

# Respect. Collaboration. Diversity.

## Equity and Inclusion Office Annual Report

September 1, 2015–August 31, 2016



## Mandate

This is the annual report of the Equity and Inclusion Office at McMaster University. It includes updates from the two program areas within the Equity and Inclusion Office. These programs are: the Human Rights Program and the Equity Services Program which encompasses education, McMaster's Accessibility Program – AccessMac and the Sexual Violence Response Protocol.

Under section 58 (e) of the Policy, the Human Rights Program within McMaster's Equity and Inclusion Office is responsible for gathering pan-University statistical data and using that data to inform ongoing learning and preventive measures. Section 59 charges the Human Rights Program with preparing and presenting annual statistical reports to the University's governing bodies and campus community.

## Report Parameters

Unless otherwise stated, this report covers data collected for the period September 1, 2015 to August 31, 2016.

This report also presents historical human rights complaints data for the period 2010 to 2015 collected under the former Anti-Discrimination and Sexual Harassment Policies.

## Future Publications

Starting in 2017, the Equity and Inclusion Office will publish its annual report every fall. The timing of the current report is a reflection of the Office's transitional year, which includes restructuring and recruitment of the new Vice Provost, Equity and Inclusion.

## Relevant Links

**Accessibility Policy:** [www.mcmaster.ca/policy/General/HR/Accessibility.pdf](http://www.mcmaster.ca/policy/General/HR/Accessibility.pdf)

**DHSH Policy:** [www.mcmaster.ca/respectfulcommunity/policy-procedures.html](http://www.mcmaster.ca/respectfulcommunity/policy-procedures.html)

**DHSH website:** [www.mcmaster.ca/respectfulcommunity](http://www.mcmaster.ca/respectfulcommunity)

**Equity and Inclusion Office:** [equity.mcmaster.ca](http://equity.mcmaster.ca)

**Equity and Inclusion on Facebook:** <https://www.facebook.com/EIOMcMaster/>

**President's Advisory Committee on Building an Inclusive Community:**  
[pacbic.mcmaster.ca](http://pacbic.mcmaster.ca)

**Sexual Violence Response Protocol:** [svrp.mcmaster.ca](http://svrp.mcmaster.ca)

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## Executive Summary

On July 1, 2015, **McMaster University's new Discrimination, Harassment, Sexual Harassment: Prevention and Response Policy** (the Policy or DSHS Policy) took effect. This new Policy replaced the former Anti-Discrimination and Sexual Harassment Policies.

The Policy reinforces McMaster's commitment to foster a respectful and inclusive organizational culture. In particular, the Policy:

- sets out a robust complainant driven process for addressing concerns;
- establishes clear pathways for complainants to access;
- articulates responsibilities of leaders and persons in authority; and
- commits to gathering and using data on the incidence and character of reported discrimination and harassment to inform ongoing institutional learning and prevention initiatives.

In addition to implementing the new Policy, the 2015-2016 reporting year was significant in at least three other key ways:

- The University restructured its Human Rights and Equity Services Office, adopting a new name—**Equity and Inclusion**—and creating two new senior roles.
- In the fall of 2015, the University launched its **Sexual Violence Response Protocol** and introduced a dedicated Sexual Violence Response Coordinator.
- Along with the City of Hamilton and the Hamilton Centre for Civic Inclusion, the University was instrumental in laying the foundation for the **Anti-Racism Resource Centre**, approved by the City in 2016.

The results of this past year's activity are a stronger, University-wide commitment to understanding, preventing and responding to discrimination, harassment and sexual harassment; a clearer complaints process with well-defined steps and roles; and greater overall transparency around these important issues.

Of course, the University still has work to do. For example, we need to improve our data collection so that we have the most accurate and up to date picture possible.

With the commitment that is clearly in place, we are confident we will continue to develop the policies, tools and training initiatives we need to ensure a campus-wide coordinated approach to responding to and preventing discrimination, harassment and sexual harassment.

739

Total consultations/  
complaints

94

Total workshops  
and events

3823

Total people  
reached

# 2016: A Transition Year for the Equity and Inclusion Office

## Office Restructured

In July 2016, the University announced a restructuring of the Office of Human Rights and Equity Services:

- The office's name, Human Rights and Equity Services, changed to the **Equity and Inclusion Office**.
- The program areas **AccessMac** and **Equity Services** combined to form one program area, the **Equity Services Program**, reporting to a Senior Program Manager.
- Two new positions were created: a **Director of Human Rights and Dispute Resolution** with responsibility for investigative and dispute resolution activities and a **Vice Provost (Equity and Inclusion)** to lead the office and champion equity and diversity initiatives at a senior level. A search is currently underway for the new Vice Provost (Equity and Inclusion) position: it is anticipated the position will be filled by July 2017.

## Mandate: Foster a Fair and Equitable Campus Environment

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 the development of 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; and
- promote respect, equity and fairness, and celebrate the rich diversity of the campus community.

The Office 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 sexual violence, racism, accessibility, mental health, interfaith issues, First Nations, Métis and Inuit priorities, LGBTQ+, and employment equity.

## Equity and Inclusion: Recent Evolution

### July 1, 2015

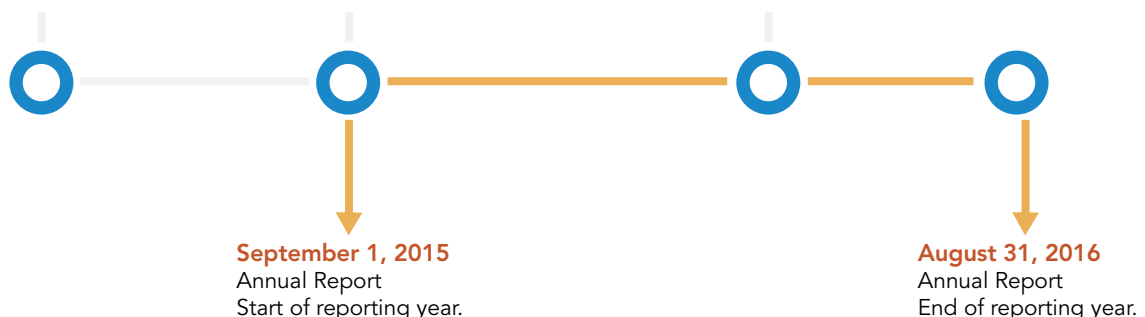
Introduction of McMaster's new Discrimination, Harassment, Sexual Harassment: Prevention and Response Policy.

