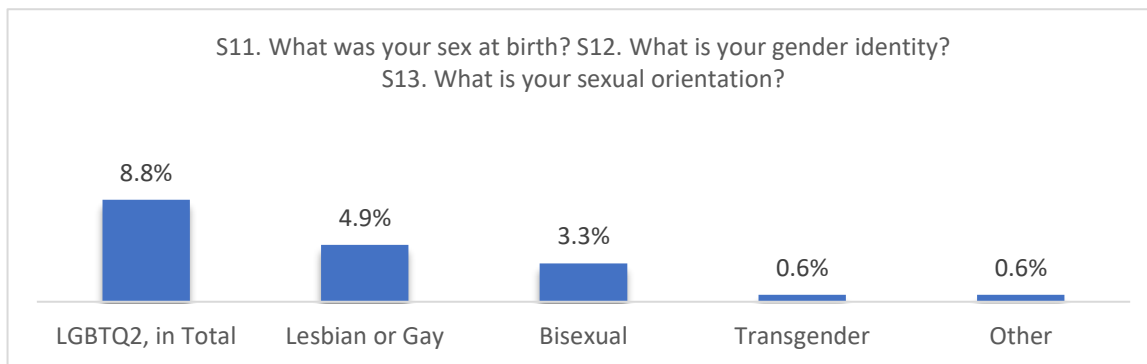
Proportion of LGBTQ2 population

In total, 8.8% of the respondents were identified as LGBTQ2 (Figure 1.4).

Of them:

- 4.9% of Canadians self-identified as lesbian or gay, that is, sexually attracted to people of the same sex;
- 3.3% of Canadians self-identified as bisexual, that is, sexually attracted to people of both sexes;
- 0.6% of Canadians self-identified as transgender, that is a people whose gender identity or expression; does not match the sex they were assigned at birth;
- 0.6% of Canadians identified their sexual orientation as Other.

Figure 1.4: Incidence of LGBTQ2 population

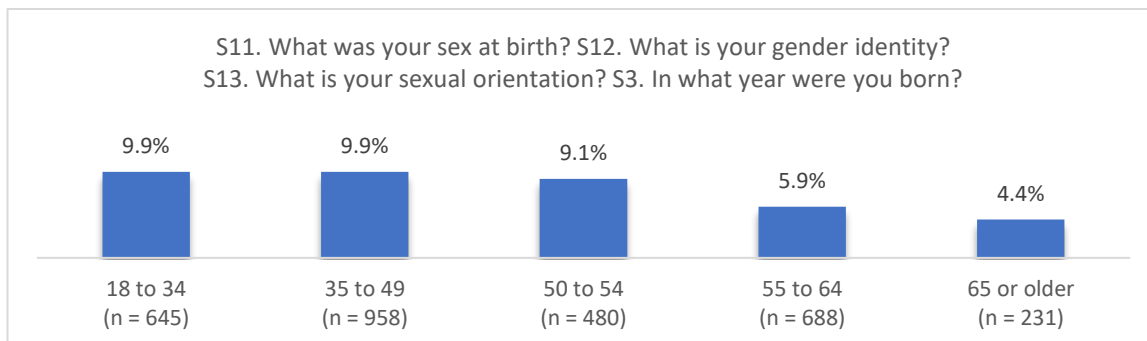


(n = 252)

**Note: Totals do not add up to 8.8%, as not all categories are mutually exclusive (e.g. transgender person can identify as gay or lesbian).*

A greater majority of the LGBTQ2 population is between the ages 18 to 54. Among this segment of the population, the average incidence of LGBTQ2 population is between 9.1% and 9.9% (Figure 1.5). The proportion of the population drops to 4.4% among 65 years of age and older.

Figure 1.5: Incidence of LGBTQ2 population by age



Respondents who identified themselves as LGBTQ2 are more likely to be employed by the larger size organizations that have 501+ employees (Figure 1.6).

Figure 1.6: Incidence of LGBTQ2 population by size of workplace

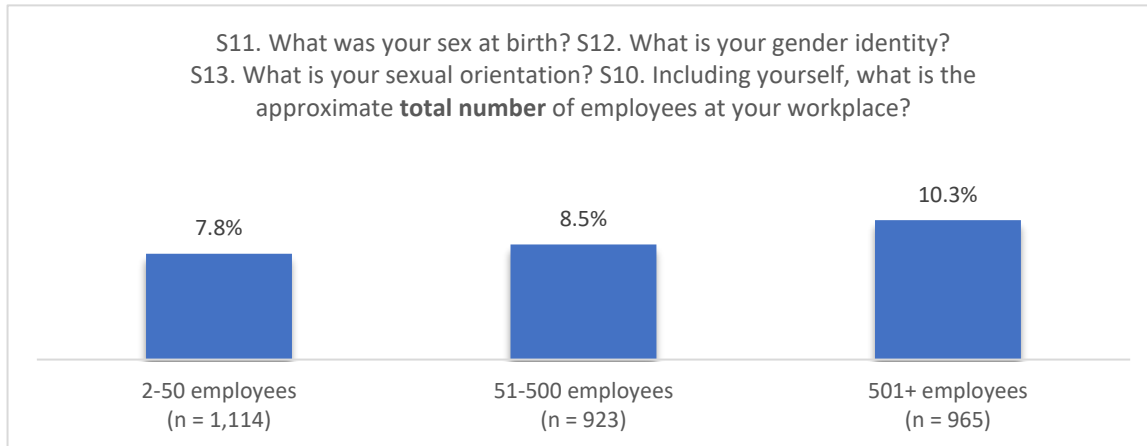


Figure 1.7: Demographic profile of LGBTQ2 population

Demographic		Survey Respondents Percentage
Age	18 to 34	37.5%
	35 to 49	37.1%
	50 to 54	11.7%
	55 to 64	11.7%
	65 or older	2.3%
Region	West (including Territories)	33.3%
	Ontario	36.4%
	Quebec	24.2%
	Atlantic Provinces	5.7%
Gender Identity	Male	54.9%
	Female	39.0%
	Other	5.7%
	Prefer not to answer	0.4%

(n = 252)

Qualitative Findings

Interview participants

In total, 62 respondents went through the interview with the virtual moderator; 42 in English and 20 in French. We had originally anticipated that we might have a sample of only 15-20 interviews, however the incidence of LGBTQ2 individuals who were currently working and who agreed to participate in the interview was higher than expected. As a result, we made the decision while we were in field to increase the number of interview invitations to achieve more breadth in the qualitative responses, while capping the number of interviews to remain in budget.

Figure 1.8: The profile of the qualitative interviewees

Demographic		Completed Interviews
Language	English	42
	French	20
Age	18 to 34	22
	35 to 49	19
	50 to 54	13
	55 to 64	5
	65 or older	3
Gender Identity	Cisgender Male	38
	Cisgender Female	22
	Transgender/Other	2
Sexual Orientation	Lesbian or Gay	34
	Bisexual	25
	Other	3
Employment	Working full-time, that is, 35 or more hours per week	55
	Working part-time, that is, less than 35 hours per week	7

Figure 1.9: The sexual orientation of the qualitative interviewees

Demographic		Completed Interviews	Cisgender Male	Cisgender Female	Transgender Other
Sexual Orientation	Lesbian or Gay	34	27	6	1
	Bisexual	25	10	14	1
	Other	3	1	2	

Current employment situation

Respondents showed good representation in terms of tenure at their current workplaces (Figure 1.10). From their descriptions of their workplaces, we can see they cover a wide range of professions (education, real estate, labour, management, professional, military, public and private sector), and a variety of job situations (office, factory, on the road, on worksites)

Figure 1.10: Length of time at current workplace

	Total	English	French
Less than one year	9	5	4
Between 1-5 years	20	14	6
6-10 years	11	10	1
More than 10 years	21	12	9
Not stated	1	1	
Total	62	42	20

Awareness of gender identity and/or sexual orientation in the workplace

Fewer than half said their gender identity and/or sexual orientation is known by most or all in their workplace (Figure 1.11).

Figure 1.11: Awareness of gender identity and/or sexual orientation in the workplace

	Total	English	French
Not known	17	13	4
Known by some	16	11	5
Known by most	9	7	2
Known by all	20	11	9
Total	62	42	20

Among those who said their gender identity and/or sexual orientation is known by some, there are still many roles in their organization who don't know. For example, respondents mention key roles such as their manager, supervisors and co-workers as not being aware.

Reasons for the lack of awareness vary, but a key theme, whether their gender identity and/or orientation is known only by some or not known at all, is that the respondent feels it's unnecessary or that they are more comfortable keeping it private.

