



Equity and Inclusion Office

Annual Report

**SEPTEMBER 1, 2016
– AUGUST 31, 2017**

BRIGHTER WORLD

Equity and
Inclusion Office

McMaster
University 



Equity and Inclusion Office

Annual Report

- 5 Executive Summary
- 6 Equity and Inclusion Office – Overview
- 7 The Human Rights Program – 2016/17 Highlights
- 10 The Equity Services Program – 2016/17 Highlights
- 12 Statistical Report
- 19 What's on the Horizon for 2017/2018

TABLE OF CONTENTS

Mandate

This is the annual report of the **Equity and Inclusion Office** (“the Office”) at McMaster University. It includes updates from the Office’s two program areas: the Human Rights Program and the Equity Services Program.

Under sections 58 and 71 of the *Policy on Discrimination and Harassment: Prevention & Response* and section 38 of the *Sexual Violence Policy*, the Equity and Inclusion Office is responsible for gathering and analyzing statistics on consultations, disclosures, complaints, investigations, sanctions and outcomes, and for reporting on that data to the Senate and the Board of Governors.

Report Parameters

Unless stated otherwise, this report covers data collected from September 1, 2016 to August 31, 2017.

The report includes data gathered by the Equity and Inclusion Office and data provided to the Office by Human Resources Services; Faculty of Health Sciences Professionalism Office; and Student Support & Case Management.

Relevant Links

Accessibility Hub

<https://accessibility.mcmaster.ca/>

Policy on Discrimination and Harassment: Prevention & Response

http://www.mcmaster.ca/policy/General/HR/Discrimination_and_Harassment.pdf

Equity & Inclusion Office

<https://equity.mcmaster.ca/>

Equity & Inclusion on Facebook

<https://www.facebook.com/EIOMcMaster/>

President’s Advisory Committee on Building an Inclusive Community (PACBIC)

pacbic.mcmaster.ca

Sexual Violence Policy

www.mcmaster.ca/vpacademic/Sexual_Violence_Docs/Sexual_Violence_Policy_effec-Jan_1,2017.pdf

Sexual Violence Response Protocol

svrp.mcmaster.ca

Total
consultations/
complaints

576

Total people reached

6361

Total Workshops
and events

117

Executive Summary

In the 2016/17 academic year, McMaster University continued to strengthen its commitment equity and inclusion and to understanding, preventing, and responding to discrimination, harassment and sexual violence/harassment.

As the office responsible for developing and supporting equity, diversity, and inclusion initiatives within and throughout the McMaster community, the Equity and Inclusion Office focused on supporting the University's ongoing efforts to create and maintain a strong culture of collegiality, respect, safety and openness.

To that end, representatives from the Office were involved in drafting McMaster University's stand-alone *Sexual Violence Policy* which took effect on January 1, 2017 and in the revision of its *Policy on Discrimination and Harassment: Prevention and Response* to align with the new *Sexual Violence Policy*. The result for both complainants and respondents is a clearer, more streamlined process – and one that is consistent regardless of which policy is initially engaged.

The Office also brought its staff up to a full complement, adding a new Director, Human Rights and Dispute Resolution and a Senior Human Rights Officer to the Human Rights Program, and an Equity and Inclusion Educator to the Equity Services Program. The Human Rights Program participated in an intensive Workplace Investigation training to further hone its investigation techniques. This has enabled the University to respond to human rights complaints in a more timely and cost-effective manner, and to be able to investigate more complaints using our internal resources.

The Office continues to improve its processes and tools for collecting complete and accurate data on complaints and consultations and is currently looking to update its case management system to provide an even more efficient and transparent complaints resolution process.

On the Equity Services Program side, the team worked closely with campus partners to successfully deliver several new initiatives, including: introducing over 50 All-Genders Washrooms across campus; launching a series of accessibility initiatives including – the Accessibility Hub, the FLEXForward teaching and learning resource to help instructors anticipate and mediate barriers to accessibility and the Accessibility Network for McMaster employees to foster sharing of information, resources and suggestions among members of staff and faculty who personally identify with disability-related issues. The Equity Services Program team, in partnership with the Human Resources Services' Employment Equity Specialist also launched the Building Inclusion Workshops Series with the inaugural presentation focussing on "Unintentional Racism: Managing a Diverse Workforce".

Overall, the Office continued to strengthen its partnerships with other campus groups and community members, notably through jointly presented workshops and training, establishing quarterly meetings with the various Intake Offices to develop a consistent approach and response to consultations and complaints and the Anti-Racism Resource Centre, to be launched in downtown Hamilton in early 2018. These partnerships helped the Office to increase the number of workshops, training sessions and events held by 25% over the 2015/16 academic year. It enabled the Office to reach over 6,300 people – an increase of 66% over the previous year.

All of this foundational work is providing the McMaster community with greater clarity around the University's commitment to equity and inclusion and to engaging in fair and caring processes when addressing discrimination, harassment and sexual violence/harassment concerns or complaints.

The Equity and Inclusion Office

Promoting equity, diversity & inclusion.

Building a culture of collegiality, respect, safety & openness.

The Equity and Inclusion Office has a broad and proactive mandate to work with campus and community partners to promote, develop and support equity, diversity, and inclusion initiatives, which contribute to a culture of collegiality, respect, safety and openness.

The primary role of the Office is to:

- provide expert advice and assistance on matters of equity, diversity, and inclusion
- advance the University's commitment to building an inclusive community
- receive concerns and complaints and facilitate their resolution
- promote respect, equity and fairness, and celebrate the rich diversity of the campus community.

Two distinct programs: Human Rights and Equity Services

The Human Rights Program offers confidential advice, guidance and consultation to students, staff, and faculty at McMaster University on issues related to human rights.

As one of four Intake Offices¹ listed in McMaster's *Policy on Discrimination and Harassment: Prevention and Response* and *Sexual Violence Policy*, the Human Rights Program is responsible for facilitating the resolution of concerns and complaints and for investigating formal complaints, related to issues of discrimination, harassment, and sexual violence.