### September 2015

Introduction of McMaster's new Sexual Violence Response Protocol.

### July 2016

Human Rights and Equity Services restructured and renamed to Equity and Inclusion Office.



# Equity and Inclusion Office Sister Programs: Human Rights and Equity Services

## Human Rights Program

Led by the Director, Human Rights and Dispute Resolution, 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 the three Intake Offices\* listed in McMaster's DSHS Policy, the Human Rights Program is accountable for facilitating the resolution of concerns and complaints and the investigation of formal complaints, related to issues of discrimination, harassment, and sexual violence.

The Human Rights Program is also responsible for gathering and publishing pan-University statistical data and using that data to inform ongoing learning and prevention measures. It is also a key partner in the Anti-Racism Resource Centre mentioned in the Executive Summary.

\* The other intake offices are Human Resources Services and the Faculty of Health Sciences Professionalism Office. The Human Rights Program is available to all students, staff and faculty. Human Resources Services is available to McMaster employees, and the Faculty of Health Sciences Professionalism Office is available to students, staff and faculty in the Faculty of Health Sciences.



L - R: Alisha Carr, OHRC, Vilma Rossi, Senior Program Manager, Equity and Inclusion, Runako Gregg, OHRC

## Equity Services Program

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

Through consultations, customized educational workshops, remedial training, robust social media sites, and the offering of equity events on campus, the Equity Services Program develops, promotes and supports educational and community development initiatives that engage students, staff and faculty members.

Educational programming is an important component of the Equity Services Program’s mandate. Under its **H.E.A.R.T. series—Human rights, Equity, Accessibility, Respect Toolkit Workshops**—Equity Services offers a Certificate of Attendance to participants who complete three workshops on topics such as Anti-Racism, Positive Space, and Anti-Oppression. This is just one example of the broad-ranging educational initiatives spearheaded by the Program. The Challenging Islamophobia Initiative on Campus, highlighted on page 10, is another.

The Equity Services Program also houses **AccessMac** and the newly established **Sexual Violence Response Protocol**.

**AccessMac** partners with faculty, staff and students to create and maintain a culture of accessibility and inclusion on campus. The Accessibility Specialist works

closely with the McMaster Accessibility Council and its members, who are responsible for ensuring the University adheres to Accessibility for Ontarians with Disabilities Act (AODA) Accessibility Standards. AccessMac provides workshops and training opportunities on accessibility, and it oversees the University’s Accessibility Policy and the AODA.

**The Sexual Violence Response Protocol** was launched in the fall of 2015. The Protocol sets out guidelines for how staff, faculty and students can provide a consistent and supportive response to those who disclose sexual and gender-based violence. An accompanying website outlines the steps found in the Protocol and lists resources available both on and off campus.

As part of the launch, the University introduced a dedicated Sexual Violence Response Coordinator. The Coordinator manages a comprehensive survivor-centred response protocol to disclosures of sexual and gender-based violence.

A significant part of the Coordinator’s work in 2015/16 involved collaborating with a working group comprised of students, staff, and faculty to develop a stand-alone Sexual Violence Policy as mandated by Ontario’s *Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment)*, 2016. McMaster’s new Sexual Violence Policy was launched on target on January 1, 2017 and will be elaborated on in our 2016/17 report.

**CHALLENGING ISLAMOPHOBIA ON CAMPUS**  
Presented by The Office of Human Rights & Equity Services (HRES) - Facilitated by Khadija Raia and Rahanna Hiji Khalifa

**WORKSHOP**

**Thursday, March 31**  
2:30pm - 4pm  
MUSC (Student Union)

For all students, staff, and faculty who want to learn more about Islamophobia.  
Please register at: [hres@mcmaster.ca](mailto:hres@mcmaster.ca)

For more information & accessibility measures:  
905-525-9140 x 27581  
OR [hres@mcmaster.ca](mailto:hres@mcmaster.ca)

**H.E.A.R.T. Human Rights, Equity, Accessibility, Respect Toolkit Workshops**  
Complete 3 workshops to receive a Certificate of Attendance. Space is limited so registration is required.  
For more information, to request, or for accessibility related accommodations, please contact [hres@mcmaster.ca](mailto:hres@mcmaster.ca) or 905-525-9140 x 27581.

See below to complete your Certificate of Attendance by the program completion by the spring semester year!

<p><b>Monday, February 8, 2016</b> 10:00 AM - 12:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>Learn about your rights and responsibilities with regards to accessibility, including with respect to: Working with the Accessibility Specialist to determine the best way to support the needs of students with disabilities.</p>	<p><b>Monday, February 8, 2016</b> 1:00 PM - 3:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>Learn about the duty to accommodate in the workplace and workplace, health, safety, and "reasonable" and "undue hardship" in the workplace. (presented in English)</p>	<p><b>Monday, February 8, 2016</b> 3:00 PM - 5:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>What is an off-campus community? Accessibility and accommodation? What does it mean to be a "Responsible" and "Respectful" member of the community? How can we create a more inclusive and respectful campus for all?</p>
<p><b>Wednesday, February 10, 2016</b> 10:00 AM - 12:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>Learn about the history of Islamophobia through the stories of a number of people who have been affected by Islamophobia.</p>	<p><b>Monday, February 22, 2016</b> 1:00 PM - 3:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>Learn about the history of Islamophobia through the stories of a number of people who have been affected by Islamophobia.</p>	<p><b>Friday, February 26, 2016</b> 10:00 AM - 12:00 PM Location: Student Union (SU) Student Union *Access: MUSC 101</p> <p>Learn about the history of Islamophobia through the stories of a number of people who have been affected by Islamophobia.</p>

