

QUICK TIPS

FAIRNESS SELF-ASSESSMENT CHECKLIST



OMBUDSPERSON
BRITISH COLUMBIA

This checklist can be used by your organization to conduct a self-assessment of the fairness of your programs, policies and decision-making processes. It highlights and links back to the key principles of the [Fairness by Design: An Administrative Fairness Self-Assessment Guide](#). The checklist is fillable so you can note whether and how you are meeting each standard using the check boxes and fillable text box below each checklist.

ORGANIZATION:	
BRANCH/SERVICE:	
COMPLETED BY:	
DATE:	

Fairness Standard 1: Participation and Being Heard

Can those directly impacted by our organization’s decisions meaningfully participate and be heard in the decision-making process?		
1.1	Do we provide advance notice of actions or decisions to those directly impacted by them?	<input type="checkbox"/>
1.2	Do we give adequate information about the decision being made and the decision-making process?	<input type="checkbox"/>
1.3	Do we ensure those impacted by the decision have an opportunity to be heard?	<input type="checkbox"/>
1.4	Are the reasons for decisions effectively explained and communicated and well-documented?	<input type="checkbox"/>
1.5	Do our policies and processes ensure timely decisions?	<input type="checkbox"/>
1.6	Do we have an adequate appeal or review mechanism?	<input type="checkbox"/>
1.7	Do our staff receive regular training on procedural fairness?	<input type="checkbox"/>
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 2: Impartiality and Integrity

Do we support our staff to act with integrity and be impartial?		
2.1	Have we established a policy that effectively manages any potential or actual conflict of interest and trained staff on the policy?	
2.2	Do we have a policy established to ensure impartial and unbiased decision making and have we trained staff on impartiality and bias?	
2.3	Do we ensure independent decision makers are used for reviews and appeals of decisions?	
2.4	Do we promote and support ethical and professional conduct by staff through our system and policy design, code of conduct and staff training?	
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 3: Lawful and Fair Rules

Do we use lawful and fair rules when delivering our organization's services?		
3.1	Does the design and delivery of our programs, services and decision-making processes comply with all applicable laws and legal requirements?	
3.2	Do we have fair rules and decision-making criteria for making decisions and delivering our programs and services?	
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 4: Reasoned Decisions

Do we have policies, procedures and systems in place to support staff to make informed and well-reasoned decisions?		
4.1	Do our policies, guidelines and training clearly explain the decision-making steps that decision makers should follow to make fair decisions on behalf of our organization?	
4.2	Do our policies, processes and training support staff to exercise discretion fairly?	
4.3	Do our policies, processes and training support staff to make reasonable administrative decisions?	
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 5: Equity

Do our policies, procedures and systems support equitable program and service delivery and equitable decisions and outcomes for all people and communities we serve?		
5.1	Do we use an equity lens when developing or reviewing programs, policies and rules, including decision-making processes and criteria?	
5.2	Do we have a workforce that is diverse and representative of the diversity of the population our organization serves? When developing or revising our programs and services, do we seek input from the diverse range of people and communities we serve?	
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 6: Accessibility and Responsiveness

Are our programs and decision-making processes accessible and responsive to the people and communities served by our organization?		
6.1	Is our service delivery model accessible to the diversity of people and communities our organization serves?	
6.2	Are staff trained and supported to provide responsive and people-centred service?	
6.3	Do we work collaboratively with Indigenous leaders and communities in the development and delivery of our organization’s services?	
6.4	Do we have a privacy and information management system in place that complies with applicable privacy and information legislation and ensures personal information is protected?	
Have we implemented this fairness standard? Describe how below.		

Fairness Standard 7: Accountability

Do we demonstrate accountability in the delivery of our organization’s program and services?		
7.1	Do we seek continuous improvement by regularly reviewing our programs, policies and processes and by fixing problems and things that are not working well?	
7.2	Do we have a complaint resolution policy and process that is accessible and effective?	
7.3	Do we track feedback and complaints and use this information to improve our organization’s services?	
7.4	Do we have an apology process or policy that supports and empowers staff to apologize when warranted?	
Have we implemented this fairness standard? Describe how below.		

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FAIRNESS STANDARDS OVERVIEW



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Standard 1: Participation and Being Heard

- Provide advance notice of a decision
- Give adequate information about the decision and decision-making process
- Provide an opportunity to be heard
- Ensure reasons for decisions are explained and documented
- Ensure decisions are timely
- Have an adequate appeal/review process

Standard 2: Impartiality and Integrity

- Have a conflict of interest policy and training
- Ensure decisions are made impartially and without bias or personal interest or benefit
- Ensure an independent decision maker is used for appeals or reviews
- Ensure high ethical and professional standards

Standard 3: Lawful and Fair Rules

- Comply with all applicable laws and legal requirements when delivering services and making decisions
- Use fair rules and decision-making criteria to make decisions and deliver services

Standard 4: Reasoned Decisions

- Train and support decision makers to make well-informed, reasonable and fair decisions consistent with the applicable rules
- Ensure discretionary power is exercised fairly and reasonably
- Ensure decisions made are reasonable (justifiable, transparent & understandable)



Standard 5: Equity

- Use equity lens in design of programs, policies and decision-making processes
- Seek diverse perspective of communities served in developing and revising programs
- Ensure organization reflects the diversity of the communities the organization serves

Standard 6: Accessibility and Responsiveness

- Ensure service delivery model supports programs and services that are accessible to the people and communities served
- Train and support staff to provide responsive and people-centred service
- Collaborate with Indigenous communities in design and delivery of organization's services
- Meet privacy and information management obligations

Standard 7: Accountability

- Develop a culture of continuous improvement
- Have an accessible and effective complaint process
- Use feedback and complaints to improve services
- Support apologies when warranted