The Equity Services Program partners with members of the University community to advance a culture of accessibility, equity, inclusion and human rights.

The Program engages students, staff, and faculty members through educational and community development initiatives, including consultations, customized educational workshops, remedial training, robust social media sites, and on-campus equity events.

The Equity Services Program also provides support to the President's Advisory Committee on Building an Inclusive Community (PACBIC) which extends to each of PACBIC's working groups, including Accessibility, Disability & Ableism, First Nations, Métis & Inuit Priorities, Interfaith Issues, LGBTQ+, Madness/Distress, Eugenics, Discrimination & Saneism (MEDS), Race Racialization & Racism, and Violence Against Women/ Gender Based Violence.

¹ The other intake offices are Human Resources Services, Student Support & Case Management, and the Faculty of Health Sciences Professionalism Office.

Human Rights Program: 2016/17 Highlights

Sexual Violence Policy Launched January 1, 2017

As mandated by Ontario's *Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment)*, 2016, McMaster launched its new **Sexual Violence Policy** on target on January 1, 2017.

The Policy applies to all members of the McMaster community, including students, staff, faculty, volunteers, and visitors, and to all acts of sexual violence where the University has the jurisdiction to pursue, adjudicate or take steps to safeguard the community.

The Policy outlines the processes for making disclosures, requesting accommodations, initiating a complaint under the Policy, and filing a criminal report with McMaster's Security Services and the Hamilton Police Services.

It specifies the investigation and adjudication processes to be followed in the event of a complaint and establishes an Assessment Team to ensure all complaints lodged under the Policy are reviewed in a timely and consistent manner. The Director, Human Rights & Dispute Resolution is responsible for sitting on each Assessment Team under the *Sexual Violence Policy*. The Policy also describes the supports available to survivors and respondents in complaints of sexual violence.

To ensure that individuals administering the Policy and those with specific responsibilities under the Policy were fully briefed on the new Policy, the Human Rights Program, Sexual Violence Response Coordinator, together with representatives from each of the other three Intake Offices, held a series of training sessions across the University.

Revised Policy on Discrimination and Harassment: Prevention and Response

McMaster's predecessor discrimination policy – *Discrimination, Harassment and Sexual Harassment: Prevention and Response* (DHSR) – was approved by Senate and the Board of Governors in May/June 2015. As part of the approval process, the University made a commitment to undertake a detailed review of the policy two years out.

When the Senate and Board of Governors approved the new *Sexual Violence Policy* in December 2016, however, it became apparent that the discrimination policy review should be accelerated to ensure alignment between the two policies and to avoid overlap or duplication.

A Review Panel, chaired by Dr. Gary Warner and including the Director, Human Rights & Dispute Resolution, was therefore established in December 2016 and asked to report back in May 2017 with recommended revisions. The Panel's Terms of Reference included assessing the effectiveness of the Policy's various processes and educational and training initiatives. The result was the revised **Policy on Discrimination and Harassment: Prevention and Response**, approved on June 8, 2017.

The revised Policy aligns and integrates, as much as possible, with the new *Sexual Violence Policy* so that the processes to be followed by both complainants and respondents are clearer, more streamlined, and consistent regardless of which policy is initially engaged.

For example, the policies make it clear that any complaint involving an element of sexual harassment should be processed under the *Sexual Violence Policy*. This is to ensure that complainants and respondents have access to the specialised supports and resources available under the *Sexual Violence Policy*. Where it is not clear which policy should be followed, an Assessment Team will review the details and determine the most appropriate route.

The policy on discrimination was revised in several other key ways:

- It places more emphasis on attempts at informal resolution.
- It is shorter and simpler, thus enhancing readability and understanding.
- It established an Assessment Team to review and assess all Formal Complaints, in which the Director, Human Rights & Dispute Resolution is responsible for sitting on.
- It addresses the concerns that respondents in a complaint situation may not always receive the support they need, and that interim measures may be left in place for too long a period.
- While the principle of timeliness still applies to the entire process, to allow for greater flexibility, some of the more rigid timelines have been relaxed or removed.

Understanding the Campus Climate: Student Voices on Sexual Violence Survey

As part of its March 2016 legislative amendments, the Ontario government instituted a requirement that postsecondary educational institutions participate in a survey of students related to sexual violence.

In the 18 months since then, representatives from student associations, Ontario postsecondary institutions, the violence against women community, researchers, and the university, college and private career college associations have been working with the Ministry of Advanced Education and Skills Development to develop a campus climate survey. McMaster's Sexual Violence Response Coordinator participated in providing feedback on the campus climate survey and will continue to support the efforts of the Ontario Government and the McMaster campus community in the implementation of the survey. Through the online Campus Climate Survey, over 650,000 full-time, Ontario postsecondary students will be invited to confidentially share information about their experiences and their general attitudes and beliefs related to sexual violence. The goal of the survey is to better understand and measure sexual violence on campuses through consistent, quality data.

The survey results will help institutions and students identify and build awareness of issues surrounding sexual violence; it will also help institutions update their policies and processes and improve campus services based on the information provided by students.

The Ministry of Advanced Education and Skills Development has engaged an external research company (CCI Research) to implement the survey between February and April 2018.

Consistent System-Wide Data: Developing Common Reporting Metrics

The Ministry of Advanced Education and Skills Development has also contracted with an external company (Directions Evidence and Policy Research Group) to develop a set of common metrics that all institutions within Ontario's postsecondary system can use to measure the number of formal sexual violence complaints made by students. The report and recommendations are expected in Fall 2018.

The Sexual Violence Response Coordinator, within the Office of Equity and Inclusion, is McMaster's key contact for both the campus climate survey and the common metrics initiative.

Building In-House Capacity to Conduct Investigations

With the Human Rights Program at full complement for the first time in four years, the team now has the capability and capacity to conduct internal investigations into complaints lodged under McMaster's *Policy on Discrimination and Harassment: Prevention and Response* and the *Sexual Violence Policy*.