**M S U** **positive space** **3i** **McMaster University**

Notices for Islamophobia and H.E.A.R.T. workshops

# Discrimination, Harassment, Sexual Harassment and Sexual Violence Response Protocol Data

## 1. DSHS: Overview

**452**  
Total cases

**410**  
Resolved

**25**  
Unresolved

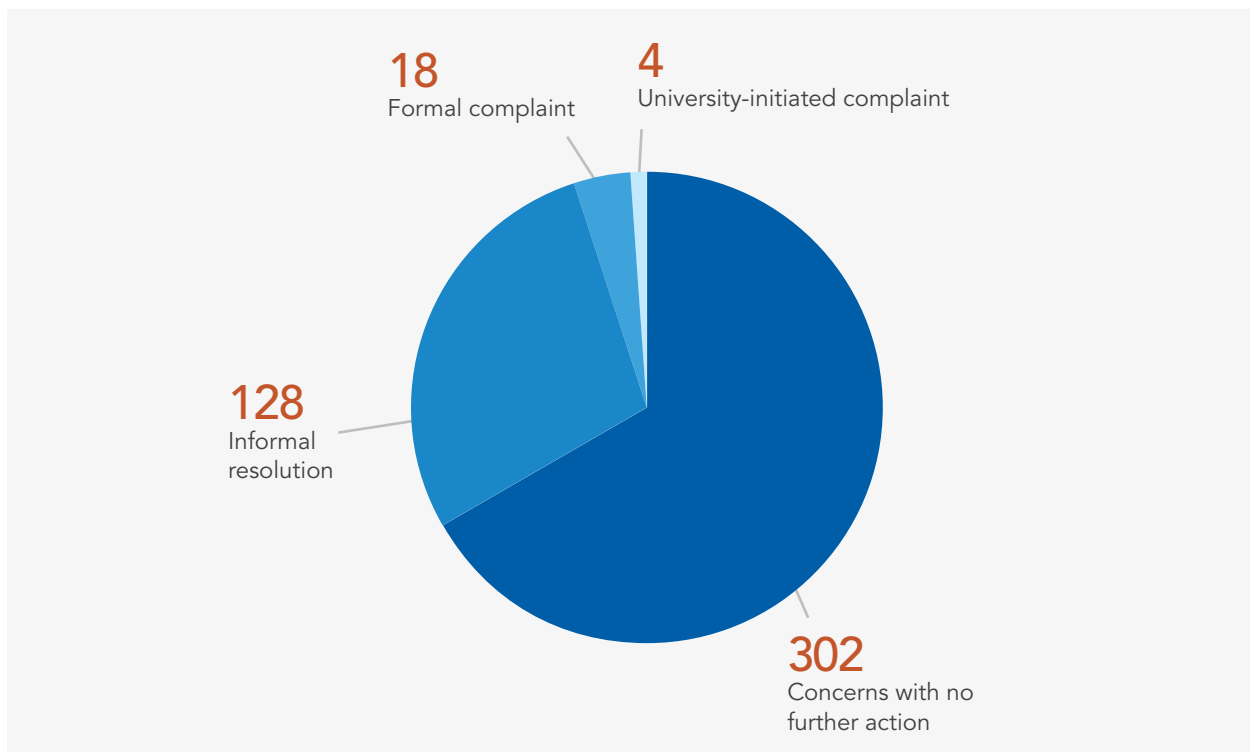
**17**  
Abandoned

“Resolved” refers to complaints that have been resolved (i.e. informal resolution efforts were successful) or consultations that have been responded to.

“Unresolved” refers to matters that are pending or ongoing, or where informal resolution efforts have not been successful. When the latter occurs, complainants are advised of such and made aware of the alternate recourses available to them.

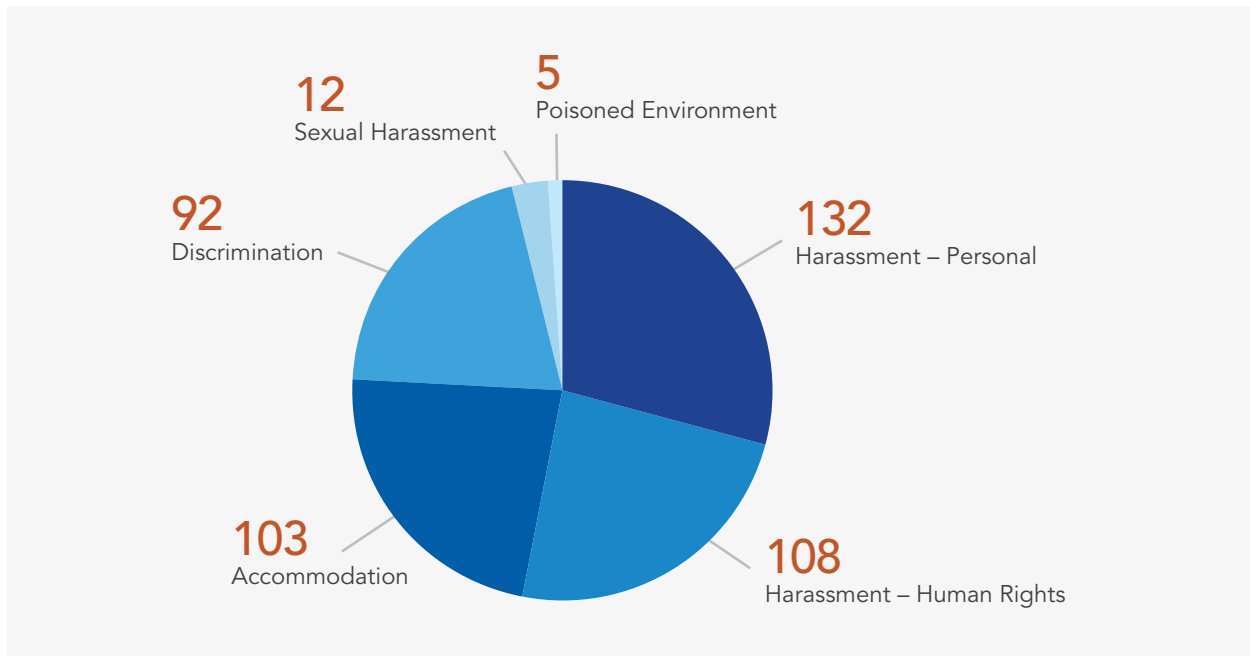
“Abandoned” refers to cases that were withdrawn, or situations where participants elected to pursue an alternative recourse outside of Equity and Inclusion.

