



# Equity and Inclusion Office

## Annual Report

SEPTEMBER 1, 2018 – AUGUST 31, 2019

**BRIGHTER WORLD**

Equity and  
Inclusion Office



# Equity and Inclusion Office

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## Relevant Links

**Accessibility Hub:** [accessibility.mcmaster.ca](https://accessibility.mcmaster.ca)

**Discrimination and Harassment Policy:**  
[secretariat.mcmaster.ca/app/uploads/Discrimination-and-Harassment-Policy.pdf](https://secretariat.mcmaster.ca/app/uploads/Discrimination-and-Harassment-Policy.pdf)

**Equity & Inclusion Office:** [equity.mcmaster.ca](https://equity.mcmaster.ca)

**Equity & Inclusion on Facebook:** [www.facebook.com/EIOMcMaster](https://www.facebook.com/EIOMcMaster)

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

**Sexual Violence Policy:** [secretariat.mcmaster.ca/app/uploads/Sexual-Violence-Policy.pdf](https://secretariat.mcmaster.ca/app/uploads/Sexual-Violence-Policy.pdf)

**Sexual Violence Prevention and Response Office:** [svpro.mcmaster.ca](https://svpro.mcmaster.ca)

# Executive Summary

The Annual Report is broken down into two main sections: Program Highlights and the Statistical Report.

## Program Highlights

This section provides an overview of respective programming, training initiatives, collaborative events, notable successes and opportunities across each Equity and Inclusion Office service area:

- Access Mac Program;
- Equity & Inclusion Education Program;
- Sexual Violence Prevention & Response Office; and
- Human Rights & Dispute Resolution Program.

Collectively, the education, training, and outreach initiatives across these programs and service areas reached more than seven thousand (7,000) individuals.

In February of 2019, the Hamilton Anti-Racism Resource Centre (HARRC) - a pilot project and program to which the Equity and Inclusion Office contributed, overseen through a partnership agreement between the City of Hamilton, the Hamilton Centre for Civic Inclusion, and McMaster University - was paused to allow the partners to review and renew plans to achieve the Centre's envisioned goals.

Also, in 2019, the [Sexual Violence Prevention and Response Office](#) (SVPRO), within the Equity and Inclusion Office, was expanded to deliver on its renewed mandate, as outlined in the revised [Sexual Violence Policy](#) (January 2020).

## Statistical Report

This section comprises detailed information on complaints, consultations, and dispute resolution for matters falling under McMaster University's Discrimination and Harassment Policy (formerly, the Policy on Discrimination and Harassment: Prevention & Response) and/or the Sexual Violence Policy.

2019 was the second year operating with an Intake Team model, and, as such, comparative data from last year has been incorporated into this report.

Over the past academic year (September 1, 2018 to August 31, 2019) Intake Offices handled a total of 44 complaints. The most cited ground was sex, followed by personal harassment, and then race. 50% of the complaints investigated resulted in policy violations and the average length for an investigation was 6.7 months.

For consultations, Intake Offices recorded a total of 405. The most cited ground was personal harassment, followed by disability, and then sex.

110 matters were resolved through alternate dispute resolution facilitated through one of the Intake Offices.



# Program Highlights

2018 | 2019

# Program Highlights – 2018/19

## Accessibility Program

Type of Program	# of Sessions	# of Participants
<b>Educational</b>	<ul style="list-style-type: none"> <li>• 35 in-person</li> <li>• 7 online sessions AODA and Human Rights Code</li> <li>• 4 online Accessible Education (FLEX Forward)</li> </ul>	1,000 2,570 278
<b>HEART Series workshops</b>	<ul style="list-style-type: none"> <li>• Accessibility 101</li> </ul>	28
<b>International Day of Persons with Disabilities Events / Commemoration</b>	<ul style="list-style-type: none"> <li>• Disability Discussions: Disability and Stigma</li> <li>• Brown Bag Lunch and Learn Series: What is Accessibility?</li> <li>• Disability and Mad Studies Reading Group: Disability Stigma</li> </ul>	60
<b>Support (persons with lived experience)</b>	1) 6 sessions / presentations <ul style="list-style-type: none"> <li>• Disability Discussions</li> <li>• Employee Network meetings</li> </ul> 2) 27 consultations / referrals / meetings	Approximately 15-20 participants at each support session 27
<b>Employee Accessibility Network</b>	<ul style="list-style-type: none"> <li>• 2 meetings (Feb 2019, April 2019)</li> </ul>	

## Highlights of Notable Successes and Opportunities

### Training

- Development and launch of the *Accessible Workplace Accommodation Training* for Managers, Supervisors and Leaders, in collaboration with HR and in consultation with the EAN (Oct 2018 pilot, Nov 2018 launch) à Approximately 130 managers / leaders participating in 4 sessions trained from Nov 2018-Aug 2019.
- *Accessibility and McMaster Intramurals – Our Approach* (training for all Athletics and Recreation intramural staff and student staff – partners EIO and Athletics and Recreation)
- *Timeless: An Intergenerational Social Program* (training on ageism, equity and accessibility for Residence Life: Timeless Living and Learning Community – EIO collaboration)
- *Inclusive Student Leadership Training* (for student leaders – partners EIO, HR and Faculty of Social Sciences)

### Large Consultations

- Pilot / Consultation process with the Employee Accessibility Network on the Accessible Workplace Accommodation Training (Oct 2018)
- Extensive consultation on Modules 3&7 of the newly developed “Hippo-on-campus” mental health training for instructional staff, under the Mental Health Strategy
- Work with Registrar’s Office to incorporate live captioning into all Convocation Ceremonies
  - promoting Convocation Accessibility available now from main [Convocation Information web page](#)
- Accessibility incorporated into John Hodgins Engineering Building Renovation Guidelines

### Publications (Community)

- Completion of the User Testing Project for Web Accessibility Report, in partnership with the MacPherson Student Partner Program, to provide web accessibility auditing feedback on centrally-produced web templates
- Inaugural publishing of the Accessibility and Disability Inclusion Update, 2017-2018, on December 3rd. The Accessibility and Disability Inclusion Update is a collective campus community publication facilitated through the Equity and Inclusion Office, which highlights and celebrates the Accessibility and Disability Inclusion work that takes place within community, student work, faculties, and service units on an annual basis à Approximately 40 submissions published in first edition

### Notable Events / Events Series

- Unpacking Graduate School for Students with Disabilities Series of 3 events for Graduate and Undergraduate students with disabilities in partnership with MSU Maccess, School of Graduate Studies and the Disability and Mad Studies Reading Group
- Beyond a One Dimensional Framework: Race and Disability Discussion Presentation for students, staff and faculty by the Disability Justice Network of Ontario Youth Council.