Moreover, in the Spring 2017, all intake officers from the four intake offices on campus participated in specialized training on investigative techniques.

These developments benefit McMaster in two important ways. First, the work can be performed in a more timely, efficient and cost-effective manner by individuals with institutional knowledge. Second, it helps build trust as it signals to complainants and respondents that the University is taking their issues and concerns seriously, while balancing the principles of fairness, thoroughness, timeliness, and confidentiality.

Anti-Racism Resource Centre (ARRC): Heightened collaboration with community advocates and stakeholders

The ARRC is a collaborative initiative between McMaster University, the City of Hamilton, and the Hamilton Centre for Civic Inclusion. Its mandate is to address discrimination and harassment based on race and hate incidents by capturing statistics and providing support, information and referrals to persons impacted by racism and race-related oppression and violence. The ARRC will also make available a range of educational workshops and resources to the broader Hamilton community.

The ARRC will include one staff person, employed by McMaster's Equity and Inclusion Office. The Anti-Racism Officer will establish and manage the daily operations of a comprehensive city-wide intake and referral centre for members of Hamilton's racialized communities who are experiencing, or have experienced, incidents of racism and/or race-based discrimination in the City of Hamilton. The Anti-Racism Officer position was posted in August 2017; recruitment and selection was underway as this report was being drafted.

The ARRC will be located in the Hamilton Centre for Civic Inclusion office in downtown Hamilton and is scheduled to launch in early 2018. The ARRC organizers will pilot the program for three years, relying on the expertise and scholarship of faculty members in McMaster's School of Social Work to evaluate its success.

Equity Services Program: 2016/17 Highlights

Workshops: Continuing staples and a new initiative

The Equity Services Program continues to deliver a range of highly sought after workshops and presentations including: *Human Rights Fundamentals*, *Accessibility 101*, *Challenging Islamophobia on Campus*, *What's In a Word: Insult or Inclusion?* in addition to responding to invitations for customized workshops delivered to classrooms, in residences and to administrative units across campus.

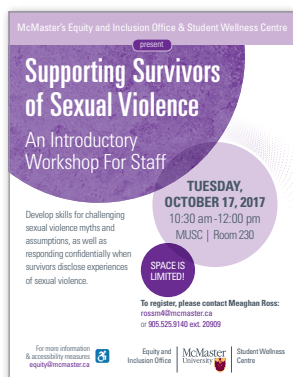
The **H.E.A.R.T. Workshop Series** – Human rights, Equity, Accessibility, Respect Toolkit - continues to be very popular with students, staff and faculty. Offered bi-annually, the series consists of six to eight workshops on topics such as Anti-Racism, Positive Space, and Anti-Oppression.

The **Wen-Do Women's Self Defence Course**, also open to students, staff, and faculty, was again offered twice in the 2016-2017 academic year, in September and March. This 3-hour workshop provides women and girls, aged 10 and up, with an opportunity to practice physical and verbal techniques to deal with common assaults and situations women typically experience. It identifies and validates the steps that women are currently implementing to ensure their own safety from threats and experiences of violence in their daily and personal lives.

In addition, Equity Services regularly offers three variations of the Supporting Survivors of Sexual Violence Workshop:

- 1. Supporting Survivors of Sexual Violence** – facilitated by McMaster's Sexual Violence Response Coordinator. Offered twice yearly as part of the H.E.A.R.T. Workshop Series, this workshop is open to students, staff, faculty, and community members.
- 2. Supporting Survivors of Sexual Violence – A Workshop for Students** – jointly presented with the Women and Gender Equity Network (WGEN). Open to students only, this workshop educates students on how best to respond when survivors disclose experiences of sexual violence. It also helps students develop skills to challenge rape culture on campus.
- 3. Supporting Survivors of Sexual Violence – An Introductory Workshop for Staff** – jointly presented with McMaster's Student Wellness Centre. This workshop educates staff and faculty on how best to respond when survivors disclose experiences of sexual violence. It also helps them develop skills for challenging sexual violence myths and assumptions.

New this year was the **Building Inclusion Workshop Series**, designed to address identified learning needs of the campus community with a particular focus on managers of people. The first workshop, offered in August 2017 and facilitated by Zaheer Lakhani, Bernardi Human Resources Law, was titled: "Unintentional Racism: Managing A Diverse Workforce." Additional workshops will be offered throughout in the 2017-2018 academic year.



Welcome Week: Training student leaders on sexual violence

In August, in preparation for Welcome Week, all Welcome Week Faculty Reps, Residence Orientation Reps, and Community Advisors received training from the Sexual Violence Response Coordinator in partnership with the Sexual Assault Centre Hamilton and Area (SACHA).

This training aims to explain rape culture on campus, encouraging student leaders to recognize opportunities to interrupt and disrupt sexual violence myths, assumptions and behaviour. It also provides student leaders with the skills necessary to respond effectively and appropriately when students disclose experiences of sexual violence.

The Sexual Violence Response Coordinator and SACHA also organized bystander intervention training for the McMaster Maroons and Campus Events Staff via Project Soundcheck. (<http://www.sanottawa.com/projects/project-soundchecktm>)

All Genders Washrooms Campaign

The Equity and Inclusion Office coordinated a campaign to introduce more than 50 All-Genders Washrooms – washrooms available to everyone regardless of their gender identity or gender expression.

As part of the campaign, the Equity and Inclusion Office will be posting an online resource for transgender, gender non-binary and two-spirit students, staff and faculty members. The resource provides information on various topics, including how to change the name and/or gender marker on a student or employee file, how to access services such as residence or athletics, and recreation health benefits.