For example:

"I decide with whom I share my private life based on friendship and trust and not on the work relationship" (French, Government, Bisexual Female)

"I see no reason to talk about personal things with most of my co-workers. Sometimes things come up in conversation, but I never make a point of telling people. If it comes up in conversation, then I'll tell them. I am a private person by nature and keep a lot of personal things to myself in my work" (English, Entertainment Industry, Gay Male)

There were a handful of participants who very overtly shared that they haven't been open based on being judged, including for religious and generational reasons.

"Myth that gay men are pedophiles is prevalent in Canadian society. Catholic School District has discriminated against students and staff in the past" (English, teacher, Gay Male)

"I don't feel comfortable sharing this information with them, and most of them are older and might not understand" (French, Municipal Government, Pansexual Female)

Experiences of stigma or discrimination in the current workplace

About a quarter of respondents said they have experienced stigma or discrimination in the current workplace (Figure 1.12).

Figure 1.12: Have experienced stigma or discrimination in the current workplace

	Total	English	French
Yes	16	12	4
No	46	30	16
Total	62	42	20

Often the stigma or discrimination that respondents have experienced is related to general insensitivity around stereotypes, language and jokes that makes them feel like an outsider. For example:

“Homophobic jokes that weren’t directed at me directly deeply humiliated me” (French, Furnishing Industry, Gay Male)

But some experiences involved overt name calling or stigmatization, for example:

“Avoiding me, avoid me offering food/drink items for fear of contamination” (English, Flight Attendant, Gay Male)

Some of the stigma or discrimination that respondents have experienced has been implied, in that it takes the guise of another issue which they feel has impacted their career advancement. For example:

“As I was progressing in my field, a group of 3 co-workers filed a complaint with the provincial licencing authority for my field of work stating alleging that my qualification for advancement were falsified by me and my supervisor” (English, University, Gay Male)

“Inequalities experienced by gays since the beginning of time and nothing has changed, only the media and governments that try to make it seem like it’s accepted. Special rules for me compared to others, no raise for over 5 years. ETC.” (French, Medical Technology, Gay Male)

Addressing the stigma or discrimination

Of those who have experienced stigma or discrimination in their current workplace, very few have formally addressed it with their employer (Figure 1.13).

Figure 1.13: Have formally addressed with employer stigma or discrimination experienced

	Total	English	French
Yes	4	3	1
No	12	9	3
Total	16	12	4

Among those who reported an incident, most of their employers had clear mechanisms in place to report the issue (Figure 1.14). And, it is the same employers who had clear mechanisms in place whose employees were very satisfied with the outcome (Figure 1.15).

Figure 1.14: Mechanisms in place to report the issue

	Total	English	French
Yes	3	2	1
No	1	1	0
Total	4	3	1

Figure 1.15: Satisfaction with employer response

	Total	English	French
Very satisfied	3	2	1
Somewhat satisfied	0	0	0
Not very satisfied	0	0	0
Not at all satisfied	1	1	0
Total	4	3	1

The mechanisms for reporting the issue included having clear workplace policies, written documentation and providing the ability to have frank conversations. For example:

“It was nice to know what the policy was and that it was there to back me up” (English, Military IT Dept, Gay Male)

“Our employer doesn’t tolerate any discrimination from the customers, whether it’s sexual or racial. So if there is an untoward comment we ask them to leave the restaurant. And with the cooks we have a meeting with the general manager in order to explain to them that comments about my sexual orientation are not any more acceptable than if people were to talk about the colour of their skin” (French, restaurant cook, Gay Male)

Those who were satisfied with their employers’ response felt that their workplace changed for the better after the incident. However, the person who was not at all satisfied, and feels that they have been passed up for promotions, didn’t feel that anything changed at all.

Reasons for not addressing the issue

The majority who have experienced stigma or discrimination in their current workplace have not formally addressed it with their employer. The reasons they have not addressed it tended to be related to fear that doing so would not change anything and might potentially make matters worse. For example:

“Worried it would cause tension or that he would disagree with me or that “he doesn't see it that way” so why should I even bother” (English, Addictions Counsellor, Bisexual Female)

“I don't want to be the test case between religious rights and individual rights” (English, Teacher, Gay Male).

“Did not feel the regulation authorities were capable of addressing those concerns without loss of employment in the process” (English, Janitorial Services, Gay Male)

There is some hope that things are changing for the better, but respondents still felt that more could be done to stop stigma and discrimination in the workplace, including having clear policies and leading by example.

Reasons for not having experienced stigma or discrimination in current workplace

Over half (driven by English) of respondents feel they haven't experienced stigma or discrimination in their current workplace because their workplace is inclusive (Figure 1.16).

Figure 1.16: Reasons for not having experienced stigma or discrimination in current workplace

	Total	English	French
My workplace is inclusive	28	21	7
My gender identity and/or sexual orientation is not known in my workplace	14	8	6
Other reason	4	1	3
Total	46	30	16

Those who feel their workplace is inclusive attribute this to the nature of the industry they are in and to the open-mindedness of people they work with. Some also talked about policies that are in place, and an environment where there is zero tolerance for any kind of stigma or discrimination (not just related to gender identity or sexual orientation).

“Corporate policy on inclusion (ethics line, clearly stated that discrimination on the basis of sexual orientation isn’t tolerated)” (French, Telecom, Gay Male)

“In general, I believe that the film industry attracts people who hold socially liberal views. In addition, I have found that lots of turnover and short contracts mean that people who succeed are those who are easy to work with. The common denominator is socially liberal people so these are the views that persist. Many studios also implement a zero-tolerance policy for discrimination based on orientation or identity” (English, Film Industry, Gay Male)

Other reasons for not having experienced stigma or discrimination in their current workplace are related to ‘blending in’ with co-workers (not necessarily that their workplace is inclusive). For example:

“I look straight and I'm super friendly and outgoing so you'd have to be a real bad person not to like me. :) I'm also not dramatic nor do I put it in anyone's face. They know I'm gay and I talk about my partner, but we are very hetero lifestyled which makes us seem "normal" to others” (English, Government, Lesbian Female)

Final thoughts

When asked for their final thoughts on how workplaces in general could be more inclusive, many talked about ensuring that clear policies are in place. Several talked about how important leadership is in setting the right example in terms of appropriate language and behaviour.

“There is still a long way to go before this issue is no longer an issue. Progress is made every day by not laughing at sexist or homophobic jokes” (French, Real Estate, Bisexual Male)

“It needs to come from the top down. We are a very small office & can be quite informal at times. But sometimes the president will say things that are questionable, where no one would ever say anything because we don't have HR” (English, Marketing Agency, Bisexual Male)

“No gendered bathrooms; relaxed dress codes; tougher repercussions for sexist, misogynistic, homophobic and transphobic behaviour; mental health days” (English, Forestry, Transgender)

Finally, while there is a sense that the situation has improved over the years, respondents are finding that people in workplaces still make heteronormative assumptions.

“In general, I think the policies and regulations in place provide a strong framework for people to assert their rights. The challenge that now remains is changing individual people's minds in regards to inclusivity---the most prevalent example that comes to mind for me is that most people still assume that everyone is heterosexual. When meeting new staff or clients for the first time, it is still routine for people to inquire about the "wife and kids", which leaves me in an awkward position about how much I want to share with them or if it is even worth the bother for a brief encounter” (English, University, Gay Male)

Sentiment Analysis

Additionally, the sentiment of each participant's responses was analysed using the Google Cloud Language API. (An Application Programming Interface, or API, is a software intermediary that allows two applications to talk to each other.) In this case, CRIS calls the Google Cloud Language API to return the sentiment score for each response, between -1 and +1. A score in the range of -1 to -0.25 indicates negative sentiment. A score in the range of -0.24 and +0.24 is neutral, and a score in the range of +0.25 to +1 indicates positive sentiment. Across all participants and responses, the average sentiment was neutral. However, negative responses tended to register when participants shared their specific workplace situations and experiences of stigma and discrimination.

Negative sentiment was observed in approximately half of the responses when participants talked about why their gender identity and/or sexual orientation is known by some or not known in their workplace (Figure C.4 and Figure C.5), when participants talked about their experience and gave examples of stigma and discrimination in the workplace (Figure C.7 and Figure C.8) and when participants were identifying anything their employer could do or communicate to make them feel comfortable addressing issues like this (Figure C.12). There also were several participants who registered negative sentiment (n = 27 out of 62) when they offered their final thoughts on what workplaces in general could do to be more inclusive (Figure C.16).

Appendix A - Survey Questionnaire (English)

Invitation

This is a Government of Canada research study on diversity and inclusion. Delvinia has been hired to administer the study. Si vous préférez répondre au sondage en français, veuillez cliquer sur français.

The following questionnaire should take a maximum of 30 minutes to complete. Your participation is voluntary and your responses will remain completely anonymous and confidential.