## Equity & Inclusion Programming

Type of Program	# of Sessions	# of Participants
<b>Educational</b>	75	3,000
<b>H.E.A.R.T. Workshops</b>	16	320
<b>Black History Month</b>	22	625
<b>Support</b>	75	30
<b>Let's Talk About Race! Drop-In</b>	7	150

## Highlights of Notable Successes and Opportunities

- Partnered with the Human Book Collection to offer the Human Library on campus
- Partnered with Mohawk College to bring Tarana Burke to Hamilton
- Partnered with Athletics and Recreation for “Marauder Pride Night”
- Dr. Malinda Smith facilitated the Black History Month February Let’s Talk About Race! Session and a keynote address that was very well attended
- Offered the KAIROS Blanket Exercise to various areas on campus including the Library Staff
- Disability Justice Network of Ontario (DJNO) partnered with EIO and R3 for an event on Disability and Racism and the intersections
- The Anti-Violence Network (AVN) hosted a farewell event acknowledging all of the accomplishments while recognizing the group is no longer needed as there are a number of other services filling the AVN’s role
- ANIMA Deep Diversity Institute was well attended and a cross section of McMaster staff and faculty were in attendance

# Sexual Violence Prevention & Response

## Disclosures

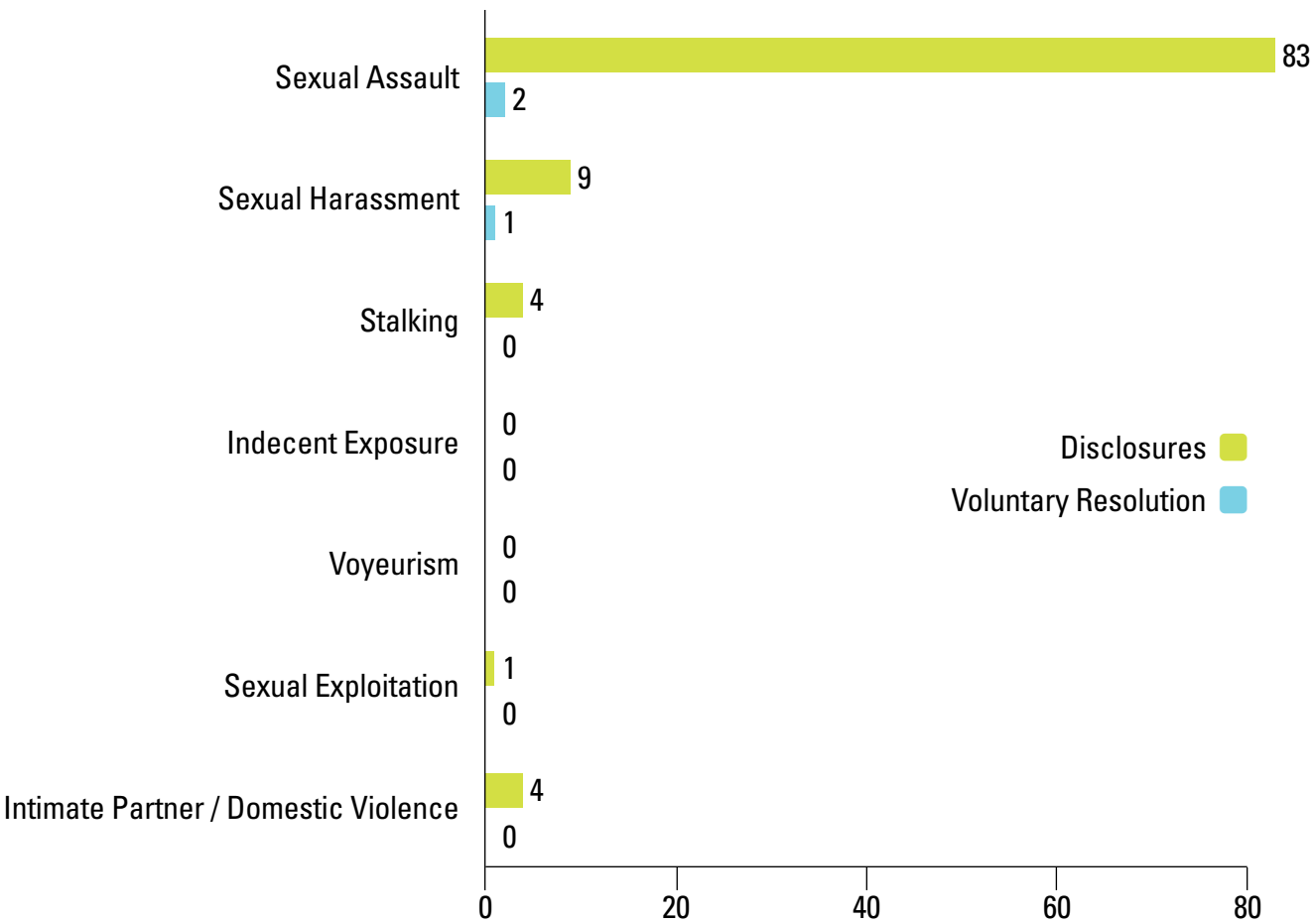
Disclosures over the past academic year are highlighted below.

A disclosure is made when an individual informs someone in the University community about an experience of sexual violence because they wish to access support, accommodations and/or information about their options. A person may wish to disclose, seek support, and take no further action. This is an option for individuals under McMaster’s Sexual Violence Response Protocol and Sexual Violence Policy.

Categories for reporting are based on provincial requirements, as set out in Common Institutional Metrics Reporting Guidelines document.

Consultations conducted by the Consultant, Sexual Violence Prevention & Response, are reflected in Intake Office statistical section of this report.

## Disclosures: Type of Sexual Violence





Type	Disclosures	Voluntary Resolution
<b>Sexual Assault</b> Non-consensual sexual contact or activity, including the threat of such activity, done by one person or a group of persons to another. Sexual assault can range from unwanted sexual touching, kissing, or fondling to forced sexual intercourse. Sexual assault can involve the use of physical force, intimidation, coercion, or the abuse of a position of trust or authority.	83	2
<b>Sexual Harassment</b> A course of vexatious comment, conduct and/or communication based on sex, sexual orientation, gender, gender identity, or gender expression that is known or should have been known to be unwelcome.	9	1
<b>Stalking</b> Behaviours that occur on more than one occasion and which collectively instill fear in the person or threaten the person's safety or mental health, or that of their family or friends. Stalking includes non-consensual communications (e.g., face to face, phone, electronic); threatening or obscene conduct or gestures; surveillance and pursuit; and sending unsolicited gifts.	4	
<b>Indecent Exposure</b> The exposure of the private or intimate parts of the body in a lewd or sexual manner, in a public place when the perpetrator may be readily observed. Indecent exposure includes exhibitionism.		
<b>Voyeurism</b> The surreptitious observing of a person without their consent and in circumstances where they could reasonably expect privacy. Voyeurism may include direct observation, observation by mechanical or electronic means, or visual recordings.		
<b>Sexual Exploitation</b> Taking advantage of another person through non-consensual or abusive sexual control. This may include the digital or electronic broadcasting, distributing, recording and or photographing of people involved in sexual acts without their consent.	1	
<b>Intimate Partner Violence</b> Harm caused by an intimate partner, who is defined a person with whom someone has or had a close personal relationship that could be characterized by an emotional connection, or ongoing physical contact or sexual behaviour. Persons may identify as a couple, or refer to each other as spouse or partner. IPV is sometimes referred to as domestic violence, though this can include other types of relationships (e.g., with children or older adults). IPV includes: physical abuse (including a threat or attack made with a fist or object, pushing, shoving, slapping, kicking, choking, hitting or beating), sexual abuse, emotional and psychosocial abuse (words or actions to frighten, intimidate, control, isolate, humiliate, and/or belittle) financial abuse (adapted from RCMP).	4	
<b>TOTAL</b>	<b>101</b>	<b>3</b>

## Highlights of Notable Successes and Opportunities

- Engaged an expert in bystander intervention to train faculty, staff and students, with plans to enhance and expand this training program
- Redesigned and delivered sexual violence prevention and response training sessions for faculty, staff and students to help community members understand the myths about sexual violence, how McMaster's Sexual Violence Response Protocol works and how to recognize, respond and refer a disclosure (including training for Residence Life staff; Welcome Week student leaders for Residences and Faculties; Students Union student leaders and management; and faculty, staff and students at large)
- Provided sexual violence prevention and response presentations for student support units, including Student Wellness counselling staff; Indigenous Studies and Student Services staff
- Provided sexual violence prevention and response training to all Welcome Week leaders and McMaster Students Union leadership, Teaching Assistants and other student groups
- Established and launched a new psycho-educational group for student survivors of sexual assault (PEGASUS), which run for 10 weeks in the fall and again in the winter term
- The university also undertook a campus consultation process through the summer and fall of 2019 to review and update its 2017 Sexual Violence Policy. The new Policy was approved in December of 2019.