For more information, please visit:

<https://equity.mcmaster.ca/our-services/trans-inclusion-project-1/washroom>

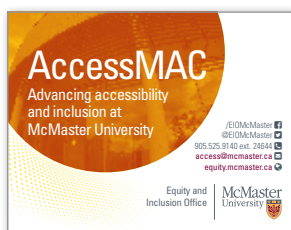
AccessMAC: Three New Accessibility Initiatives

The Accessibility Hub is a new website designed as the primary portal for students, staff, faculty, and community members to find resources and links to accessibility-related information at McMaster University. The Hub was the result of a collaboration between many departments and groups, including the McMaster Accessibility Council and AccessMac within the Equity Services Program of the Equity and Inclusion Office.

Launched in Spring 2017, **FLEXForward (Focus on Learning and Eliminating Exclusion)** is a teaching and learning resource created to meet the University's compliance obligations under the Accessibility with Ontarians with Disabilities Act (AODA) while providing instructors with a comprehensive and practical suite of resources on accessible teaching and learning. The resource focuses not on accommodations, but rather on accessibility, helping instructors anticipate and welcome diverse campus members by proactively identifying and mediating barriers to accessibility. For more information, please see the Flex e-book:

<https://flexforward.pressbooks.com/>

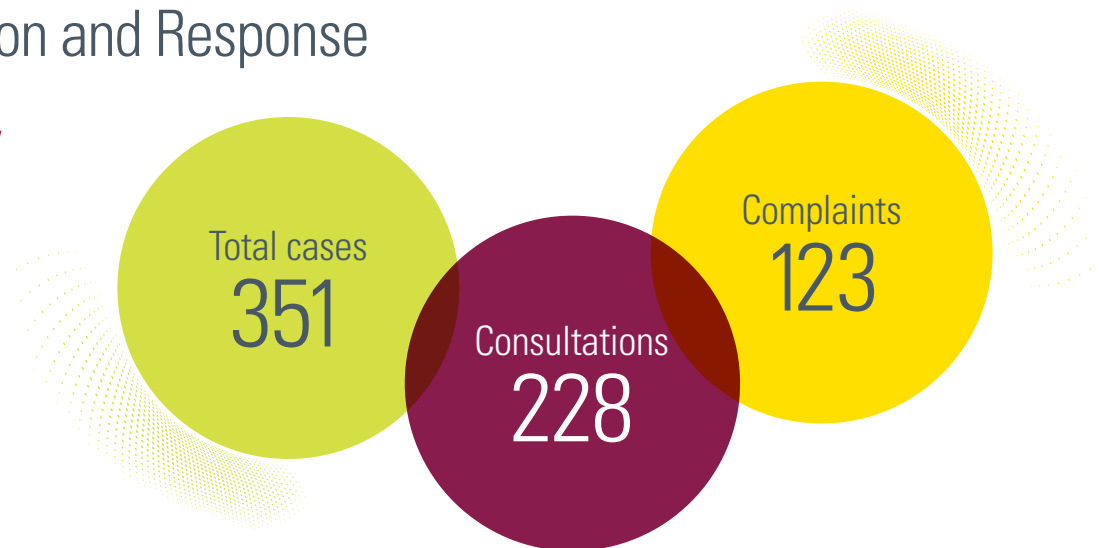
Inspired by the community building efforts of McMaster students with disabilities, in August 2017, the Equity and Inclusion Office also launched an **Accessibility Network** for staff and faculty who personally identify with disability-related issues. The network provides opportunities for McMaster employees with disabilities to meet other employees with disabilities in a confidential setting to share information, resources, and suggestions to enhance accessibility at McMaster.



Statistical Report

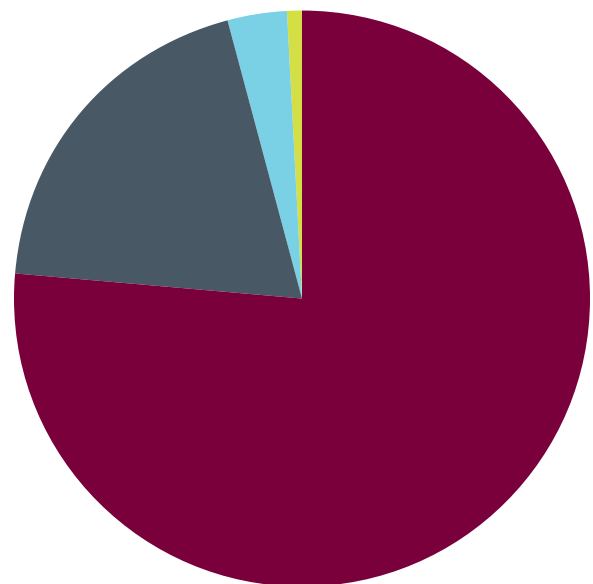
Policy on Discrimination and Harassment: Prevention and Response

1. Overview

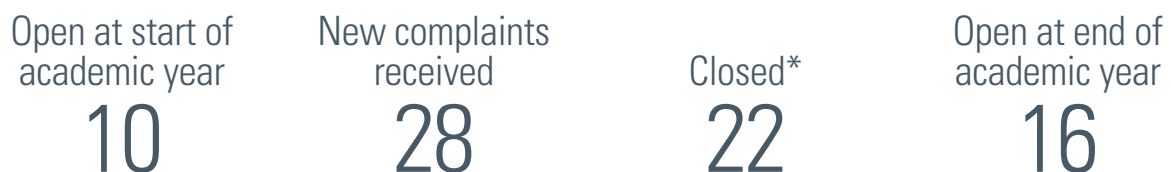


2. Complaints: Breakdown by Resolution

- Complaints Informally Resolved - 94
- Complaints Formally Investigated - 24
- University Initiated Investigations - 4
- Complaints Referred to Hearing - 1