## 2. DSHS: Breakdown by Type of Complaint

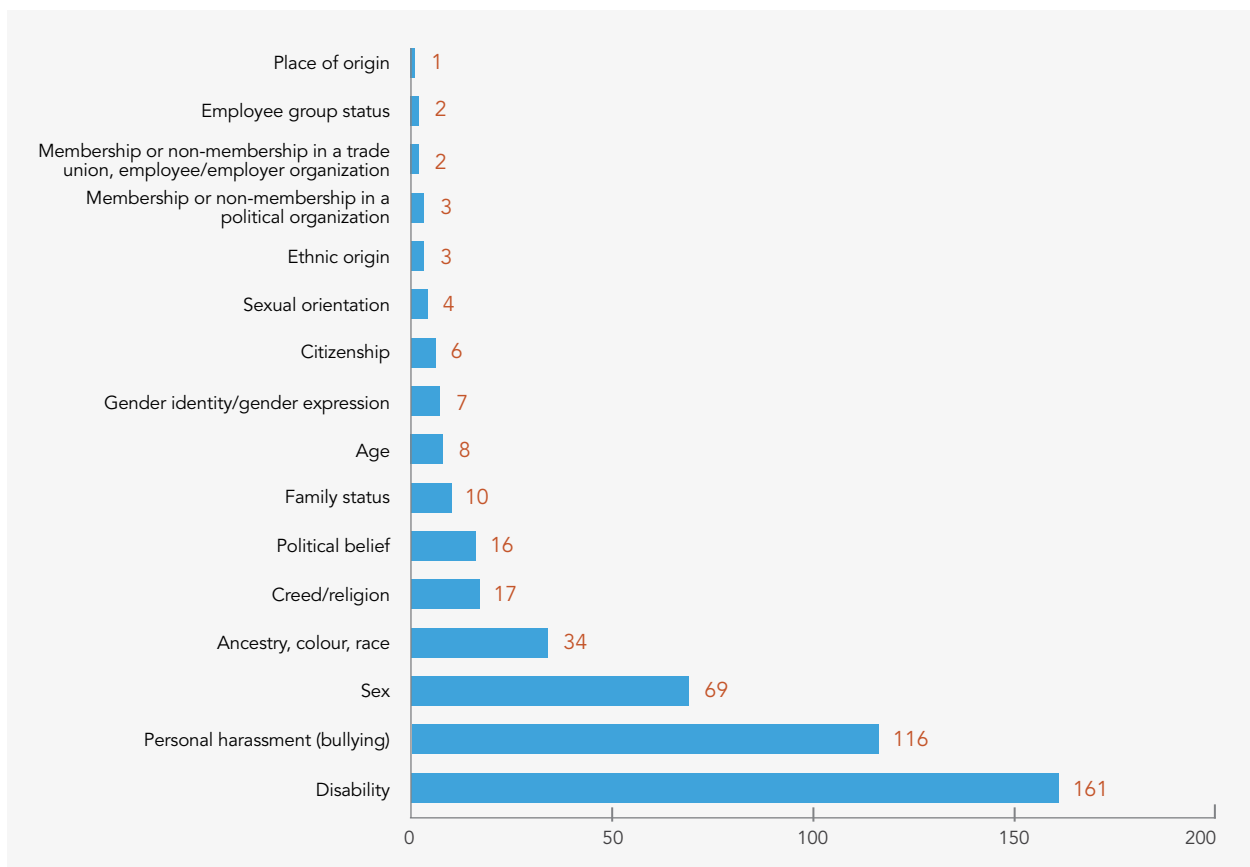


Note: Of the 18 formal complaints, six concluded, two were abandoned, and 10 are still ongoing. Of the six that concluded, four resulted in a finding of “no violation”; one was resolved between the parties; and only one resulted in a finding of a violation.