In 2019, the [Sexual Violence Prevention and Response Office](#) (SVPRO), within the Equity and Inclusion Office, was expanded to deliver on its renewed mandate, as outlined in the revised [Sexual Violence Policy](#) (January 2020). The Office will have two full-time staff: a Director (SVPRO) and a Prevention Education Coordinator. The Director – a specialist in the area of sexual and intimate partner violence – will provide leadership to establish a more centralized, holistic, and coordinated response for any community members seeking consultation, disclosure support, and complaint intake. The Director will work with campus partners, and other Intake Offices, to ensure timely and consistent triage, support, and follow-up should individuals choose to pursue university complaint processes. The Prevention Education Coordinator will focus on broad community awareness-raising events and social norms campaigns, as well as tailored education and training programs and activities on such topics as: debunking sexual violence myths and misconceptions, promoting healthy masculinity, and creating a culture of consent, for example. The SVPRO will offer Sexual Violence Response Protocol training to ensure community members are equipped to recognize, respond to, and refer a disclosure with care and compassion.

## Human Rights and Dispute Resolution Program

Consolidated numbers on complaints, consultations and alternative dispute resolution are listed in the statistical report below.

### Highlights of Notable Successes and Opportunities

- Specialized Training in alternative dispute resolution: intake office colleagues took part in extensive training on Alternative Dispute Resolution. While the office has always focussed on helping parties to resolve issues and concerns informally where they wish to do so, it looks forward to utilizing the additional skillset to help facilitate the resolution of disputes in a way that provides the parties an opportunity to collaborate and gain a better understanding of one another's interests. Such an approach not only allows the parties an opportunity to resolve the dispute in question, but can often help to restore relationship breakdown.
- Hamilton Anti-Racism Resource Centre (HARRC): pilot project paused in February 2019 to allow partners to review and renew plans to achieve the Centre's envisioned goals.
  - In its first 10 months of operation, HARRC recorded 75 individual case complaints, conducted 17 anti-racism seminars and attended 46 ethno-racial consultations and events in the community.
  - Dr. Ameil Joseph in the School of Social Work at McMaster University works with both HARRC and the Hamilton Centre for Civic Inclusion (HCCI) and provides research expertise for quantitative and qualitative data collection; Dr. Joseph reviewed HARRC's data and prepared a report outlining his findings and analysis.
  - In addition to Dr. Joseph's report, representatives from McMaster, HCCI, and the City of Hamilton consulted with community groups, and posted an online survey via the City's website to obtain community feedback on HARRC, <https://www.hamilton.ca/sites/default/files/media/browser/2019-10-29/harrc-2019-surveysummary.pdf>.
  - Based on the online survey results and the lessons learned during the first ten months of the pilot program, the Committee Against Racism (CAR) and HARRC partners developed four possible operating models for community consideration. The models were shared and feedback obtained during a community engagement event held on October 29, 2019 at the David Braley Health Sciences Centre, [https://www.hamilton.ca/sites/default/files/media/browser/2019-12-05/harrc\\_survey\\_summary\\_report\\_for\\_web.pdf](https://www.hamilton.ca/sites/default/files/media/browser/2019-12-05/harrc_survey_summary_report_for_web.pdf).



# Statistical Report



# Statistical Report

## Report Parameters

Under section 52 of the *Discrimination and Harassment Policy* (formerly the *Policy on Discrimination and Harassment: Prevention & Response*) and section 53 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.

Unless stated otherwise, this report covers data collected from September 1, 2018 to August 31, 2019.

The report includes 1) data gathered by the Equity and Inclusion Office; and 2) data provided to the Office by Human Resources Services, Faculty of Health Sciences Professionalism Office, and Student Support & Case Management.

## Definitions

**Complaint:** A complaint under McMaster University's *Discrimination and Harassment Policy* or *Sexual Violence Policy* is made when an individual seeks to initiate the institution's investigation and adjudication procedures, by completing and submitting complaint forms to one of the four Intake Offices on campus. Upon receipt of a complaint, the policy Assessment Team convenes to review the materials with a view to making recommendations to the respective Decision Maker. Complaints are either investigated or not investigated. If the complaint is not investigated, the complainant is informed of their right to make a written request for review of the decision to the appropriate Vice-President.

**Consultations:** A consultation takes place when an individual seeks advice and/or guidance on a matter related to discrimination, harassment, and/or sexual violence from an Intake Office representative in one of the four Intake Offices on campus. Consultations are confidential, subject to limits of confidentiality, outlined in the Policies.

**Dispute Resolution:** Dispute resolution is a service provided by Intake Office representatives to help facilitate the successful resolution of issues and concerns related to discrimination, harassment, and/or sexual violence. It is a voluntary process and is not appropriate in all cases. It seeks to resolve matters in an efficient manner and reduces the need for complaints to be filed.

**Intake Offices:** the four<sup>1</sup> intake offices listed in McMaster University's *Discrimination and Harassment Policy* and *Sexual Violence Policy* are the Equity & Inclusion Office, Employee/Labour Relations, Faculty of Health Sciences Professionalism Office and Student Support & Case Management.