3. Complaints: Status of Formal Complaints and University-Initiated Investigations

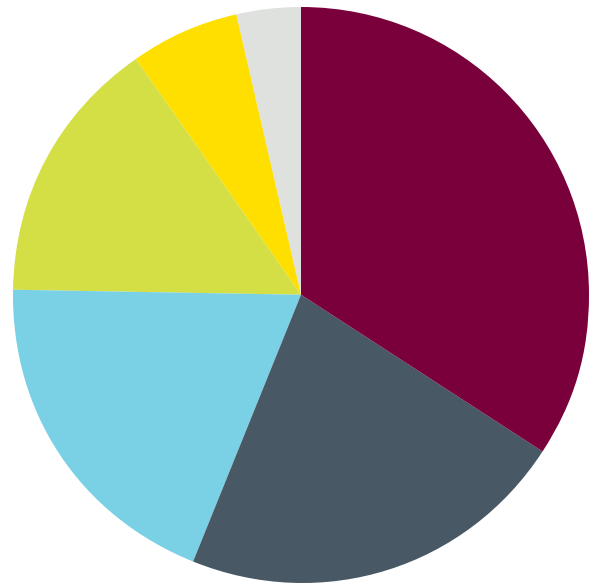


* Of the 22 complaints closed, six resulted in a finding of a policy violation and 10 resulted in a finding of no policy violation. For the remaining six complaints, a resolution was achieved between the parties, either during the investigation process or immediately following the investigation process, prior to a decision on finding being made. Examples of types of outcomes include a written apology, retroactive accommodation, changes to a graduate student's academic supervision, reinstatement into a program of study, implementation of an academic accommodation plan, remedial education, no contact order, written reprimand, and unpaid suspension.

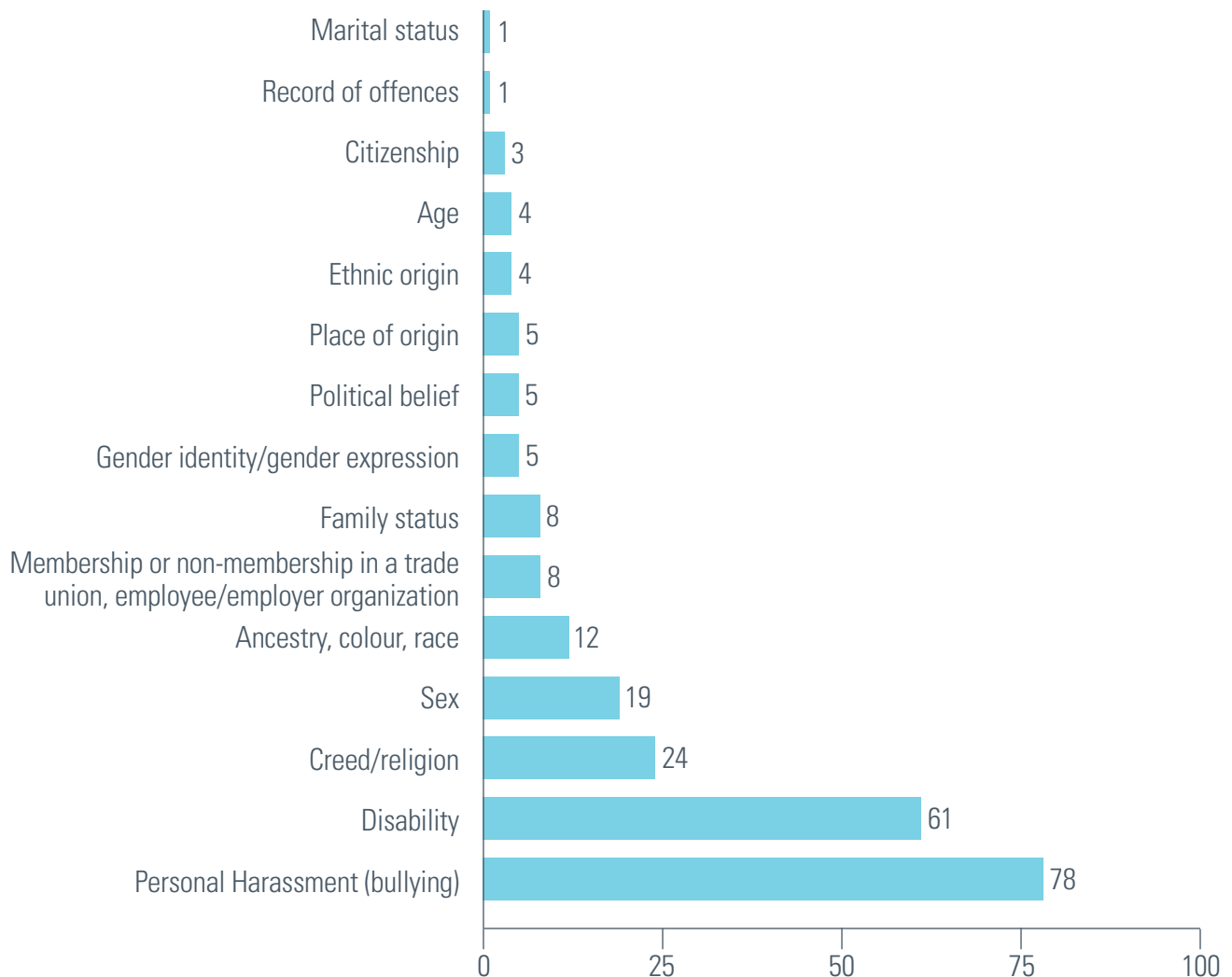
4. Consultations: Breakdown by Issue

- Harassment - Personal - 78
- Discrimination - 50
- Accommodation - 44
- Harassment - Human Rights - 34
- Sexual Harassment - 14
- Poisoned Environment - 8