Any information you provide will be administered in accordance with the Privacy Act and other applicable privacy laws <http://laws-lois.justice.gc.ca/eng/acts/p-21/>. To view the research firm's privacy policy, click here <https://www.askingcanadians.com/communities/default.aspx?p=p430686807&n=1795610795>

For any enquiries about the study, please contact isabelle.cote@pco-bcp.gc.ca

CAPITALIZED TEXT IS NOT SHOWN TO THE RESPONDENTS

S.1. Is your primary residence in Canada?

1. Yes
2. No

IF ANSWERED YES, CONTINUE, ELSE TERMINATE

S.2. What region of Canada do you live in?

1. British Columbia
2. Alberta
3. Saskatchewan
4. Manitoba
5. Ontario
6. Quebec
7. New Brunswick
8. Nova Scotia
9. Prince Edward Island
10. Newfoundland and Labrador
11. Territories (Nunavut, Yukon or Northwest Territories)
12. None of the above

TERMINATE NONE OF THE ABOVE

QUOTAS: NATIONALLY REPRESENTATIVE WITH TERRITORIES AS IT FALLS

S.3. In what year were you born?

DROP-DOWN [YYYY]

Prefer not to answer

IF PREFERS NOT TO PROVIDE A PRECISE BIRTH YEAR, ASK:

S.3.A. Would you be willing to indicate in which of the following age categories you belong?

1. 17 or younger
2. 18 to 34
3. 35 to 49
4. 50 to 54
5. 55 to 64
6. 65 or older
7. Prefer not to answer

TERMINATE IF NOT 18 YEARS OR OLDER OR PREFER NOT TO ANSWER

S.9. Which of the following categories best describes your current employment status? Are you...?

1. Working full-time, that is, 35 or more hours per week
2. Working part-time, that is, less than 35 hours per week
3. Self-employed
4. Unemployed, but looking for work
5. A student attending school full-time
6. Retired
7. Not in the workforce (Full-time homemaker, unemployed, not looking for work)
8. Other
9. Prefer not to answer

CONTINUE IF S.9. = 1-3, OTHERWISE TERMINATE

S.10. Including yourself, what is the approximate total number of employees at your workplace?

1. 1 employee (just myself)
2. 2-10 employees
3. 11-50 employees
4. 51-100 employees
5. 101-500 employees
6. 501-1,000 employees
7. 1,001-10,000 employees
8. 10,000+ employees
9. Prefer not to answer

CONTINUE IF S.10. = 2-8, OTHERWISE TERMINATE

FOR ANYONE WHO TERMINATES ABOVE:

Thank you for participating in this study. Unfortunately you are not eligible for this particular study. We do appreciate that you took the time to participate.

You may now close this window.

S.4. What is the highest level of education that you have completed?

1. Some high school or less
2. High school diploma or equivalent
3. Registered Apprenticeship or other trades certificate or diploma
4. College, CEGEP or other non-university certificate or diploma
5. University certificate or diploma below bachelor's level
6. Bachelor's degree
7. Post graduate degree above bachelor's level
8. Prefer not to answer

S.5. Are you an Aboriginal person, that is, First Nations, Métis or Inuk (Inuit)? First Nations includes Status and Non-Status Indians.

1. Yes
2. No

DO NOT ASK S.6. IF YES to S.5.

S.6. People living in Canada come from many different ethnic and cultural origins. Would you describe yourself as...? Select all that apply

RANDOMIZE

1. White
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian)
9. West Asian (e.g., Iranian, Afghan)
10. Korean
11. Japanese
12. Other
13. Prefer not to answer

S.7. Where were you born?

RANDOMIZE

1. In Canada
2. Outside of Canada

S.8. What language do you speak most often at home?

RANDOMIZE

1. English
2. French
3. Other

SHOW INTRO, S.11. , S.12. ON SAME SCREEN

The following questions are about sex and gender identity. Sex refers to sex assigned at birth. Gender identity refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.

S.11. What was your sex at birth?

1. Male
2. Female
3. Prefer not to answer

S.12. What is your gender identity?

1. Male
2. Female
3. Other (Please specify _____)
4. Prefer not to answer

S.13. What is your sexual orientation?

1. Heterosexual or straight (that is, sexually attracted to people of the opposite sex)
2. Homosexual or lesbian or gay (that is, sexually attracted to people of the same sex)
3. Bisexual (that is, sexually attracted to people of both sexes)
4. Other (Please specify _____)
5. Prefer not to answer

QUALIFY AS LGBTQ2 IF

S.11. = 1 & S.12. = 2 OR

S.11. = 2 & S.12. = 1 OR

S.12. = 3 OR

S.13. = 2, 3, or 4

IF THEY DON'T QUALIFY: Thank you for participating in the study

CRIS: ONLY ASK AMONG THOSE WHO QUALIFY AS LGBTQ2

For the next part of the research you're invited to participate in a one-on-one text-based interview with a virtual moderator named Cris. Cris is kind of like a chatbot and will be asking you questions about whether you have encountered stigma or discrimination in the workplace as it relates to your gender identity and/or sexual orientation.

The Government of Canada really wants to understand your experiences in the workplace and your feelings around this topic. As with the previous questions you just answered, all the information you provide will remain anonymous and confidential, and the results will be reported in aggregate. As part of the introduction, Cris will be asking what you'd like to be called, and you can provide any name you want.

Would you like to participate in the one-on-one interview with the virtual moderator?

1. Yes – CONTINUE
2. No – THANK & TERMINATE

VIRTUAL MODERATOR EXPERIENCE BEGINS

Please follow CRIS' prompts until you reach the end of the session. The chat should take approximately 15-20 min to complete.

If you encounter any pauses or errors, you may refresh the page and your chat script will remain on the page upon refreshing.

Hello, my name is Cris and I'm a virtual moderator. Go ahead and tap 'Hi' below to get started.

DISCUSSION

Thank you for agreeing to talk with me today and being part of this very important research. I'll be asking you some open-ended questions about your experiences in the workplace, and I hope you feel free to share with me. Ready to begin?

Prompt – Yes!

1. I'm going to be asking you to tell me about your experiences in a bit, but first, could you describe your current workplace for me? I'm looking for things like what is the industry or sector, what are your job responsibilities/type of work that you do, how big is your immediate work team, and what type of physical environment do you work in (e.g. office, retail store, warehouse)?
2. That's helpful. How long have you been working there?

Prompt – Less than one year, Between 1-5 years, 6-10 years, More than 10 years

3. Now getting to the topic, to what extent is your gender identity and/or sexual orientation known by others in your workplace?

Prompt - Not known (skip to Q.6.), Known by some (continue to Q.4.), Known by most (skip to Q.7.), Known by all (skip to Q.7.)

4. What types of colleagues don't know (e.g. co-workers, supervisor, management, staff you manage etc.)?
5. What are the reasons for that? (skip to Q.7.)
6. What are the reasons that your gender identity and/or sexual orientation is not known in your workplace?
7. Now let's talk about stigma and discrimination in the workplace based on gender identity or sexual orientation. Stigma means a negative stereotype. Discrimination means unfair treatment because of a personal characteristic or distinction, which, whether intentional or not, has an effect that imposes disadvantages not imposed on others.

Prompt – Ok, I've read the definition

These topics can be difficult to talk about. When completing this section, only share as much information as you are comfortable with.

Prompt – I understand

8. Keeping in mind the definitions of stigma and discrimination, have you ever experienced stigma or discrimination in your current workplace as a result of your gender identity and/or sexual orientation?

Prompt – Yes (continue), No (skip to Q.21.)

9. By what type of colleague (e.g. co-worker/s, supervisor, management, staff etc.)?
10. Keeping in mind the definitions of stigma and discrimination, can you tell me what you experienced?
11. Thanks. Are there any other examples you can tell me about?
12. Have you formally addressed with your employer any of the stigma or discrimination that you have experienced?

Prompt – Yes (continue) No (skip to Q.19.)

13. What were the key points you raised with them?
14. Were there clear mechanisms in place for you to be able to report the issue?

Prompt – Yes, No

15. How satisfied were you with the response from your employer?

Prompt - Very satisfied, Somewhat satisfied, Not very satisfied, Not at all satisfied

16. What was it your employer did to respond to the issue?
17. Tell me how you felt about that?
18. Do you feel your workplace changed after the incident? What's it like for you at work now? (skip to Q.24.)

19. What are the reasons that you didn't address the issue with your employer?
20. Is there anything your employer could do or communicate to make you feel comfortable addressing issues like this? Tell me what they could do? (skip to Q.24.)
21. What is the reason you feel that you haven't experienced stigma or discrimination at your workplace?