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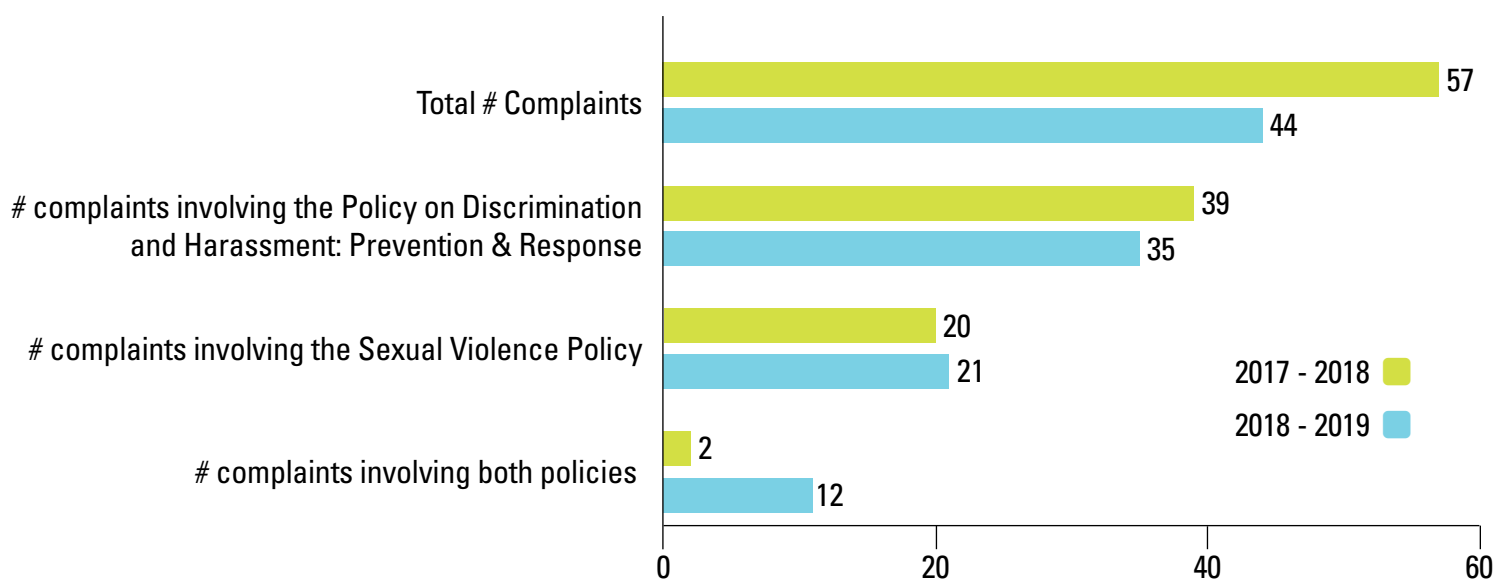
<sup>1</sup> as of January 2, 2020, with the adoption of the new Sexual Violence Policy and expanded capacity, the Sexual Violence Prevention and Response Office will act as the central Intake Office for sexual violence complaints, working collaboratively and in partnership with the other four Intake Offices.

# Complaints

## 1. Complaints: Overview of complaint numbers

Reporting Year	Total # Complaints	Open at start of year	New	Closed
September 1, 2017 - August 31, 2018	57	16	41	47
September 1, 2018 - August 31, 2019	44	10	34	32

## Complaints by Policy



## Complaints Investigated

Reporting Year	Percent investigated	Percent resulting in policy violations	Average Length of investigation <sup>1</sup> process (months)
2017 - 2018	51%	50%	6.1
2018 - 2019	69%	50%	6.7

<sup>1</sup> The length of an investigation process is calculated as the time between the date the parties are first notified of the process and the date the parties receive the findings and outcomes of the process

## Complaints not investigated

Complaints are not investigated for a variety of reasons, including: the complainant elects to withdraw the complaint; the parties reach a resolution; the complaint proceeds under another University process, such as Academic/Research Integrity, Student Appeal Procedures or Student Code of Rights & Responsibilities; the Assessment Team and Decision Maker decide not to investigate because, for example, there is no jurisdiction, the complaint is out of time, or there is no prima facie case.

In the past academic year, approximately 30% of complaints did not proceed to investigation.

## Interim measures

Interim measures are temporary steps put in place while an investigation is in progress to safeguard the working, learning and/or living environments of all individuals. Interim measures do not extend beyond the final resolution of a matter and are reviewed on an on-going basis to ensure they remain appropriate in the circumstances.

Interim measures were necessary in 45% of the cases investigated and closed this past academic year. At times, in order to implement appropriate interim measures, relevant staff and faculty are asked to assist in discussions to explore options, and to assist with implementation and oversight.

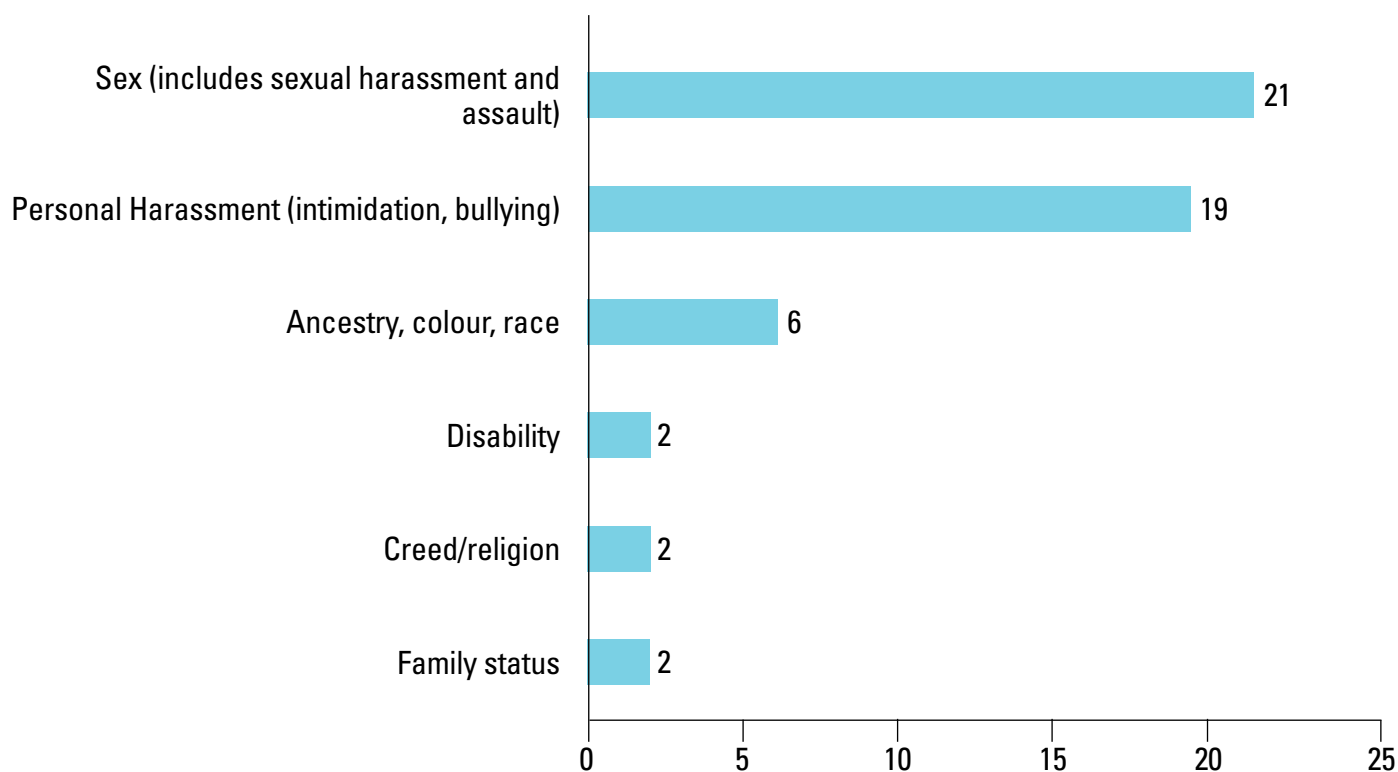
## Outcomes

When policy violations are found to occur, outcomes vary, depending on the circumstances of each case. Examples of outcomes during the 2018/19 academic year include: remedial educational initiatives; mandated training; professional coaching; instituting no contact orders between individuals; designating individuals as PNG (persona non grata) from campus; documented discussions; and termination of employment.