### 3. DSHS: Breakdown by Issue

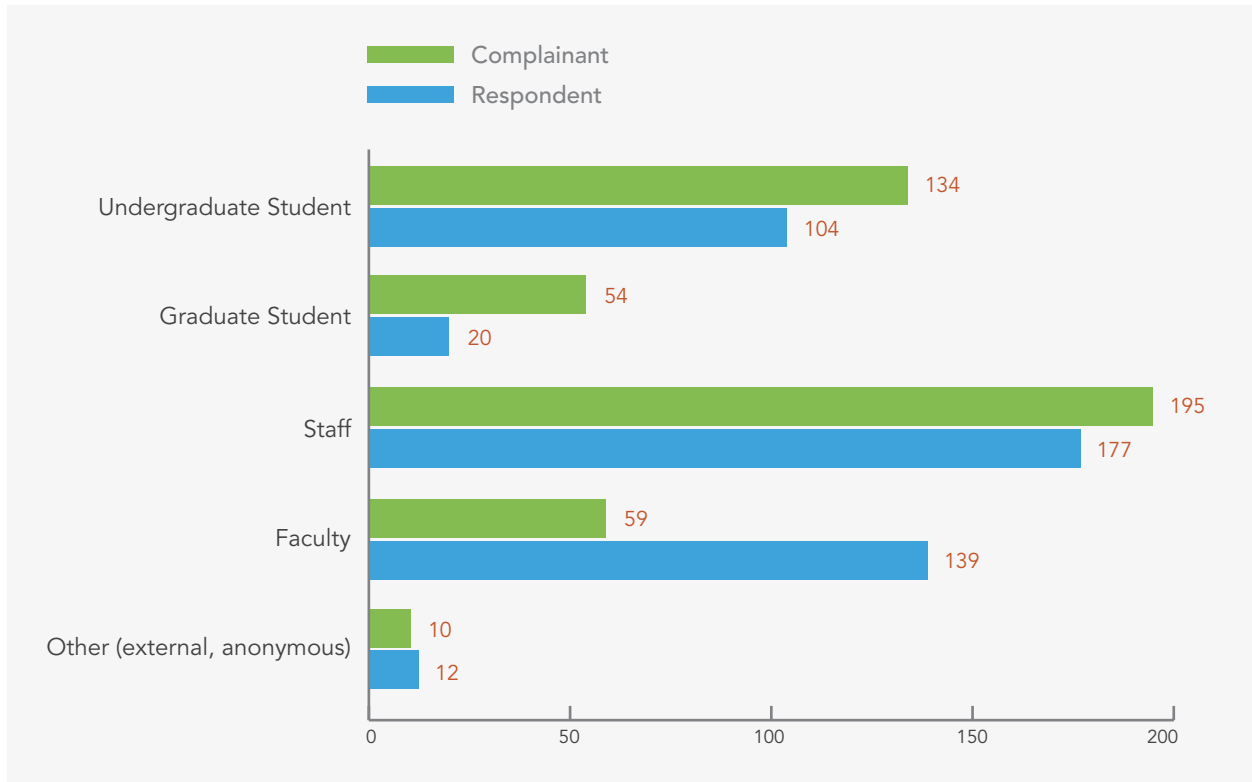


### 4. DSHS: Cases by Ground



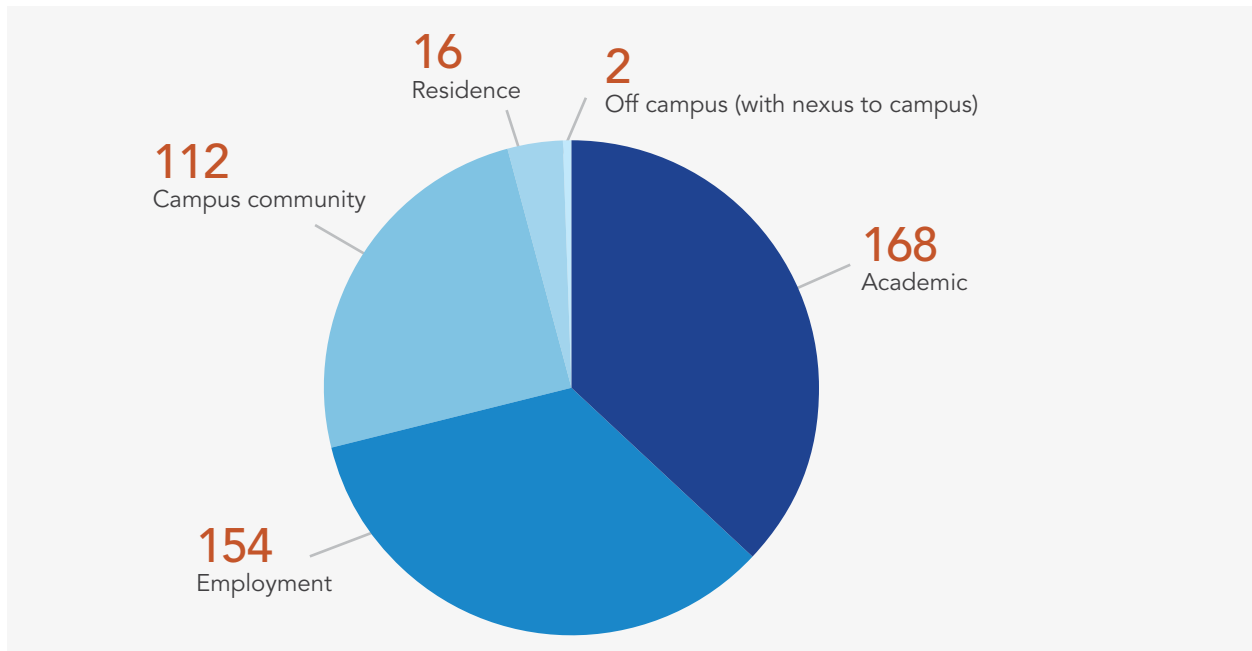


## 5. DSHS: Participant Type



## 6. DSHS: Origin of Concern

Reflects the area of campus experience that gave rise to the complaint.



## 7. Sexual Violence Protocol Overview

96

Disclosures and Consultations

18

Academic Accommodations

5

Informal Resolutions

\*Data collected August 17, 2015 - October 17, 2016

**McMaster University**

# Sexual Violence Support

**Get Support**  
The support and options that are available to you

**Give Support**  
How to respond to disclosures and provide support

**More Information**  
Definition of terms, related policies and more resources

**McMaster University**  
Sexual Violence Response Protocol and University Commitments

## McMaster University Sexual Violence Response Protocol

This website is a place where survivors of all backgrounds and social identities can find support and information about sexual, intimate partnership or family violence including rape. It's also a place where campus members can find tips on how to provide the best support possible to survivors who disclose sexual, intimate partnership or family violence.

If you're not sure what to do or where to turn, a good starting point is talking with the [Sexual Violence Response Coordinator](#). You can talk with her about what happened to you, (s)he'll listen and, when you're ready, (s)he'll also give you information about what your options are, how you can find more support and what next steps you might consider taking.

**Get Support** **Give Support**

**Not sure where to turn?**

**Meaghan Ross**  
Sexual Violence Response Coordinator  
mrossm4@mcmaster.ca  
(905) 525-0140 Ext. 20909  
McMaster University Student Centre (MUSC)  
Room 212

[Confidentiality Statement](#)

**Campus Support**

- Equity and Inclusion Office
- Women and Gender Equity Network
- Student Wellness Centre

**Community Support**

- Sexual Assault Centre Hamilton & Area
- Sexual Assault & Domestic Violence Care Centre

**Get Support**  
**Give Support**

© 2014 McMaster University | 1-800-964-4000 | 1-800-964-4000 | 1-800-964-4000 | 1-800-964-4000 | 1-800-964-4000 | 1-800-964-4000

**McMaster University**

McMaster University Sexual Violence Response Protocol website: <http://svrp.mcmaster.ca/>

# Equity and Accessibility

## Equity Services

109

Consultations

35

Workshops and events

647

People reached

## Accessibility

82

Consultations

16

Training and events

276

People reached

### Challenging Islamophobia Initiative

The *Challenging Islamophobia on Campus Initiative* (the *Initiative*) was developed by Equity and Inclusion Office Staff Khadijeh Rakie and Raihanna Hirji-Khalfan in response to the global, violent backlash targeting Muslims, and those perceived to be Muslims, after the deadly attacks in Paris, France in November, 2015.