Prompt – My workplace is inclusive (skip to Q.22.), My gender identity and/or sexual orientation is not known in my workplace (skip to Q.24.), Other reason (skip to Q.23.)

22. What makes your workplace inclusive? What could other organizations learn from yours? (skip to Q.24.)
23. What are the reasons you feel you haven't had this experience?
24. Do you have any final thoughts on what workplaces in general could do to be more inclusive?

That's all of the questions that I have. Thank you for participating. Please click "Submit and end chat" below and then the next arrow button in the survey window to continue to the end of the survey.

Have a great day, _____.

Bye for now!

Appendix B - Survey Questionnaire (French)

Invitation

Ceci est une étude du gouvernement du Canada portant sur la diversité et l'inclusion. La compagnie Delvinia a été mandatée pour réaliser l'étude. If you prefer to answer in English, please click on English.

Il vous faudra 30 minutes tout au plus pour répondre à ce questionnaire.

Votre participation est volontaire et vos réponses demeureront entièrement anonymes et confidentielles.

Tous les renseignements que vous fournirez seront traités conformément à la *Loi sur la protection des renseignements personnels* et aux autres lois applicables en matière de vie privée <https://laws-lois.justice.gc.ca/fra/lois/p-21/>. Pour consulter la politique de confidentialité de la compagnie de recherche, cliquez ici : <https://www.quenpensez-vous.com/communities/default.aspx?p=p430686807&n=1795610795&dvl=3084>

Pour toute demande au sujet de l'étude, veuillez communiquer avec Isabelle Côté à isabelle.cote@pco-bcp.gc.ca

LE TEXTE EN MAJUSCULES N'EST PAS PRÉSENTÉ AUX RÉPONDANTS.

S.1. Votre résidence principale est-elle située au Canada?

1. Oui
2. Non

EN CAS DE RÉPONSE OUI, CONTINUER, SINON TERMINER

S.2. Dans quelle région du Canada demeurez-vous?

1. Colombie-Britannique
2. Alberta
3. Saskatchewan
4. Manitoba
5. Ontario
6. Québec
7. Nouveau-Brunswick
8. Nouvelle-Écosse
9. Île-du-Prince-Édouard
10. Terre-Neuve-et-Labrador
11. Territoires (Nunavut, Yukon ou Territoires du Nord-Ouest)
12. Aucun des choix ci-dessus

TERMINER SI 12. AUCUN DES CHOIX CI-DESSUS

QUOTAS : REPRÉSENTATIFS À L'ÉCHELLE NATIONALE AVEC LES TERRITOIRES QUAND ÇA SE PRODUIT

S.3. En quelle année êtes-vous né(e)?

MENU-DÉROULANT [AAAA]

Je préfère ne pas répondre

SI PRÉFÈRE NE PAS DONNER UNE ANNÉE DE NAISSANCE PRÉCISE, DEMANDER :

S.3.A. Pourriez-vous indiquer auquel des groupes d'âge suivants vous appartenez?

1. 17 ans ou moins
2. 18 à 34 ans
3. 35 à 49 ans
4. 50 à 54 ans
5. 55 à 64 ans
6. 65 ans ou plus
7. Je préfère ne pas répondre

TERMINER SI PAS PLUS DE 18 ANS OU PRÉFÈRE NE PAS RÉPONDRE

S.9. Parmi les catégories suivantes, laquelle décrit le mieux votre situation professionnelle actuelle? Êtes-vous...? (Choisir une réponse.)

1. Employé(e) à temps plein (35 heures ou plus par semaine)
2. Employé(e) à temps partiel (moins de 35 heures par semaine)
3. Travailleur(se) autonome
4. Sans emploi, mais en recherche d'emploi
5. Un(e) étudiant(e) fréquentant un établissement scolaire à temps plein
6. Retraité(e)
7. Je ne fais pas partie de la population active (personne au foyer à temps plein, sans emploi et pas en recherche d'emploi)
8. Autre
9. Je préfère ne pas répondre

CONTINUER POUR S.9. = 1-3, SINON TERMINER

S.10. Y compris vous-même, quel est le nombre approximatif d'employés que compte votre milieu de travail?

1. 1 employé(e) (seulement moi)
2. 2 à 10 employés
3. 11 à 50 employés
4. 51 à 100 employés
5. 101 à 500 employés
6. 501 à 1 000 employés
7. 1 001 à 10 000 employés
8. 10 000 employés et plus
9. Je préfère ne pas répondre

CONTINUER POUR S.10. = 2-8, SINON TERMINER

POUR TOUS QUI TERMINENT

Merci d'avoir participé à cette étude. Malheureusement, la prochaine série de questions ne s'applique pas à votre profil. Merci d'avoir participé à cette étude.

Vous pouvez fermer cette fenêtre.

S.4. Quel est le plus haut niveau de scolarité que vous avez atteint?

1. Quelques années d'études secondaires ou moins
2. Diplôme d'études secondaires ou l'équivalent
3. Apprentissage enregistré ou autre certificat ou diplôme professionnel d'une école de métiers
4. Certificat ou diplôme d'un collège, cégep ou autre établissement non universitaire
5. Certificat ou diplôme universitaire inférieur au baccalauréat
6. Baccalauréat
7. Diplôme d'études universitaires supérieur au baccalauréat
8. Je préfère ne pas répondre

S.5. Êtes-vous un Autochtone, c'est-à-dire un membre des Premières Nations, un Métis ou un Inuit? Les Premières Nations incluent les Indiens inscrits et non-inscrits.

1. Oui
2. Non

NE PAS DEMANDER S.6. SI OUI À S.5.

S.6. Les gens qui vivent au Canada ont de nombreuses origines ethniques et culturelles différentes. Vous décririez-vous comme étant...? Veuillez choisir toutes les réponses pertinentes.

RANDOMISER

1. Blanc(he)
2. Sud-Asiatique (p. ex. Indien de l'Inde, Pakistanais, Sri-Lankais)
3. Chinois(e)
4. Noir(e)
5. Philippin(e)
6. Latino-américain(e)
7. Arabe
8. Asiatique du Sud-Est (p. ex. Vietnamien(ne), Cambodgien(ne), Malaisien(ne), Laotien(ne))
9. Asiatique occidental (p. ex. Iranien(ne), Afghan(e))
10. Coréen(ne)
11. Japonais(e)
12. Autre
13. Je préfère ne pas répondre

S.7. Où êtes-vous né(e)?

RANDOMISER

1. Au Canada
2. À l'extérieur du Canada

S.8. Quelle langue parlez-vous le plus souvent à la maison?

RANDOMISER

1. Anglais
2. Français
3. Autre

AFFICHER INTRO, S.11. , S.12. SUR LE MÊME ÉCRAN

Les prochaines questions portent sur le sexe et l'identité de genre. Par sexe, on entend le sexe assigné à la naissance. Par identité de genre, on entend le genre actuel, qui peut différer du sexe assigné à la naissance ou de celui inscrit dans les documents légaux.

S.11. Quel était votre sexe à la naissance?

1. Masculin
2. Féminin
3. Je préfère ne pas répondre

S.12. Quelle est votre identité de genre?

1. Masculin
2. Féminin
3. Autre (Veuillez préciser _____)
4. Je préfère ne pas répondre

S.13. Quelle est votre orientation sexuelle? Êtes-vous...?

1. Hétérosexuel(le) (c'est-à-dire attiré(e) sexuellement par des personnes de sexe opposé)
2. Homosexuel(le) ou lesbienne ou gai (c'est-à-dire attiré(e) sexuellement par des personnes de même sexe)
3. Bisexuel(le) (c'est-à-dire attiré(e) sexuellement par des personnes des deux sexes)
4. Autre (Veuillez préciser _____)
5. Je préfère ne pas répondre

QUALIFIER COMME LGBTQ2 SI

S.11. = 1 & S.12. = 2 OU

S.11. = 2 & S.12. = 1 OU

S.12. = 3 OU

S.13. = 2,3, ou 4

S'ILS NE SE QUALIFIENT PAS : Cela conclut notre sondage. Nous vous remercions sincèrement d'avoir participé à cette étude.

DEMANDEZ UNIQUEMENT À CEUX QUI SONT QUALIFIÉS COMME LGBTQ2

Pour la prochaine partie de la recherche, nous vous invitons à participer à une entrevue individuelle sous forme de clavardage avec un animateur virtuel. Cet animateur virtuel est une sorte de robot conversationnel qui vous posera des questions pour savoir si vous avez été confronté(e) à de la stigmatisation ou à de la discrimination dans votre milieu de travail en lien avec votre identité de genre ou votre orientation sexuelle.