Total 228

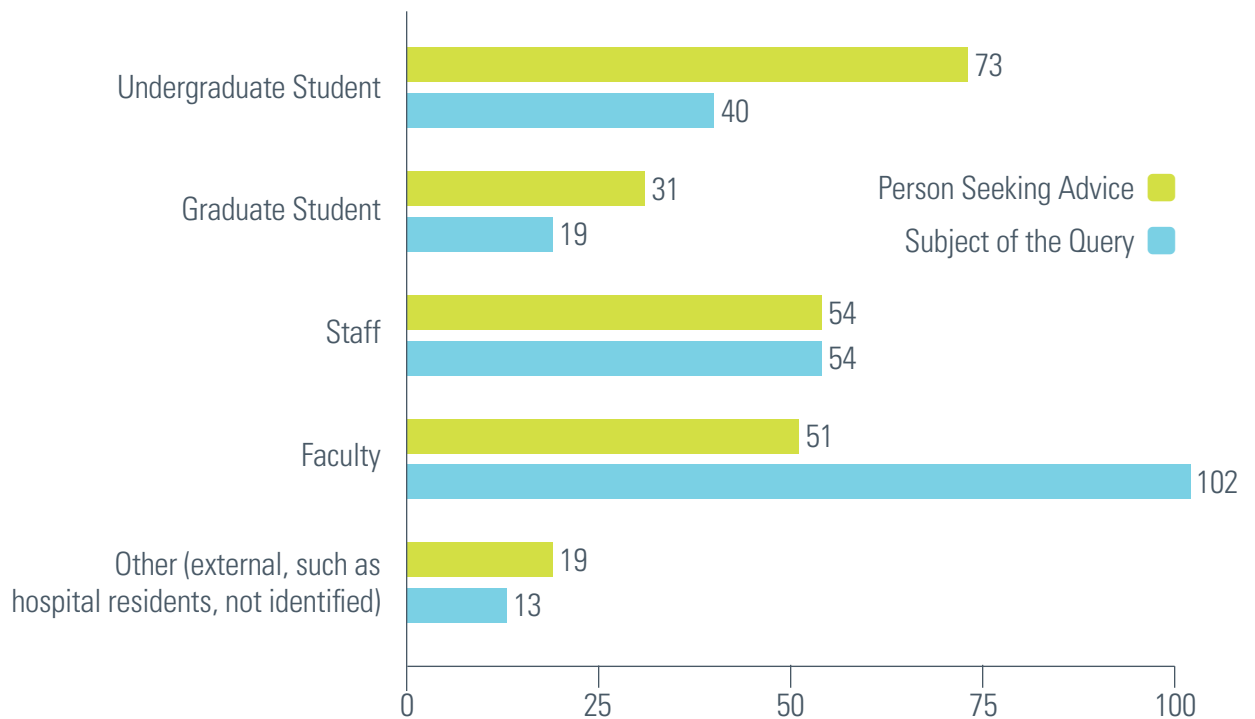


5. Consultations: Cases by Ground

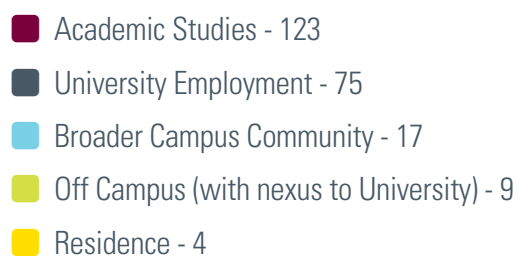


Note that some cases involve more than one ground.

6. Consultations: Participant Type



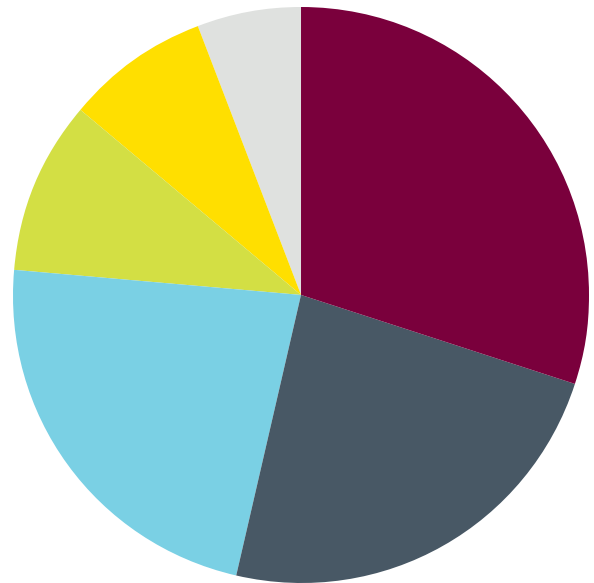
7. Consultations: Area of the University Community in Which Concern Originated



