



Equity and Inclusion Office Annual Report

SEPTEMBER 1, 2021 – AUGUST 31, 2022

BRIGHTER WORLD

Equity and
Inclusion Office



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Relevant Links

[Equity & Inclusion Office Website](#)

[Equity & Inclusion Facebook Page](#)

[Accessibility Hub Website](#)

[Sexual Violence Prevention and Response Office Website](#)

[Blue Folder: Discrimination and Harassment Guide](#)

[Gold Folder: Sexual Violence Prevention Response Guide](#)

<https://equity.mcmaster.ca/app/uploads/2021/03/Blue-Folder-McMasters-Discrimination-Harassment-Policy.pdf>

<https://svpro.mcmaster.ca/app/uploads/2020/11/Gold-Folder.pdf>

Mandates and Highlights

Equity and Inclusion Office Mandate

The **Equity and Inclusion Office (EIO)** has a broad three-pronged mandate:

- to provide leadership to advance institutional equity, diversity, and inclusion (EDI) priorities and inclusive excellence goals;
- to provide education, training, and resources related to accessibility, inclusion & anti-racism, human rights, and sexual violence;
- to provide harassment, discrimination, and sexual violence response services.

The EIO is a key partner and leader in advancing McMaster's commitment to establishing accessible, equitable, and inclusive learning and working environments that are barrier-free and free from harassment, discrimination, and sexual violence, per the university's [*Accessibility Policy*](#), [*Discrimination and Harassment Policy*](#), and [*Sexual Violence Policy*](#).

In June of 2019, McMaster launched its [*EDI Strategy*](#), which included an [*EDI Framework for Strategic Action*](#) and a [*2019 – 2022 EDI Action Plan*](#). Fifty-seven strategic actions were identified across six thematic objectives. Detailed [*EDI Action Plan Progress Reports*](#) are posted on the EIO website.

Annual Report Mandate

Under sections 52 of the [*Discrimination and Harassment Policy*](#) and section 53 of the [*Sexual Violence Policy*](#), the EIO is responsible for collecting and reporting annual anonymized, aggregate data on complaints, investigations, sanctions and outcomes, consultations, disclosures, and voluntary/dispute resolution to the Senate and the Board of Governors.

Annual Report Parameters

Unless stated otherwise, this report covers data collected from September 1, 2021, to August 31, 2022.

Data for the annual report is collected and maintained by the EIO and includes information from the Sexual Violence Prevention and Response Office, the Human Rights and Dispute Resolution Program, Employee & Labour Relations, the Student Case Management Office, and the Faculty of Health Sciences Professionalism Office.

In addition to highlighting policy-mandated, consolidated statistical data, the report provides narrative information and data on the activities of the four EIO portfolios: AccessMac Accessibility Program; Inclusion & Anti-Racism Education Program; Sexual Violence Prevention and Response Office (SVPRO); and Human Rights & Dispute Resolution Program (HRDR).

2021/2022 EIO Office Highlights

Training initiatives

- EIO staff team offered over 340 education-oriented sessions and events, to 29, 053 students, staff, and faculty on a host of EDI-related topics.

Staff changes

- Four individuals left the office during the reporting year and three joined. In April 2022, the office announced the addition of Lenore Lukasik-Foss, inaugural Director, SVPRO and Anti-Oppression Programs, and Natalie Lafleur, Sexual Violence Response Case Manager. In May 2022, the EIO announced the addition of Renata Hall, Manager, Inclusion and Anti-Racism Programs.
- The office initiated a search for a Director, Human Rights & Accessibility and is in the final stages of this hiring. Dr. Tighe, Provost & Vice-President (Academic) is leading the search for the permanent Associate Vice President Equity and Inclusion and the search committee will begin interviewing in the new year. In the interim, Dr. Sonia Anand, Professor of Medicine & Epidemiology, is the Acting Associate Vice President Equity and Inclusion.

Office review

- In the spirit of continuous improvement, in September 2022, the Provost initiated a review of the Equity & Inclusion Office.
- The review team was comprised of internal and external experts. The scope of the review included the activities of the EIO and the various units across the University that are supported and/or collaborate with the EIO to foster a culture of respect and inclusivity, oversee the development of equity initiatives, raise awareness of historically marginalized groups, and incorporate an anti-oppressive framework.
- The review commenced in the fall of 2022, with outcomes and recommendations expected before the end of fall term.
- A needs assessment of the Accessibility portfolio was initiated by the Provost and led by Senior Human Rights Officer, Marla Brown. This report has been submitted to Dr. Anand and Dr. Tighe for review.