As part of the Office's education and training portfolio, the *Initiative's* objectives were to:

1. Contribute to the development of a shared understanding of how Islamophobia manifests on campus.
2. Offer a supportive space for those who have experienced, or fear experiencing, Islamophobia.
3. Identify practical means of challenging Islamophobia on campus.

Through drop-in sessions, a roundtable discussion, workshops, presentations and self-defence classes, the *Initiative* engaged students, staff and faculty. While the *Initiative* facilitated an important dialogue on campus, it also revealed a need for ongoing work to appropriately address the reality and the impact of Islamophobia on our University campus. The Office is writing a report to be provided to the University in the 2016-2017 reporting year.

### Taking It Local: A Collaborative Equity Education Day

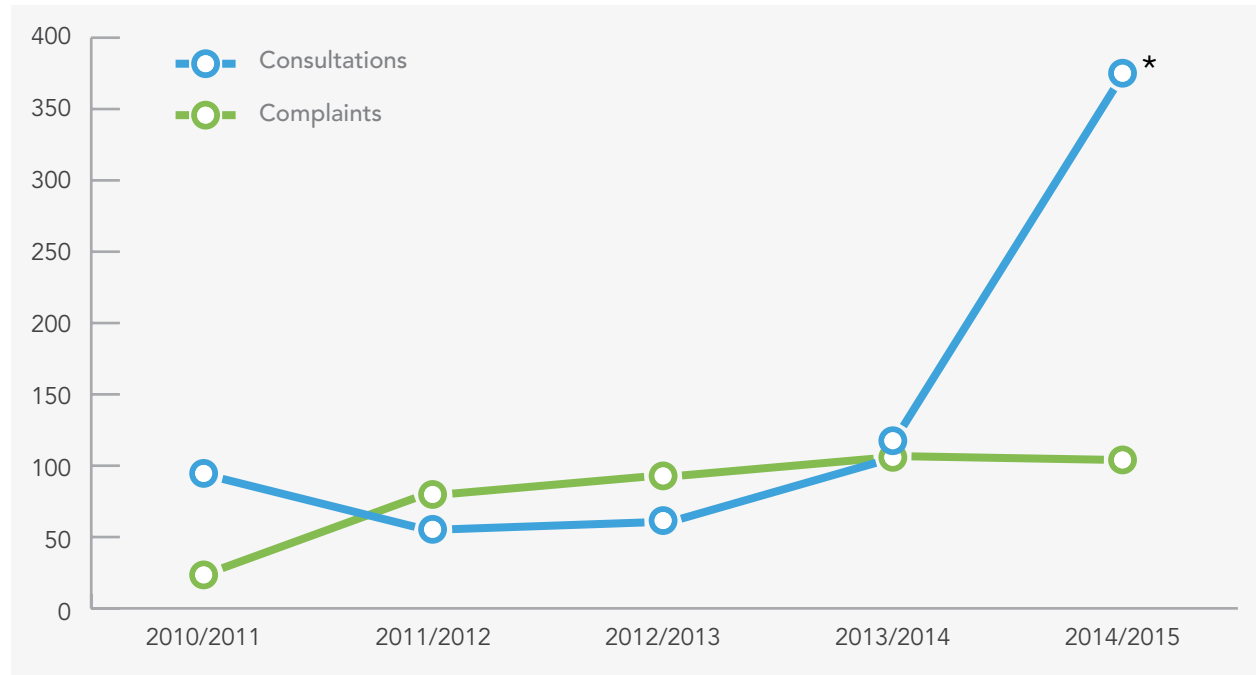
On June 22, 2016, McMaster's Equity Services Program, in collaboration with the City of Hamilton and the Ontario Human Rights Commission, hosted a free one-day learning event for the Hamilton community. Called *Taking It Local: An update on human rights*, the day featured speakers from the OHRC, the City of Hamilton and McMaster University and provided the community with up-to-date information on what's happening in human rights in Ontario.



L - R: Shaheen Azmi, OHRC, Vanessa Tamburro, OHRC, Renu Mandhane, OHRC, Milé Komlen, former Director, Human Rights and Equity Services

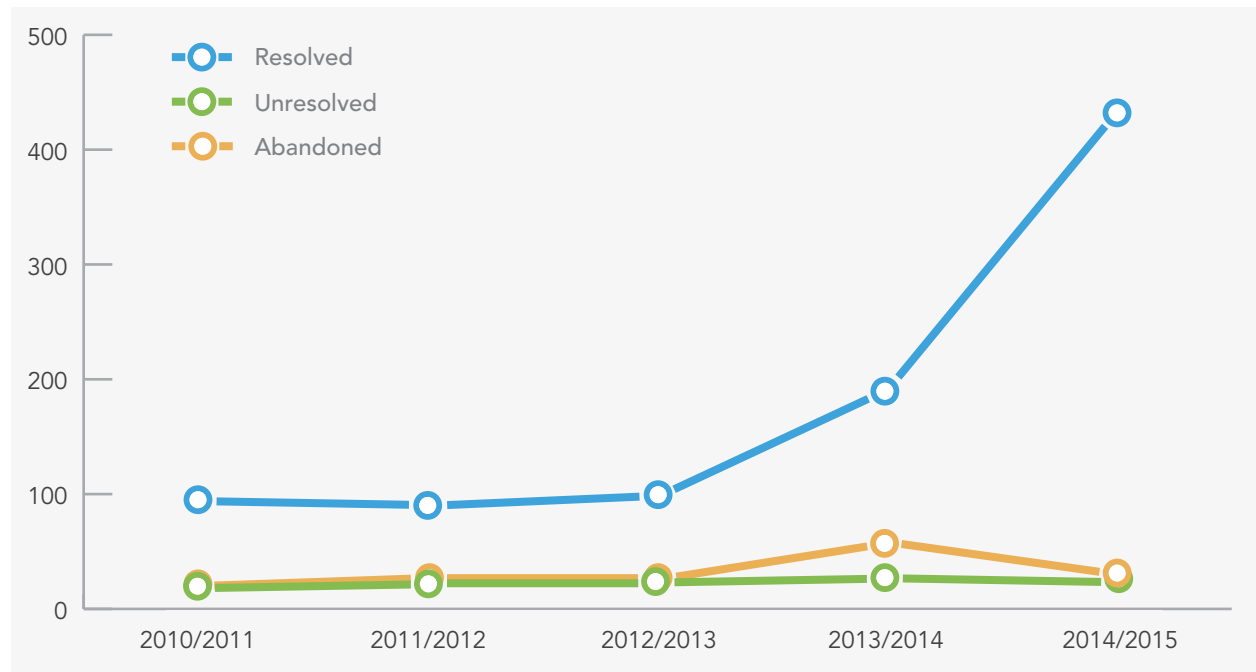
# Human Rights Complaints: A 5-Year Historical View