Le gouvernement du Canada désire vraiment comprendre vos expériences dans votre milieu de travail ainsi que vos sentiments sur ce sujet. Comme pour les questions auxquelles vous venez de répondre, tous les renseignements que vous fournissez demeureront anonymes et confidentiels, et les résultats seront présentés de manière globale. Dans le cadre de l'introduction, l'animateur virtuel vous demandera comment vous voulez vous faire appeler. Vous pouvez donner n'importe quel nom.

Souhaitez-vous participer à l'entrevue individuelle réalisée avec l'animateur virtuel?

1. Oui – CONTINUER
2. Non – REMERCIER ET TERMINER

L'EXPÉRIENCE DU MODÉRATEUR VIRTUEL COMMENCE

Veuillez suivre les directives de l'animateur virtuel jusqu'à la fin de la séance. La conversation devrait prendre environ 15 à 20 minutes de votre temps.

En cas de pauses ou d'erreurs, vous pouvez rafraîchir la page et votre conversation restera sur la page une fois cette dernière rafraîchie.

Bonjour. Je suis un modérateur virtuel. Allez-y, tapez « Salut » ci-dessous pour commencer.

DISCUSSION

Merci d'avoir accepté de vous entretenir avec moi aujourd'hui et de prendre part à cette recherche de grande importance. Je vais vous poser des questions à réponses ouvertes sur vos expériences en milieu de travail, et j'espère que vous vous sentirez à l'aise de partager vos commentaires avec moi. Prêt(e) à commencer?

Option de réponse – Oui!

1. Je vais vous inviter à me parler de vos expériences dans quelques instants, mais pourriez-vous d'abord me décrire votre milieu de travail actuel? Veuillez inclure des renseignements tels que le secteur ou l'industrie, les responsabilités professionnelles que vous avez/le type de travail que vous effectuez, la taille de votre équipe de travail immédiate, et le type d'environnement physique dans lequel vous travaillez (p. ex. bureau, magasin de détail, entrepôt).
2. Voilà qui est utile. Depuis combien de temps travaillez-vous à cet endroit?

Options de réponse – Moins d'un an, 1 an à 5 ans, 6 à 10 ans, plus de 10 ans

3. Abordons maintenant le sujet principal de notre discussion : dans quelle mesure votre identité de genre ou orientation sexuelle est-elle connue par vos collègues de travail?

Options de réponse – N'est pas connue (Passer à Q.6.), Est connue de certaines personnes (Continuer à Q.4.), Est connue de la plupart (Passer à Q.7.), Est connue de tous (Passer à Q.7.)

4. Quels types de collègues ne la connaissent pas (p. ex. compagnon de travail, superviseur, direction, personnel sous votre responsabilité, etc.)?

5. Quelles sont les raisons qui expliquent cela? (Passer à Q.7.)
6. Pour quelles raisons votre identité de genre ou orientation sexuelle n'est pas connue dans votre milieu de travail?
7. Parlons maintenant de la stigmatisation et de la discrimination au travail fondées sur l'identité de genre ou l'orientation sexuelle. La stigmatisation signifie un stéréotype négatif. La discrimination, c'est le fait de réserver à quelqu'un un traitement inéquitable en raison d'une caractéristique personnelle ou d'une distinction, intentionnellement ou non, qui a pour effet d'imposer des désavantages non imposés à d'autres.

Option de réponse – D'accord, j'ai lu la définition.

Ces sujets sont de nature sensible. Répondez à cette section en indiquant uniquement l'information que vous êtes à l'aise de partager.

Option de réponse – Je comprends.

8. En gardant à l'esprit les définitions de la stigmatisation et de la discrimination, avez-vous déjà subi de la stigmatisation ou de la discrimination dans votre milieu de travail actuel, en raison de votre identité de genre ou de votre orientation sexuelle?

Options de réponse – Oui (Continuer), Non (Passer à Q.21.)

9. Par quel type de collègue (p. ex. compagnon de travail, superviseur, direction, personnel, etc.)?
10. En gardant à l'esprit les définitions de la stigmatisation et de la discrimination, pouvez-vous me parler de ce que vous avez subi?
11. Merci. Y a-t-il d'autres exemples dont vous pourriez me parler?
12. Avez-vous officiellement abordé avec votre employeur la stigmatisation ou la discrimination que vous avez subie?

Options de réponse – Oui (Continuer), Non (Passer à Q.19.)

13. Quels étaient les points fondamentaux que vous avez soulevés avec votre employeur?
14. Y avait-il des mécanismes clairs mis en place pour vous permettre de signaler le problème?

Options de réponse – Oui, Non

15. Dans quelle mesure avez-vous été satisfait(e) de la réponse de votre employeur?

Options de réponse – Très satisfait(e), Plutôt satisfait(e), Pas très satisfait(e), Pas du tout satisfait(e)

16. Qu'a fait votre employeur pour corriger la situation?
17. Comment vous êtes-vous senti(e)?
18. Avez-vous le sentiment que votre milieu de travail a changé après cet incident? À quoi ressemble votre situation dans votre milieu de travail maintenant? (Passer à Q.24.)
19. Quelles sont les raisons pour lesquelles vous n'avez pas abordé le problème avec votre employeur?
20. Y a-t-il quelque chose que votre employeur pourrait faire ou communiquer pour que vous soyez à l'aise d'aborder de telles questions? Expliquez-moi ce qu'il pourrait faire. (Passer à Q.24.)
21. Pour quelle raison avez-vous le sentiment de ne pas avoir subi de stigmatisation ou de discrimination dans votre milieu de travail?

Options de réponse – Mon milieu de travail est inclusif (Passer à Q.22.), Mon identité de genre ou mon orientation sexuelle n'est pas connue dans mon milieu de travail (Passer à Q.24.), Autre raison (Passer à Q.23.)

22. Qu'est-ce qui fait de votre milieu de travail un environnement inclusif? Qu'est-ce que d'autres organisations pourraient apprendre de la vôtre? (Passer à Q.24.)

23. Pour quelles raisons avez-vous le sentiment de ne pas avoir vécu une telle situation?
24. Pour terminer, avez-vous des réflexions sur ce qui pourrait être fait en milieu de travail de manière générale pour que l'environnement soit plus inclusif?

Voilà qui met fin à mes questions. Merci de votre participation. Veuillez cliquer sur « Soumettre et mettre fin au clavardage » (ci-dessous), puis cliquez sur la flèche « Suivant » dans la fenêtre du sondage pour terminer le sondage.

Passez une belle journée.

Au revoir!

Appendix C – Sentiment Analysis Report

Note: Sentiment is analyzed and scored using Google Cloud Language API. Results are tabulated by total counts within each range.

Figure C.1: Overall sentiment for all answers combined

* Total Sample

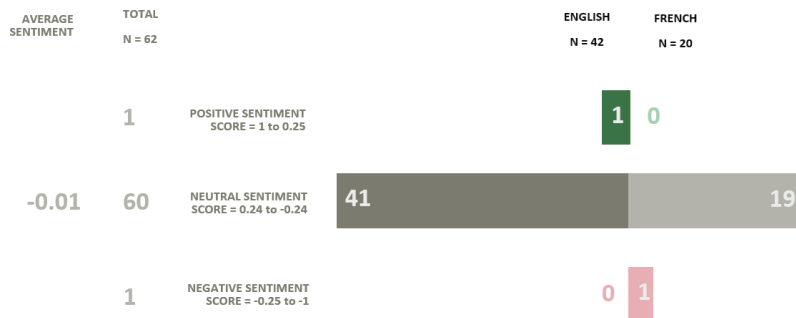


Figure C.2: Description of the workplace

* Total Sample



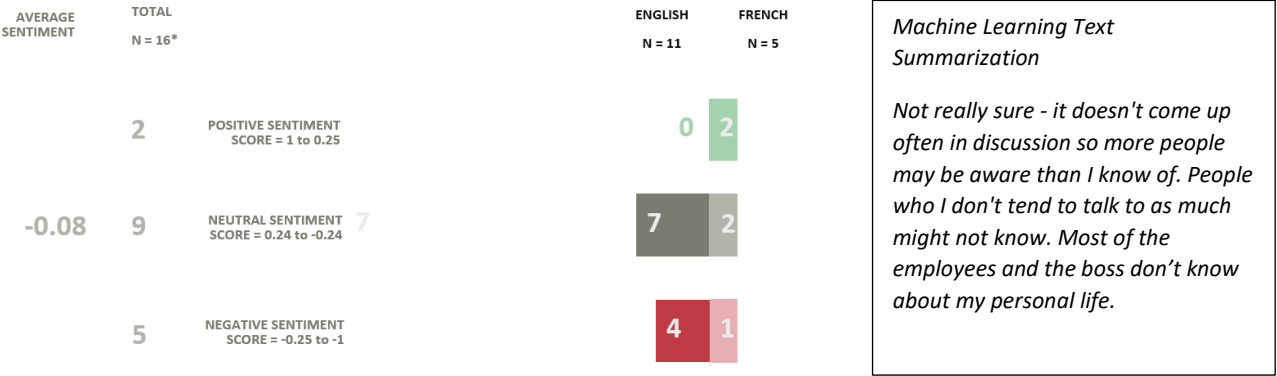
Machine Learning Text Summarization

My immediate work team is approximately 5 people and my physical environment is a typical corporate office setting. Office work in the furnishings sector on a team of 4 people. Work as part of an IT Team with a team of 6 supporting about 200 people in my office.