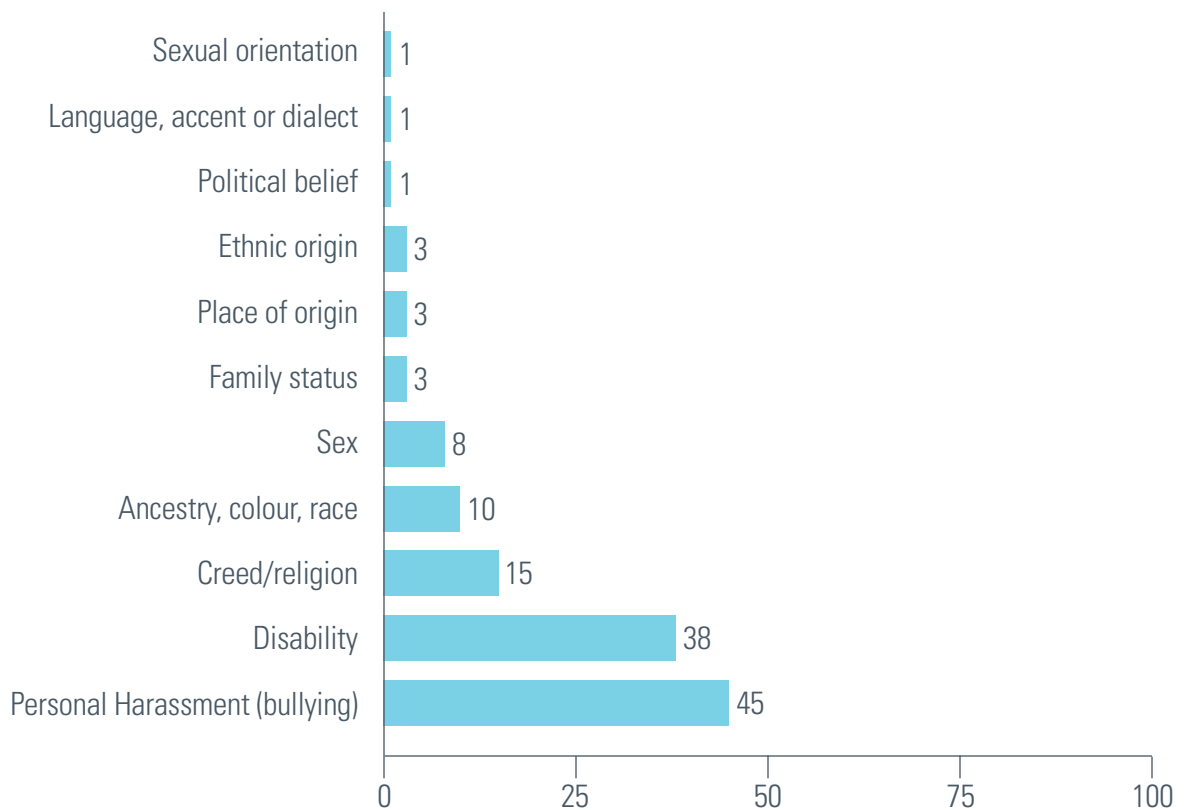
8. Complaints: Breakdown by Issue

- Harassment - Personal - 37
- Discrimination - 29
- Accommodation - 28
- Poisoned Environment - 12
- Harassment - Human Rights - 10
- Sexual Harassment - 7

Total 123

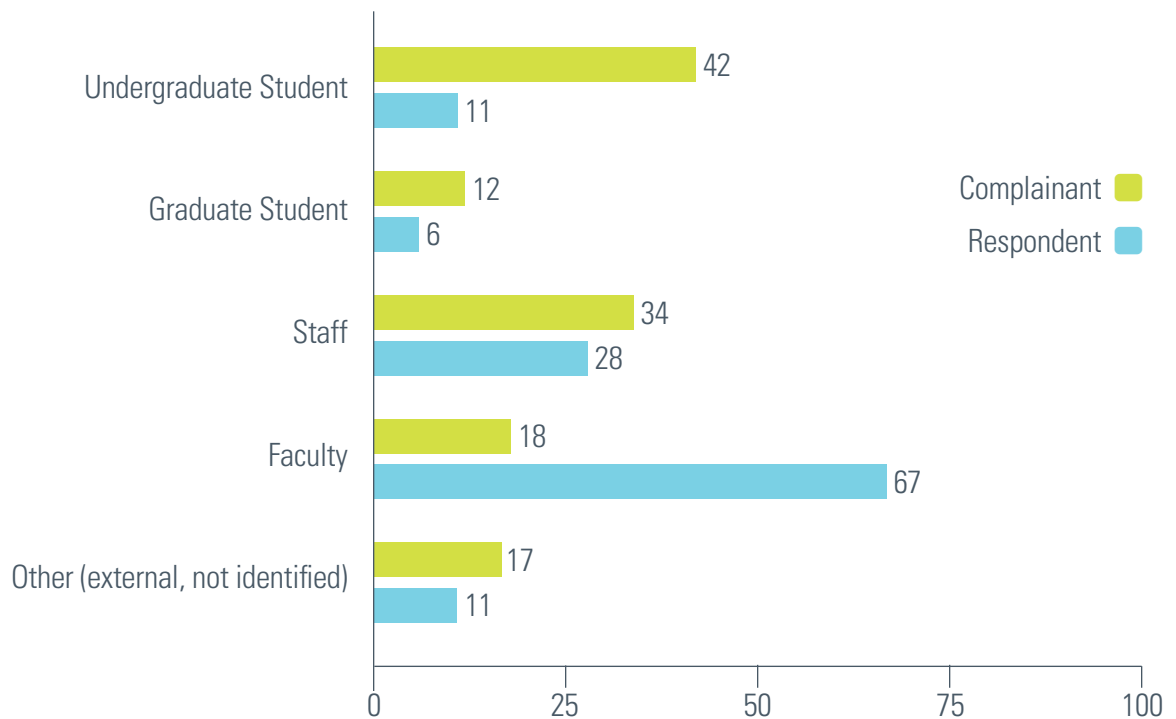


9. Complaints: Cases by Ground

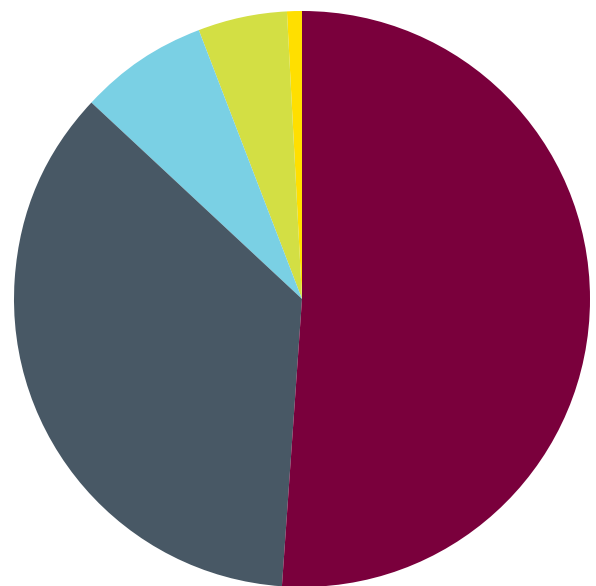


Note that some cases involve more than one ground.