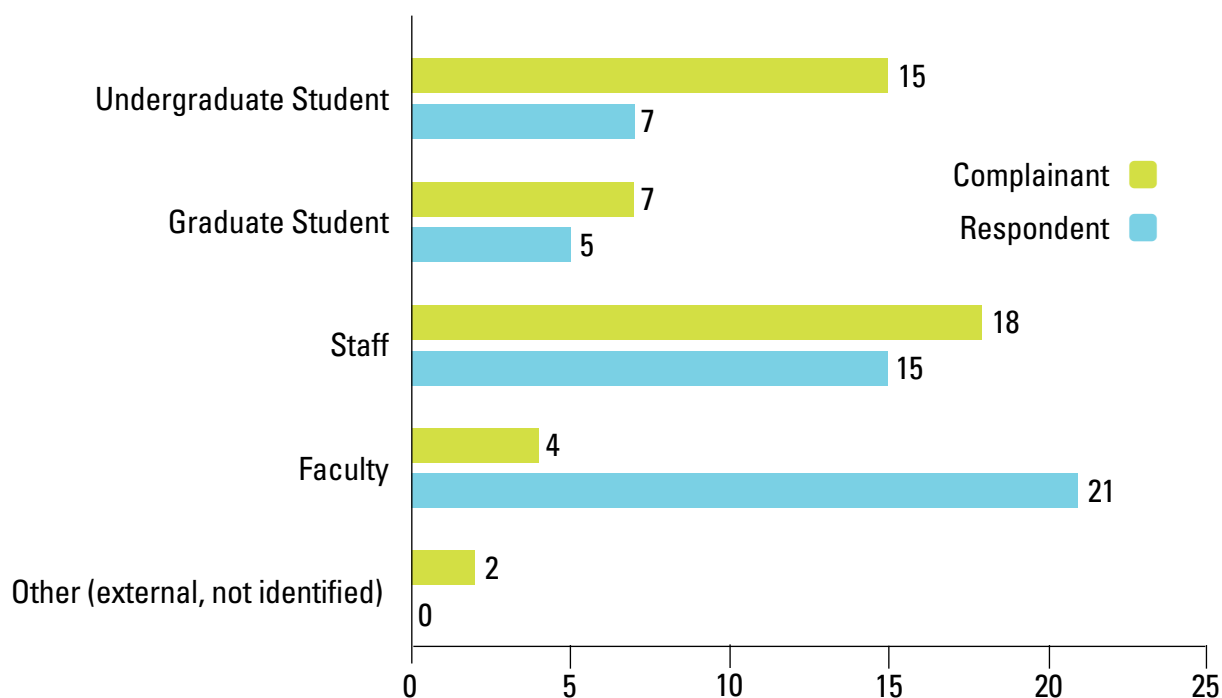


## 2. Complaints: Protected Ground

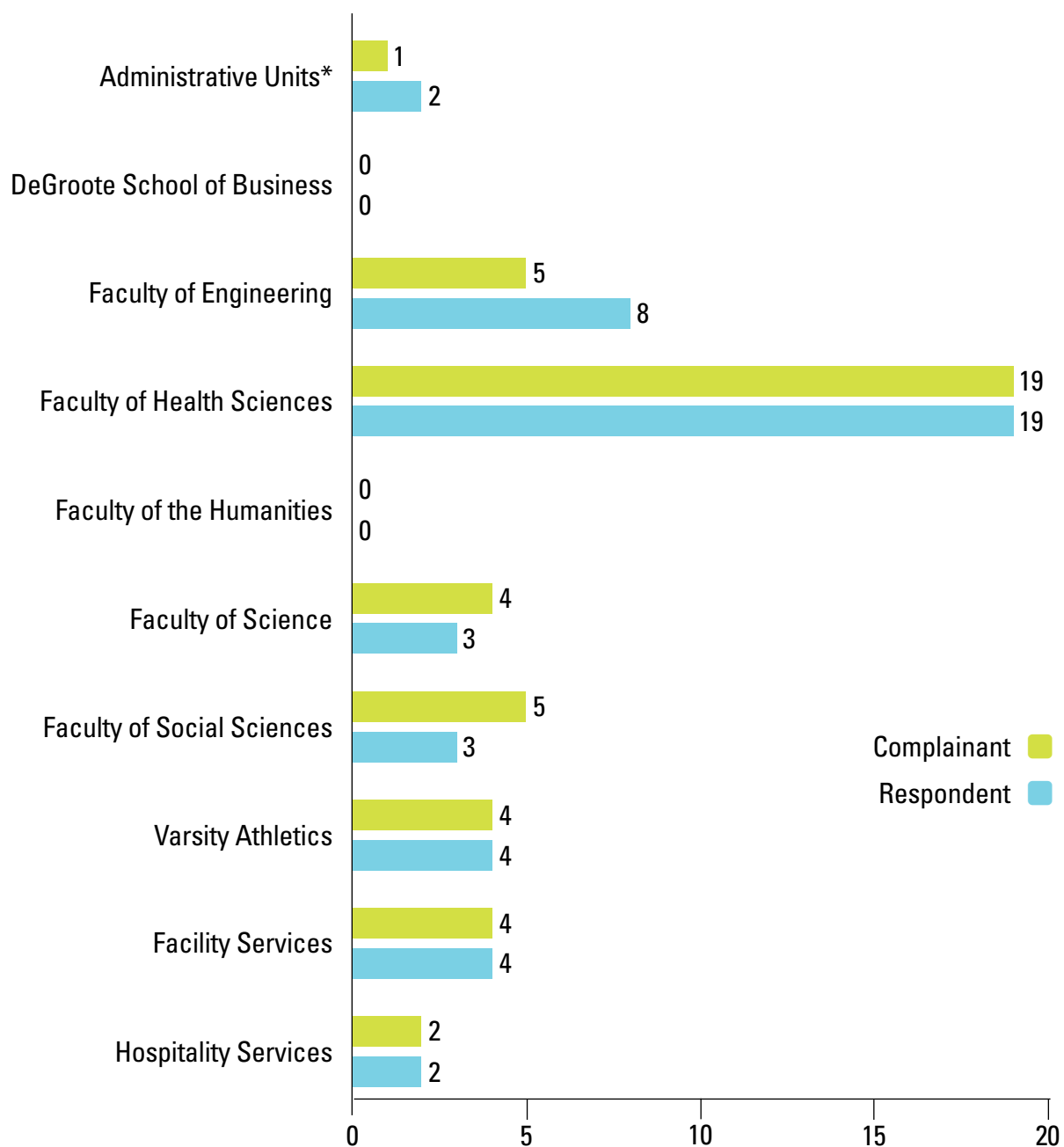


Note: Some complaints involve more than one ground.