Q.1. I'm going to be asking you to tell me about your experiences in a bit, but first, could you describe your current workplace for me? I'm looking for things like what is the industry or sector, what are your job responsibilities/type of work that you do, how big is your immediate work team, and what type of physical environment do you work in (e.g. office, retail store, warehouse)?

Figure C.3: Awareness of LGBTQ2 Identity at the workplace

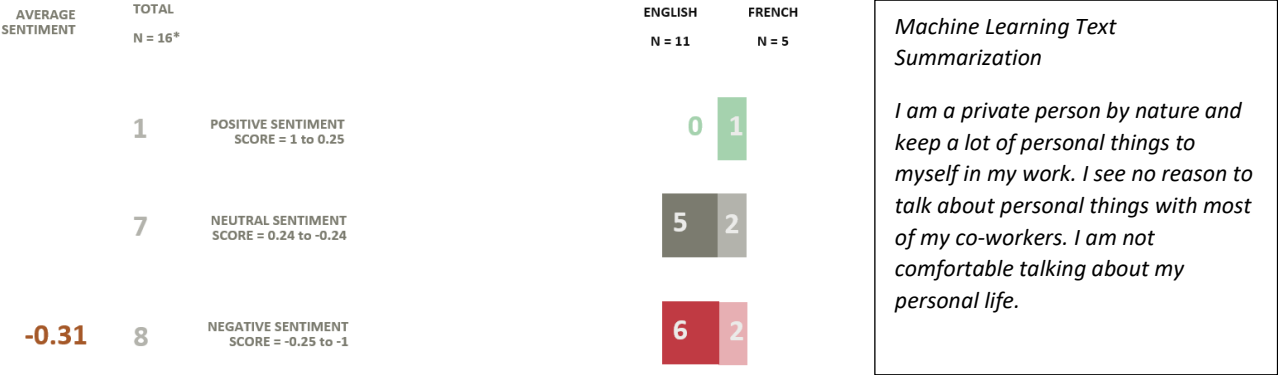
*Among participants who say their gender identity and/or sexual orientation known by some in their workplace.



Q.4. What types of colleagues don't know (e.g. co-workers, supervisor, management, staff you manage etc.)?

Figure C.4: Reason for the low level of awareness of LGBTQ2 identity

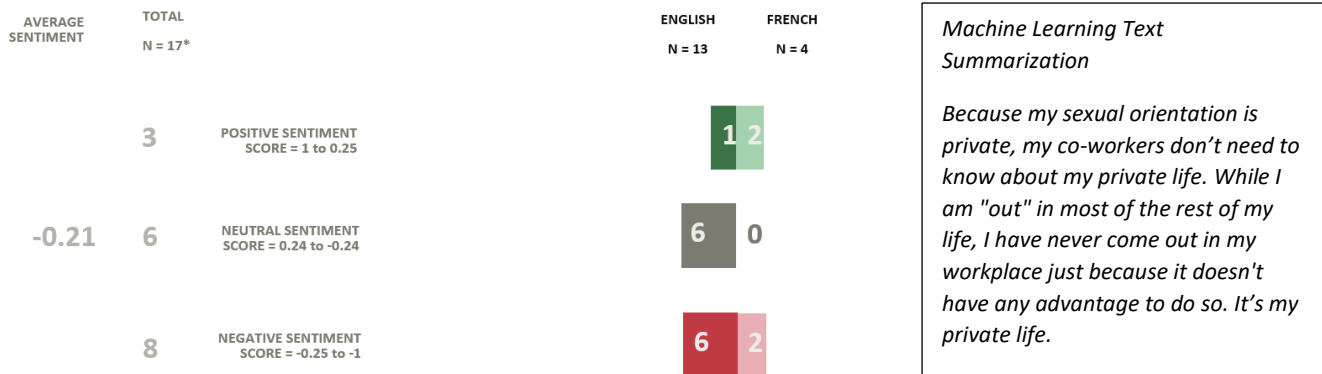
* Among participants who say their gender identity and/or sexual orientation known by some in their workplace.



Q.5. What are the reasons for that?

Figure C.5: Reason for hidden LGBTQ2 identity

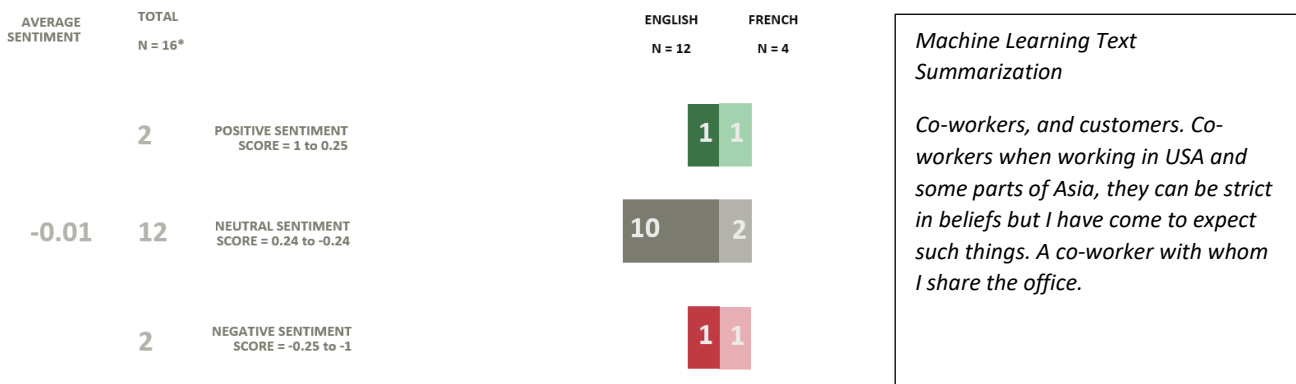
* Among participants who say their gender identity and/or sexual orientation is not known in their workplace.



Q.6. What are the reasons that your gender identity and/or sexual orientation is not known in your workplace?

Figure C.6: By what type of colleague

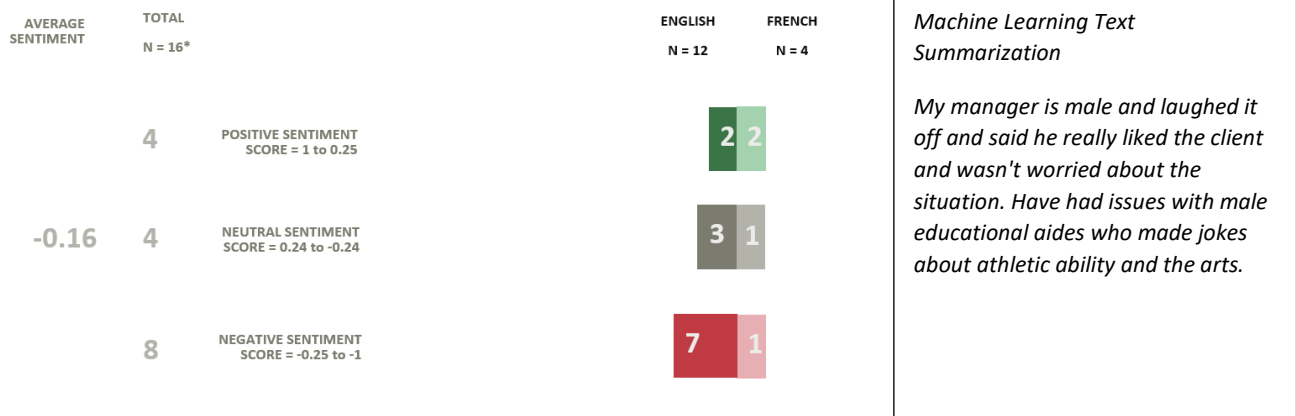
* Among those who say they have experienced stigma or discrimination in their current workplace.



Q.9. By what type of colleague (e.g. co-worker/s, supervisor, management, staff etc.)?