10. Complaints: Participant Type



11. Complaints: Area of the University Community in Which Concern Originated



12. Sexual Violence Policy

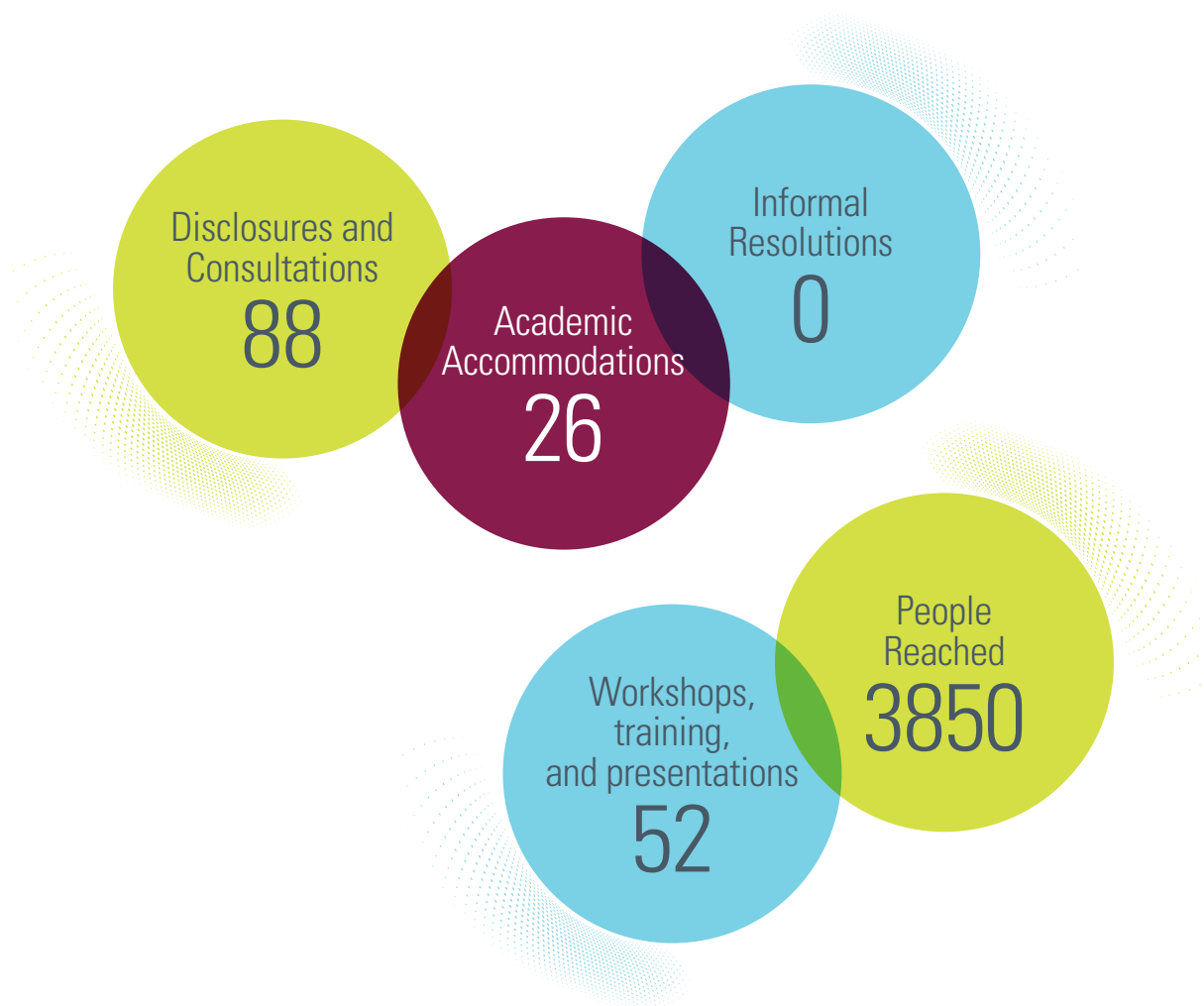
The Equity & Inclusion Office is awaiting direction from the Ministry of Advanced Education and Skills Development prior to reporting metrics under its *Sexual Violence Policy*. This is to ensure when the Office reports, it does so using the common metrics all institutions within Ontario's postsecondary system have been asked to use. It is anticipated next year's report will reflect these metrics.

13. Sexual Violence Response Protocol Overview

Launched in Fall 2015, the Sexual Violence Response Protocol guides all in the McMaster community – students, staff, and faculty – on how to receive sexual and gender-based violence disclosures in a supportive way.

Under the Protocol, any community member who receives a disclosure is expected to refer the individual to the Sexual Violence Response Coordinator who, in turn, can provide support, including referring the individual to the Protocol's dedicated website.

The Sexual Violence Response Coordinator will also outline the options available to individuals who believe they have experienced sexual violence under the Sexual Violence Policy. These include: disclosing under the policy, receiving accommodations, lodging a formal complaint, and accessing the criminal justice process.



Equity and Accessibility

Equity



Accessibility



The background of the slide is a grayscale image of a bulletin board. It is covered with various posters and notices. Notable posters include one that says "OPEN COME IN", another that says "positive space" with a logo, and a large one that says "NO ISLAMOPHOBIA ANTI-SEMITISM RACISM". There are also smaller notices, including one from the "Equity and Inclusion Office" and another that says "212".

What's on the Horizon for 2017/18?

- Introduction of the new Vice Provost, Equity and Inclusion
- Launch of the Anti-Racism Resource Centre in Downtown Hamilton
- Implementation and report on the Ministry of Advanced Education and Skills Development's Campus Climate Survey on Sexual Violence
- Smudging Protocol
- New tools and training under the Discrimination and Sexual Violence policies to support those with particular responsibilities
- Continued Collaboration with Intake Offices to jointly present and attend at workshops
- Partnership between the Equity Services Program and the Employment Equity Specialist, Human Resources on a training program for people managers
- More equity-related programs, including anti-racism and sexual violence initiatives, and new workshops in the Building Inclusion series
- Amplifying the Voices of Marginalized Students on Campus, with support from the President and Vice-Chancellors Fund: Let's Talk About Race, Let's Get Smudging, DISability Discussions, the Blanket Exercise, Creating Authentic Spaces for Trans Community Members.

Equity and Inclusion Office

Human Rights | Complaint Resolution
Education | Accessibility
Sexual Violence Support

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Equity and
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