## 3. Complaints: Participant Type

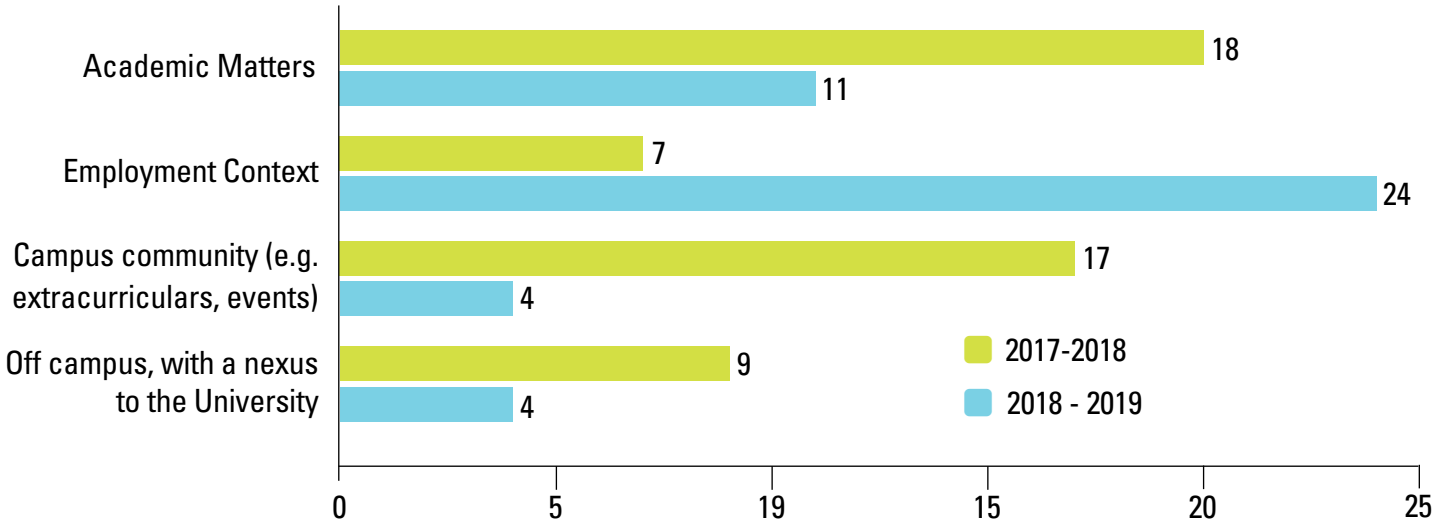


#### 4. Complaints: Faculty/Area of the University



\*other than Hospitality and Facility Services

5. Complaints: Origin of the Concern



# Consultations

As set out above, a consultation takes place when an individual seeks advice and/or guidance on a matter related to discrimination, harassment, and/or sexual violence from an Intake Office representative in one of the four Intake Offices on campus. Consultations are confidential, subject to limits of confidentiality, outlined in the Policies.

## Numbers

For the 2018-2019 academic year, the four Intake Offices recorded a total of 405 consultations, which is similar to last year's number of 355<sup>2</sup>.

## Themes

Themes this past year included queries on navigating concerns related to workplace bullying, retroactive academic accommodation processes for students with disabilities, sexual harassment, requests for accommodation on religious grounds, and microaggressions in the classroom or workplace related to race.

### Top five grounds:

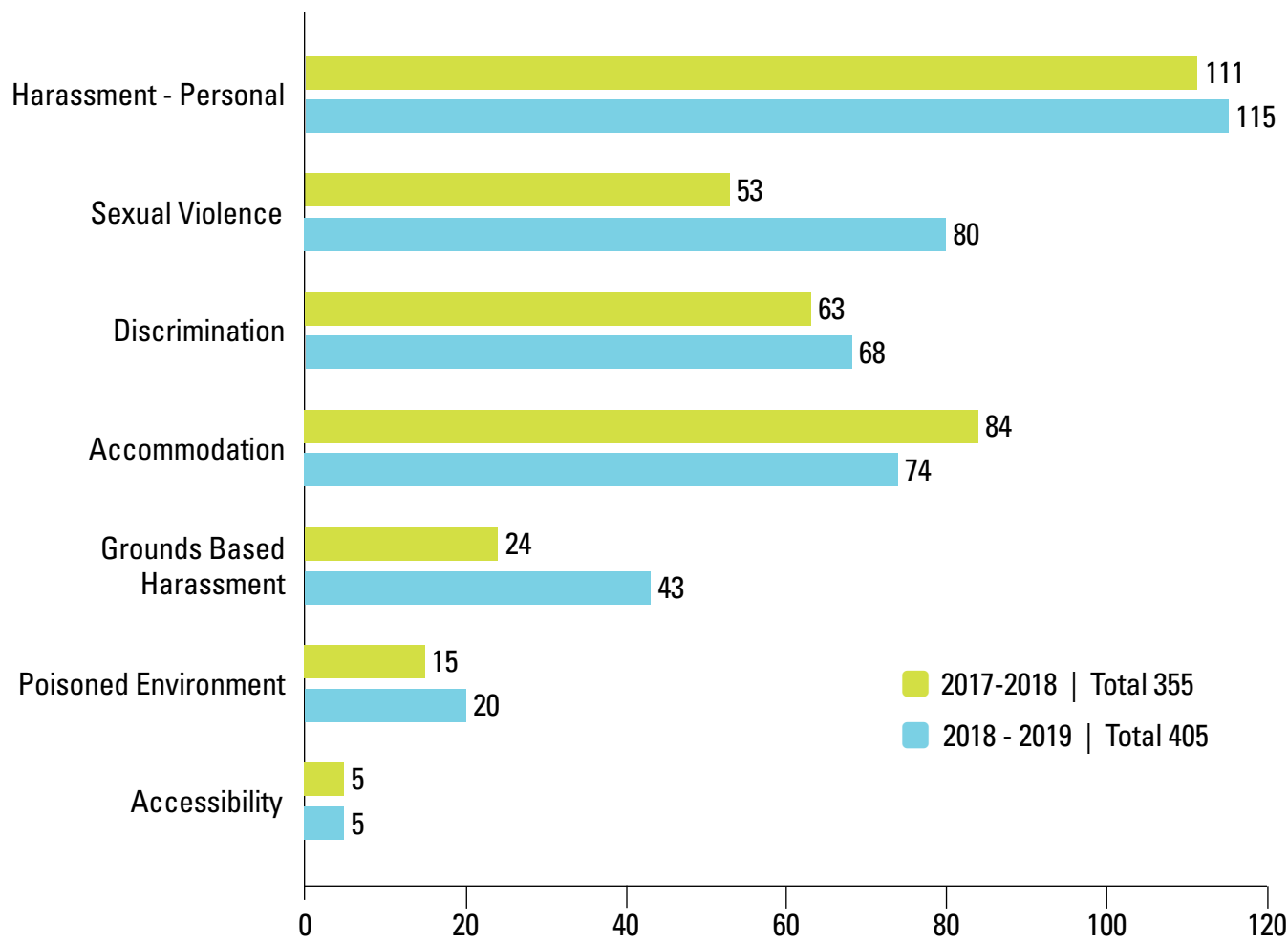
- non-ground based harassment (bullying, threatening, intimidating behaviour),
- disability,
- sex,
- religion, and
- race

This year, to reduce the number of tables and graphs, we consolidated consultations on discrimination, harassment, and sexual violence.