Figure C.7: Experience of stigma and discrimination

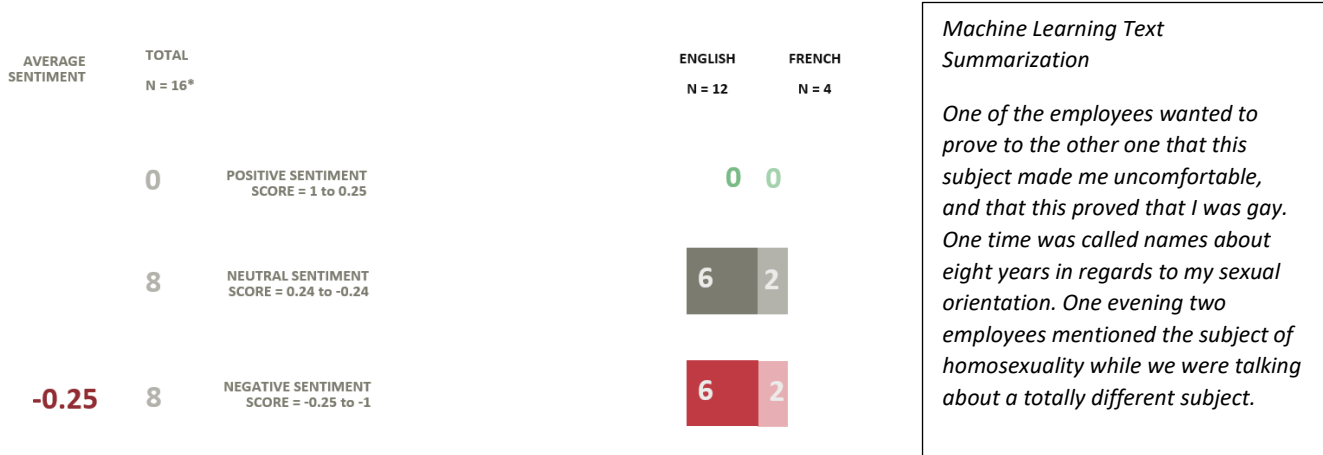
* Among those who say they have experienced stigma or discrimination in their current workplace.



Q.10. Keeping in mind the definitions of stigma and discrimination, can you tell me what you experienced?

Figure C.8: Other examples of stigma and discrimination

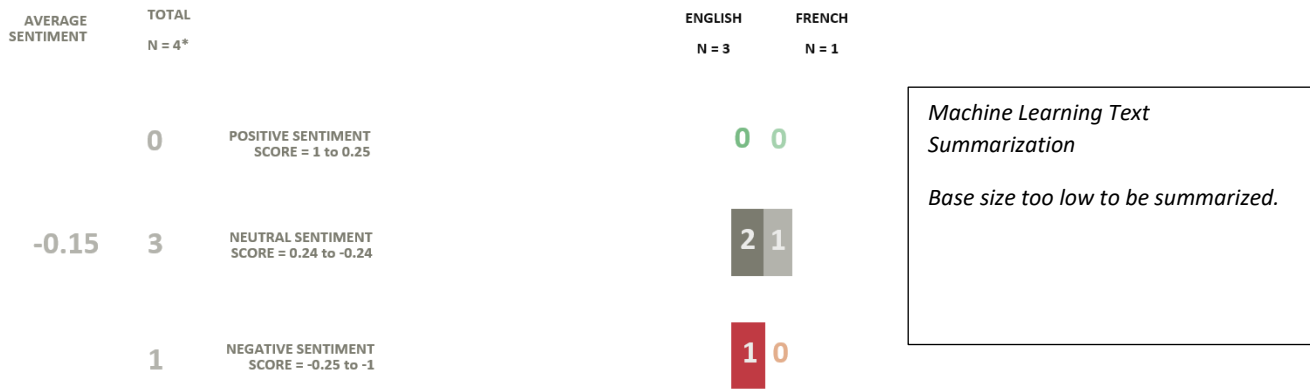
* Among those who say they have experienced stigma or discrimination in their current workplace.



Q.11. Are there any other examples you can tell me about?

Figure C.9: Addressing issue with the employer

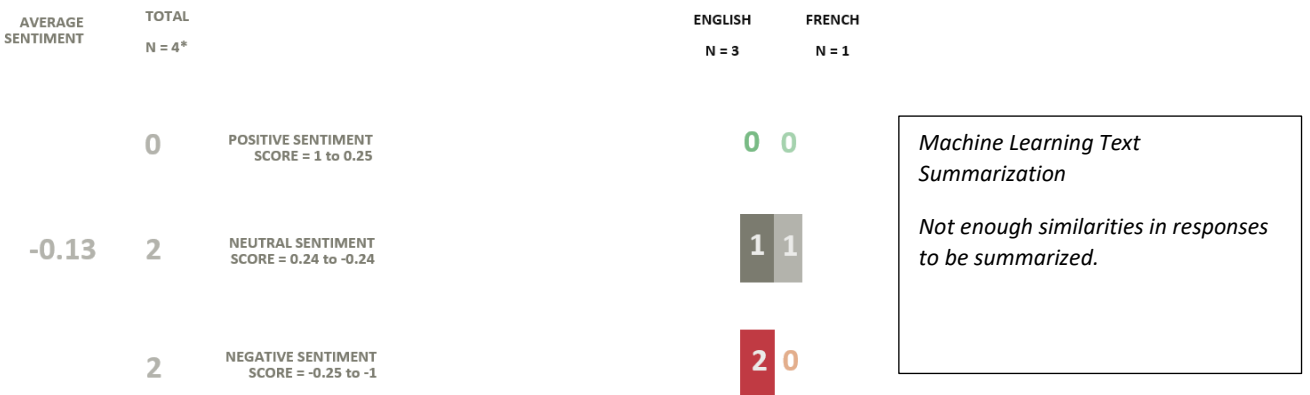
* Among those who say they have experienced stigma or discrimination in their current workplace, and have formally addressed the issue with their employer.



Q.13. What were the key points you raised with them?

Figure C.10: Employer response to the incident of stigma and discrimination

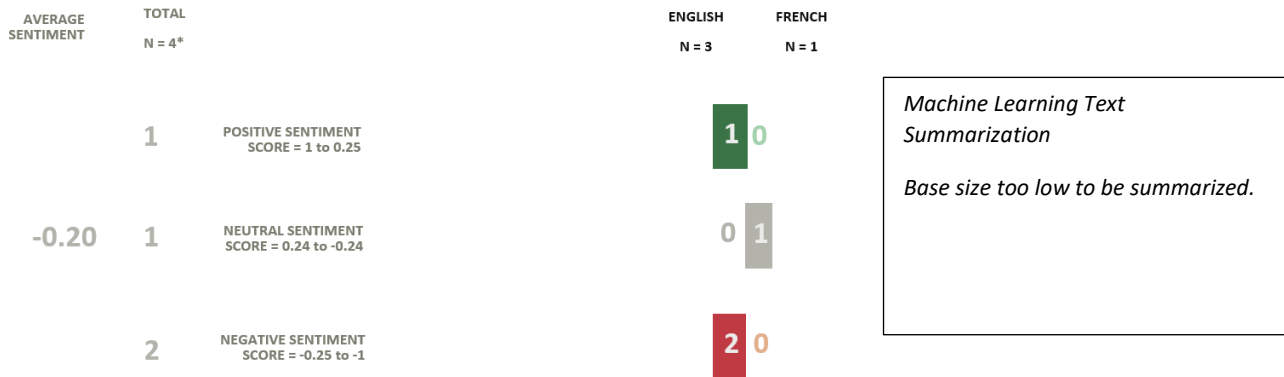
* Among those who say they have experienced stigma or discrimination in their current workplace, and have formally addressed the issue with their employer.



Q.16. What was it your employer did to respond to the issue?

Figure C.11: Emotional response to the experience

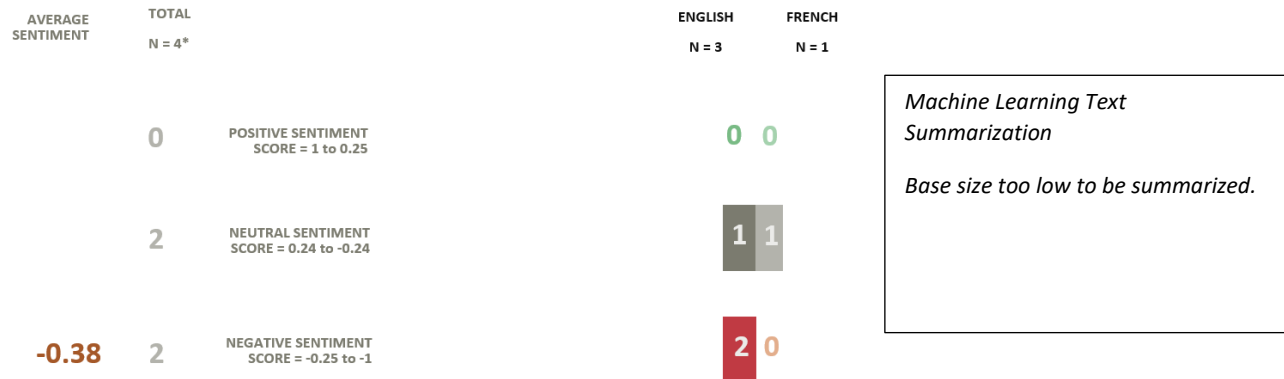
* Among those who say they have experienced stigma or discrimination in their current workplace, and have formally addressed the issue with their employer.