## Total Complaints and Consultations



\*Of these 376 consultations, 64 were non-policy related. As such, they are not captured in the grounds.

## Outcomes



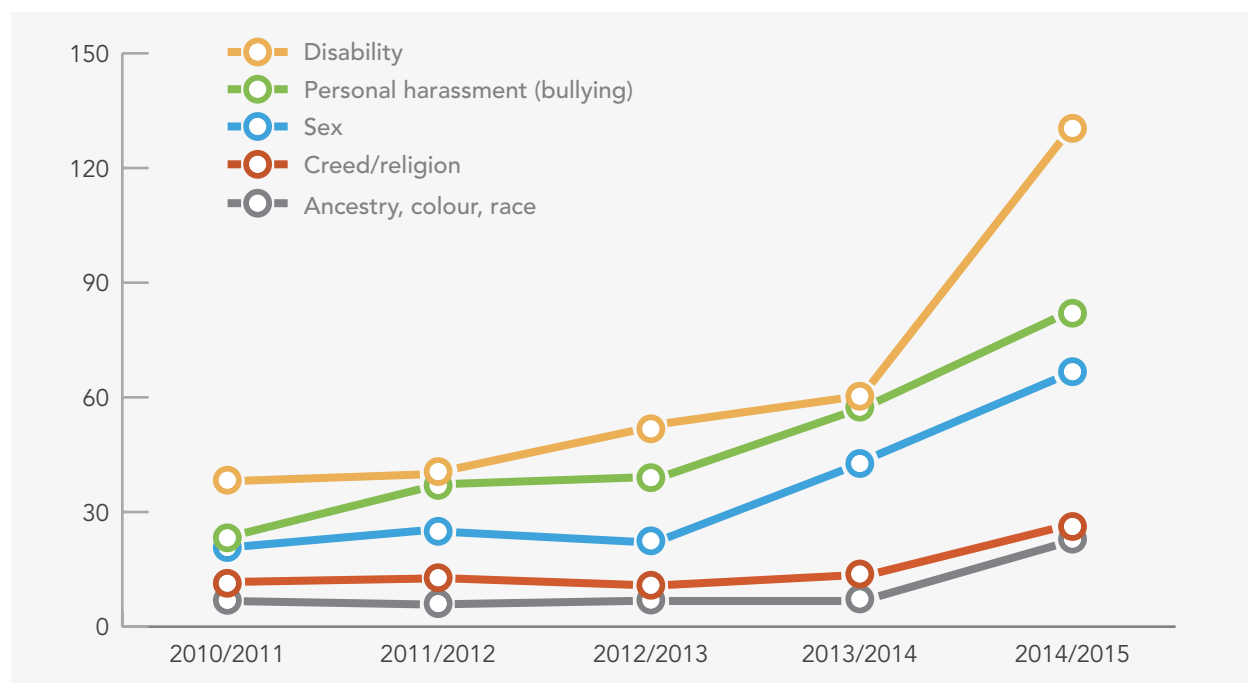
## Cases by Ground

Cases by Ground	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
Age	0	0	0	3	6
Ancestry, colour, race	7	6	7	7	23
Ethnic origin	2	1	1	6	7
Place of origin	0	1	4	1	4
Creed/religion	11	12	10	13	26
Disability	38	40	51	59	131
Family status	1	2	2	9	7
Marital status	0	0	1	0	0
Gender identity/gender expression*	N/A	5	1	2	7
Record of offences	0	0	1	0	0
Sex	21	25	22	43	67
Sexual orientation	5	1	2	6	7
Language, accent or dialect	7	10	6	8	0
Political belief	0	0	5	5	0
Membership or non-membership in a trade union, employee/employer organization	0	0	3	6	0
Employee group status	0	0	0	0	50
Personal harassment (bullying)	23	37	38	57	82