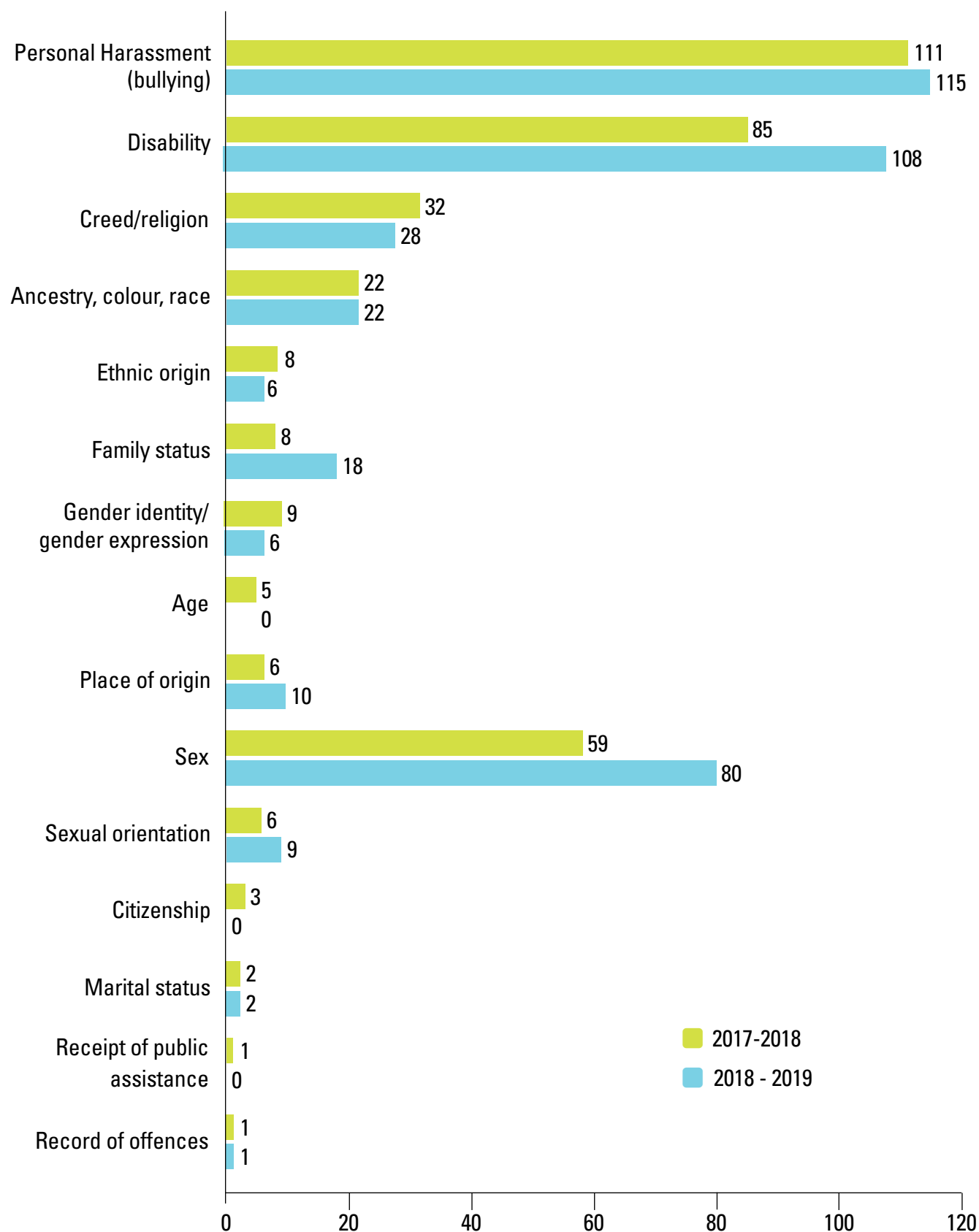
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<sup>2</sup>Last year's report displayed a consolidated number for consultations and dispute resolutions. The total was 442. Disaggregated, there were 355 consultations meeting the definition outlined above, and 87 dispute resolutions.