Q.17. Tell me how you felt about that?

Figure C.12: Post-incident improvement in the workplace conditions

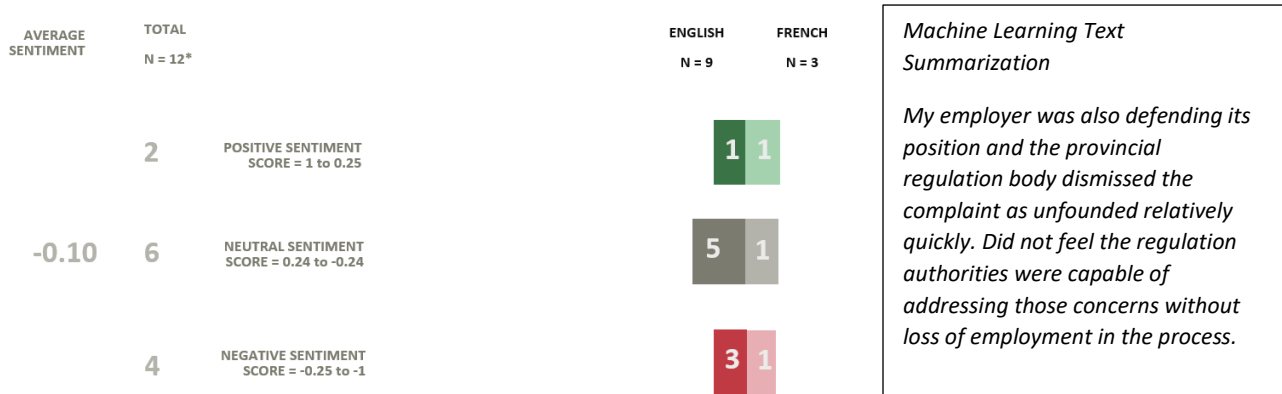
* Among those who say they have experienced stigma or discrimination in their current workplace, and have formally addressed the issue with their employer.



Q.18. Do you feel your workplace changed after the incident? What's it like for you at work now?

Figure C.13: Reasons for not addressing the issue with the employer

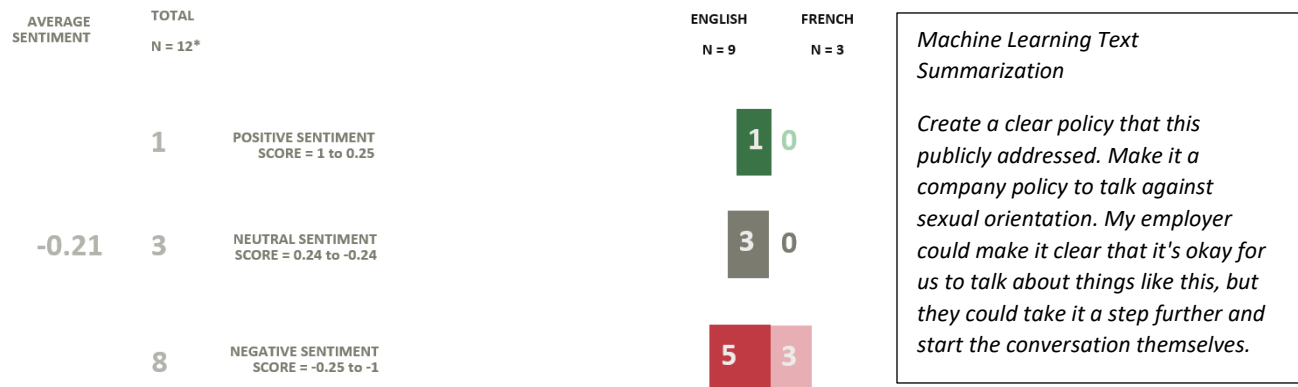
* Among those who say they have experienced stigma or discrimination in their current workplace, and have not formally addressed the issue with their employer.



Q.19. What are the reasons that you didn't address the issue with your employer?

Figure C.14: Desired employer response

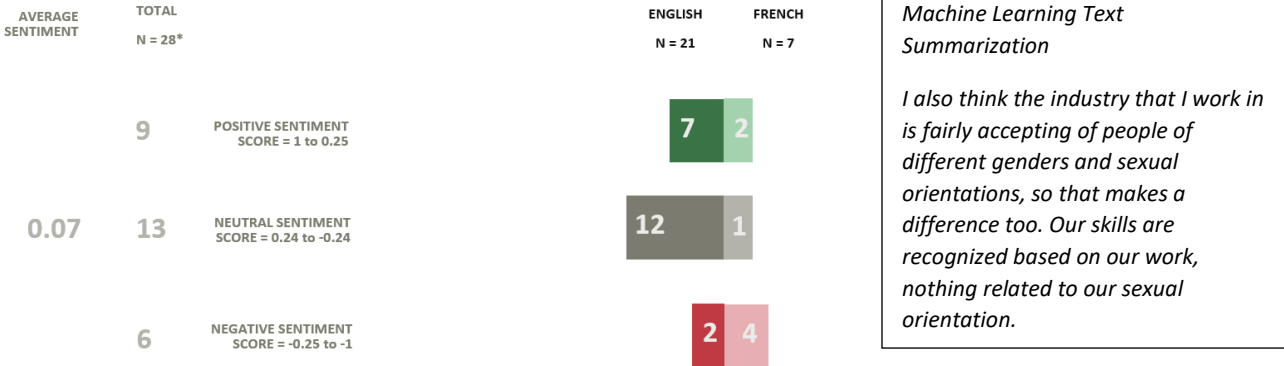
* Among those who say they have experienced stigma or discrimination in their current workplace, and have not formally addressed the issue with their employer.



Q.20. Is there anything your employer could do or communicate to make you feel comfortable addressing issues like this? Tell me what they could do?

Figure C.15: Inclusive workplace

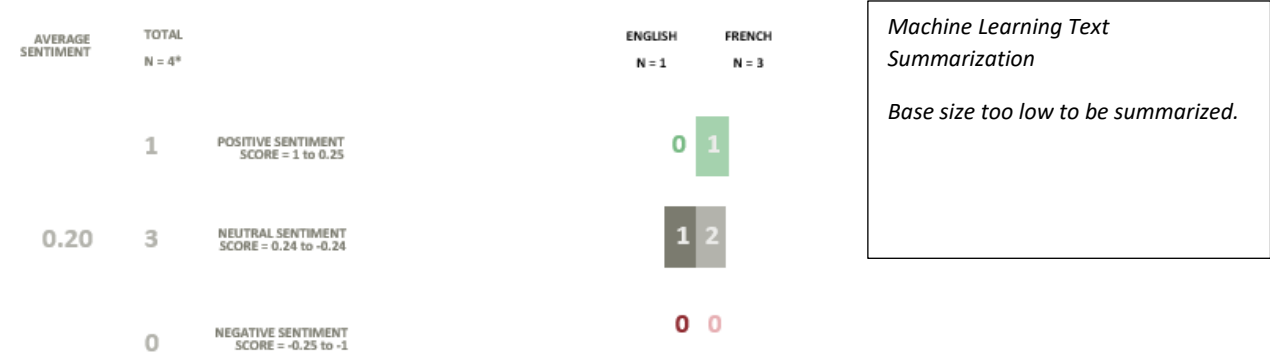
* Among those who say they haven't experienced stigma or discrimination in their workplace, and say their workplace is inclusive.



Q.22. What makes your workplace inclusive? What could other organizations learn from yours?

Figure C.16: Other reasons they feel they haven't had this experience

*Among those who chose 'other' to the question "What is the reason you feel that you haven't experienced stigma or discrimination at your workplace?"



Q.23. What are the reasons you feel you haven't had this experience?

Figure C.17: Opportunities to make the workplace more inclusive



Machine Learning Text Summarization

They can just be more open & realize that some of the great workers & people who are discriminated against. I think that the employer has really done their part, it's the people's mentality that is the reason. Open and understanding people are key to a good workplace.

Q.24. Do you have any final thoughts on what workplaces in general could do to be more inclusive?