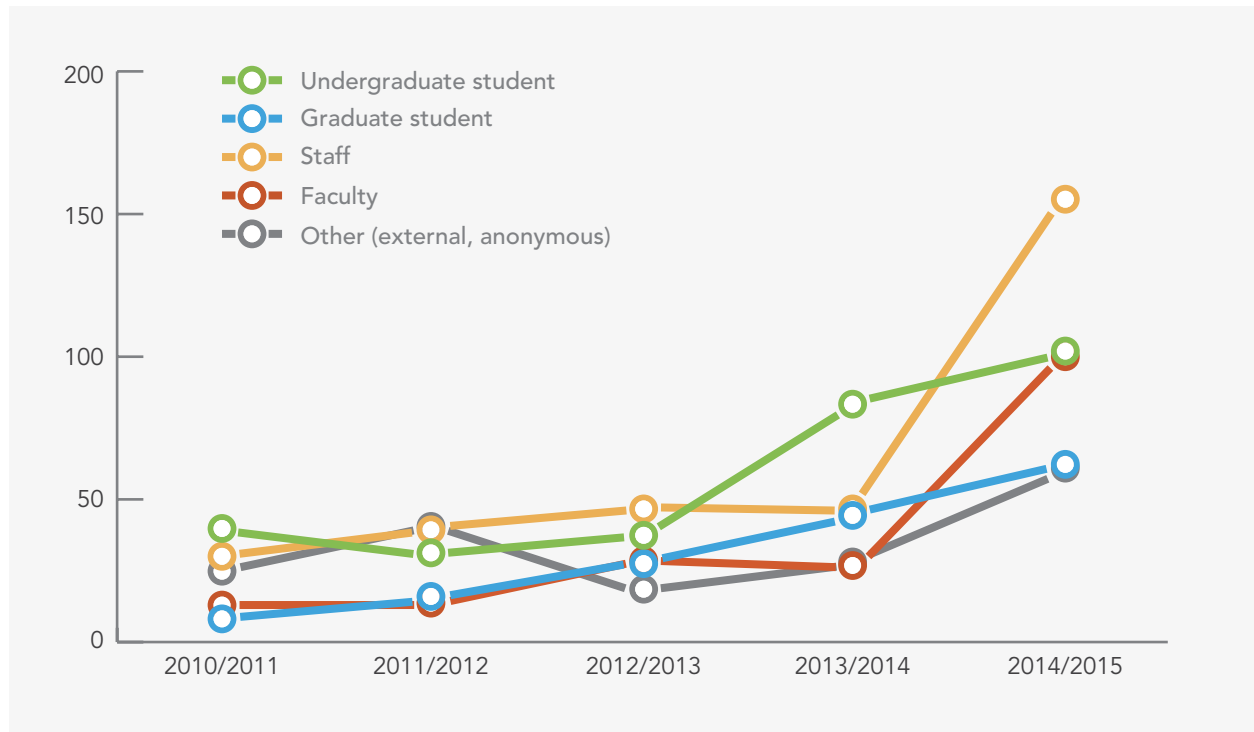
\*Gender expression and gender identity were added to the Ontario Human Rights Code as prohibited grounds of discrimination and harassment on June 19, 2012. Prior to this, complaints pertaining to these issues fell under the prohibited ground of sex.

Note: There were no complaints based on the grounds of citizenship, receipt of public assistance or membership or non-membership in a political organization.

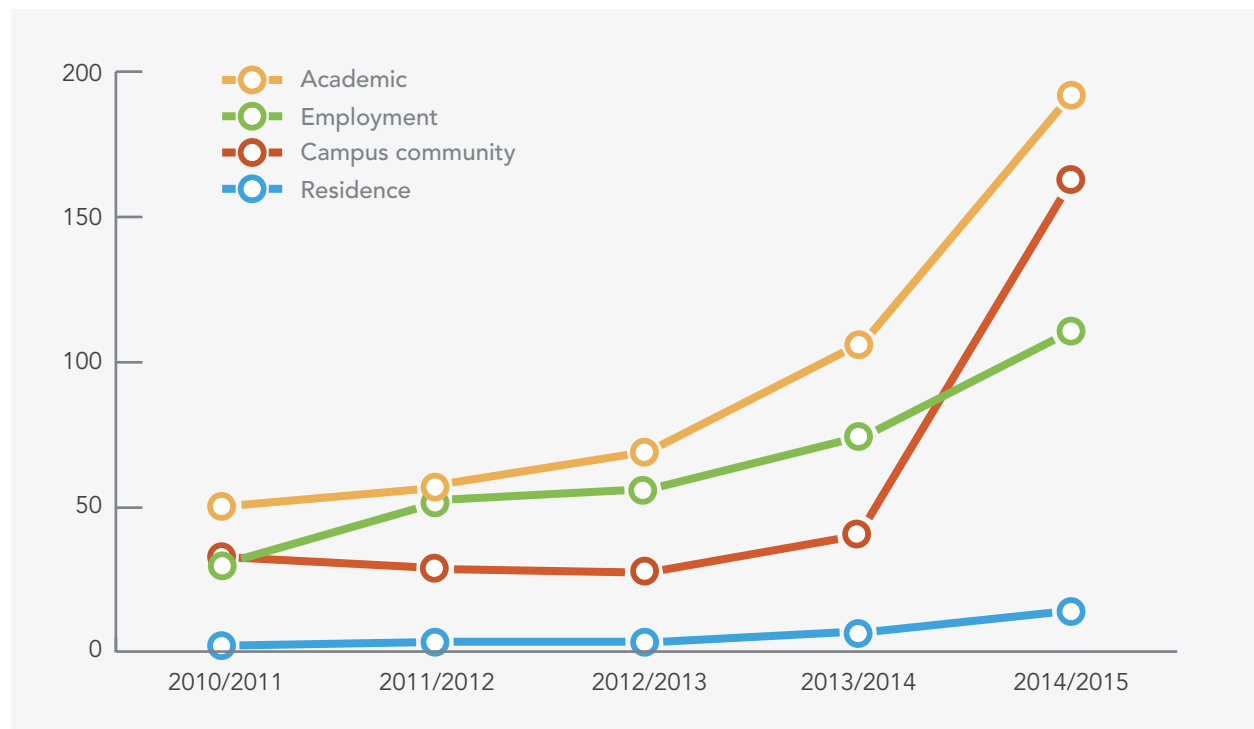
## Top 5 Grounds



## Participant Type



## Origin of concern



## What's on the Horizon for 2016/17?

- Introduction of the new Vice Provost, Equity and Inclusion
- New Sexual Violence Policy—January 2017
- DSHS Policy Review—July 1, 2017
- Accessibility Policy Review
- Introduction of an Anti-Racism Officer
- Heightened collaboration with community advocates and stakeholders through the new Anti-Racism Resource Centre
- More equity-related initiatives, including trans inclusion projects and sexual violence initiatives
- Strengthened partnerships between the Equity and Inclusion Office and campus and community members
- Improved processes and tools for more complete data collection