1. Consultations: Issue

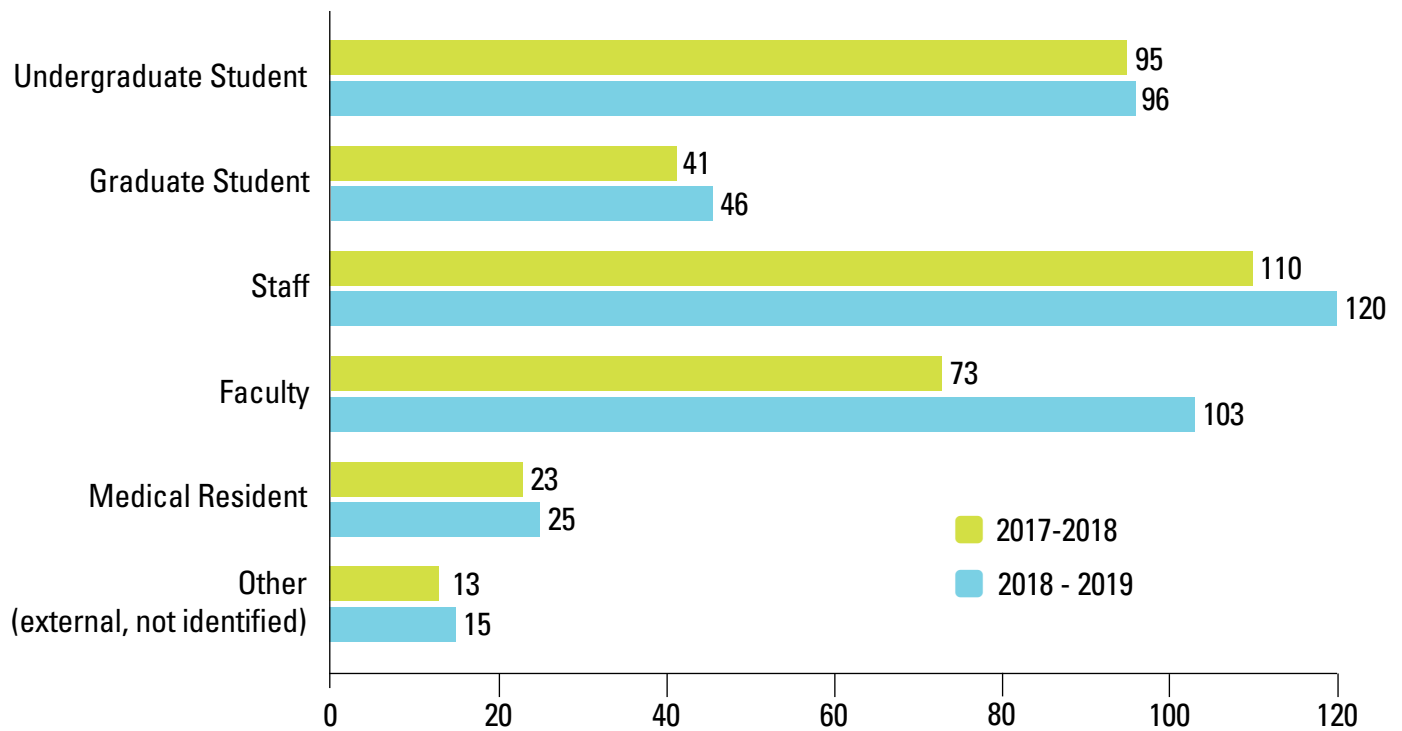


## 2. Consultations: Protected Ground

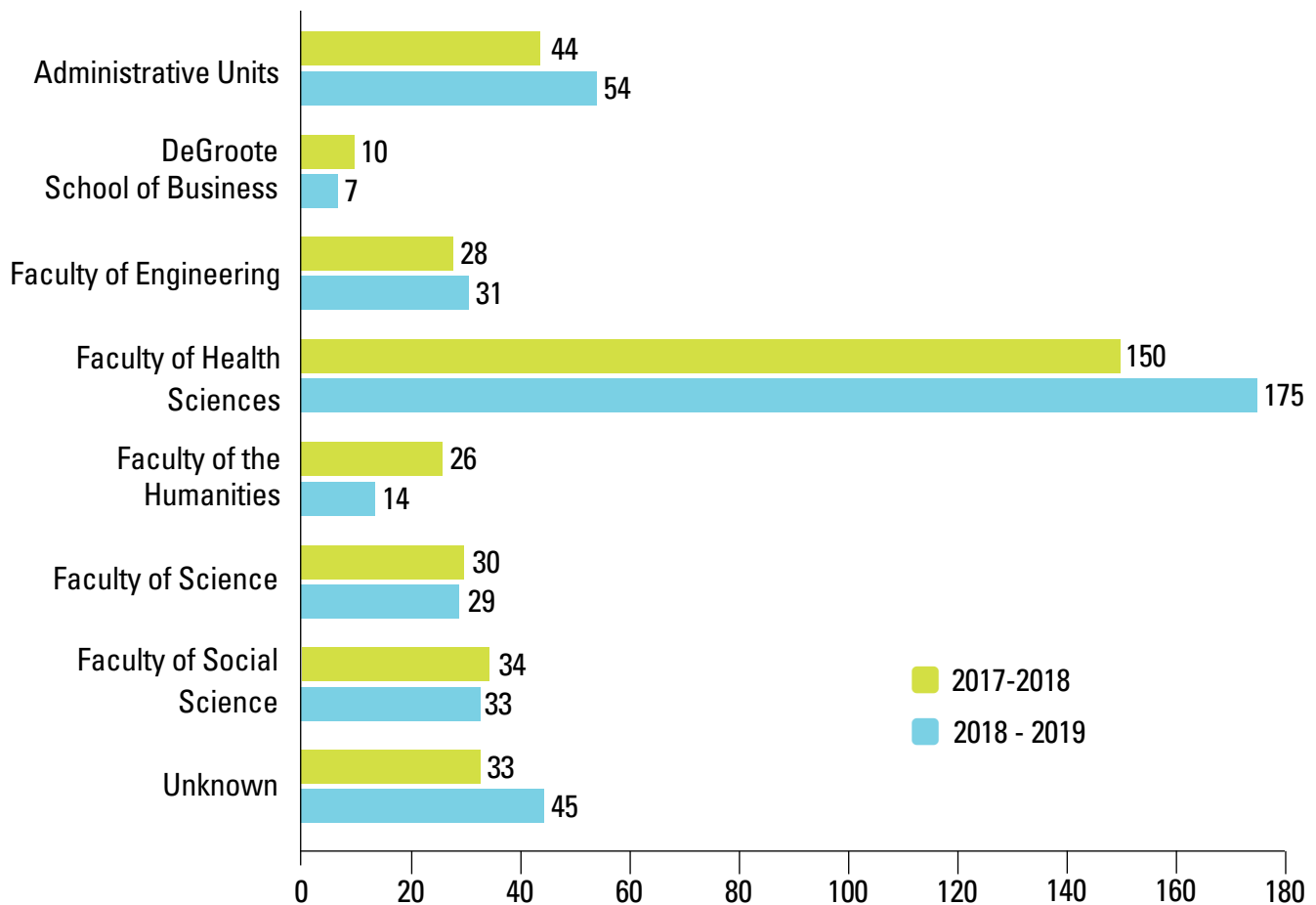


Note: Some consultations involve more than one ground.

### 3. Consultations: Participant Type

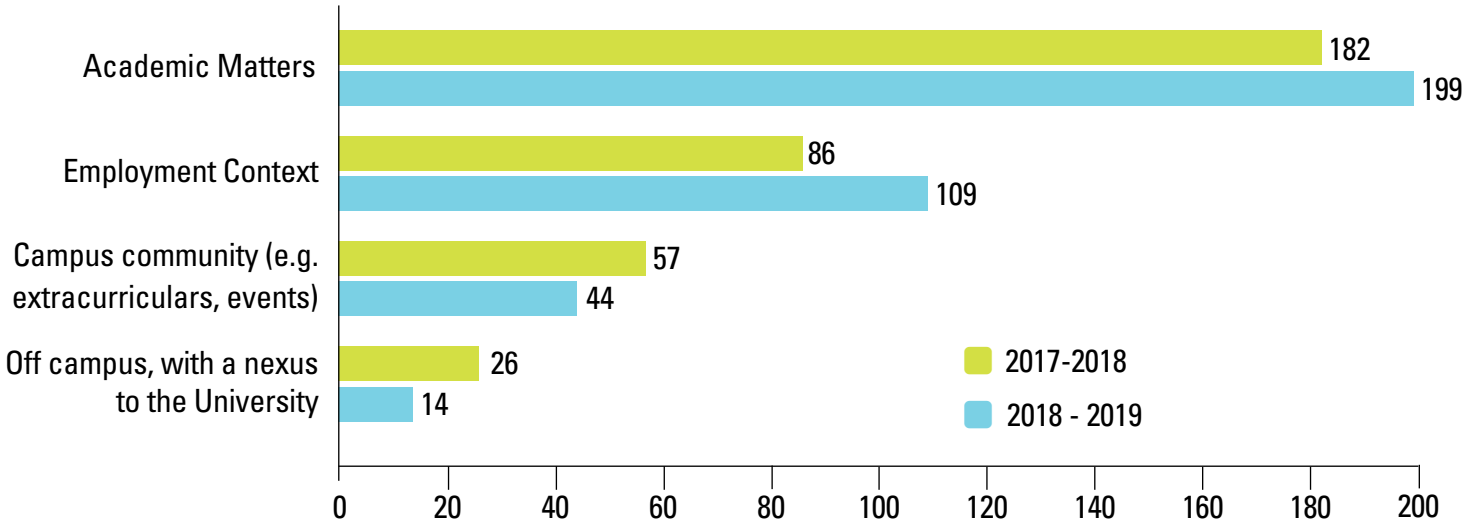


### 4. Consultations: Faculty/Area of the University





5. Complaints: Origin of the Concern



# Dispute Resolution

As indicated above, dispute resolution is a service provided by Intake Office representatives to facilitate the resolution of issues and concerns related to discrimination, harassment, and/or sexual violence. In previous annual reports, these matters were reported as informal resolutions and aggregated with consultations. Given the importance and unique nature of this work, it is important to reflect it separately.

Dispute resolution seeks to resolve matters in an efficient and amicable manner and, if successful, reduces the likelihood of a complaint being filed. Engagement in the process is voluntary, and parties may withdraw from the process at any point in time.

Situations involving human rights go to the very core of people's being; it is not surprising that addressing and assisting parties to work through such matters entails mediating emotionally charged, highly sensitive, and multifaceted interpersonal conflicts. The Intake Offices draw upon their acquired expertise in conflict coaching, negotiation, and other alternative dispute resolution techniques to facilitate the resolution of disputes.

## 2018-2019 Numbers

- For the 2018-2019 academic year, the four Intake Offices recorded a total of 110 dispute resolution matters, which is up from last year's number of 87.
- Non-grounds harassment (bullying, intimidation) and accommodation matters relating to disability, religion and family status were the most common matters where individuals requested dispute resolution.
- Undergraduate students and staff were the most common groups requesting assistance to resolve an issue, while staff and faculty were the most common groups asked to participate in a process in order to resolve an issue.
- The majority of matters pertained to academics, followed by employment.

# Equity and Inclusion Office

Human Rights | Complaint Resolution  
Education | Accessibility  
Sexual Violence Support

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Equity and  
Inclusion Office

McMaster  
University 