Policy work

- Representatives from the Office have been actively involved in various policy review and update processes, including for the Faculty Code of Conduct, the University Accessibility Policy, the Sexual Violence Policy, and the Discrimination & Harassment Policy.

Data collection and reporting

- We continue to enhance systems to effectively collect and report data for all EIO portfolios. We are in the process of initiating a new case management software for the EIO and initiating a pilot project to track the work and impact of the EIO activities.



Program Highlights

2021 | 2022

Highlights of Notable Successes and Opportunities

Institutional Accessibility Consultations and Projects

- Completed Phase One (1) of the University's Web Accessibility Project providing consultation, in partnership with University Technology Services (UTS), documented more extensively in the [2021 Annual Accessibility Activity Report](#).
- Supported development and hiring of two inaugural Accessibility Educational Development positions in partnership with the MacPherson Institute.
- Joined the Digital Learning Steering Committee under the Partnered in Teaching and Learning Strategy, led by the Office of Provost under the Vice-Provost, Teaching and Learning.
- Provided consultation in support of the 2nd annual [IDEAS grant program](#) in partnership with the

Institutional Accessibility Training Development

- Launched *Creating Disability-Inclusive Work Culture through Accommodation and Accessibility Approaches* workshop for [Inclusive Excellence Leadership Program](#) with Human Resources Services.
- Supported development of accessibility and disability inclusion programming (3 workshops) for the *Faculty of Health Science 2022 Spring/ Summer EDI & Indigenous Health Equity Speaker Series Program* in partnership with the Faculties of Science and Health Science.

Publications (Community)

- Fourth annual publication of the [Accessibility and Disability Inclusion Update, 2021-2022](#) during National Accessibility Week 2022.

Accessibility and Disability Support-Related Consultations

AccessMac Accessibility Consultation: A consultation takes place when an individual or group seeks advice and/or guidance on a matter related to accessibility and disability inclusion as per the *Accessibility for Ontarians with Disabilities Act (AODA), 2005* or best practice.

AccessMac Accessibility Program Consultations

Type of Consultation	Number of Consultations
Accessibility and/or Disability Inclusion Consultations: Broad McMaster campus community	244
Accessibility and/ or Disability Inclusion Consultations: Provincial accessibility communities (other ON universities and / or municipalities)	12
Disclosure / Support-Related Consultations: Persons with lived experience of disability(ies)	68
Total Consultations	324

Top Themes for AccessMac Accessibility Program Consultations:

- Digital Accessibility
- Teaching and Learning Accessibility
- Student and Employee Accessibility / Accommodation Support
- Communication Accessibility
- Built Environment Accessibility
- AODA Requirements

AccessMac Accessibility Program Consultation Data Comparison – 2018-2022

Category	2018/19	2019/20	2020/21	2021/22
Disclosure / Support-Related Consultations	27	24	34	68
Accessibility and / or Disability Inclusion Consultations	82	141	227	256

Education: Workshops, Presentations, Events, and Training

AccessMac Accessibility Program Education Numbers

Type of Education Delivery	Number of Sessions	Number of Participants
Synchronous (online, live) workshops, presentations, and training	45	1,552
Asynchronous (online, self-paced) training	17	6,534*
Total	62	8,086

* Not inclusive of page views / visits for the asynchronous [Accessible Digital Content Training Pressbook](#):
Total Visits: 2841, Total Page Views: 6015

Most Popular Sessions Themes

- AODA and Human Rights Code
- Accessible Education / Accessibility in Teaching and Learning
- Digital and Web Accessibility
- Accessible and Inclusive Leadership (Students and Staff)
- Accessibility 101 – Core Theories and Concepts

AccessMac Community Development and Engagement

Type of Community Engagement	Engagement Highlights	Engagement Numbers
<u>Employee Accessibility Network</u>	Hosted 2 professional development sessions by and for employees with disabilities: 1. Designing an Accessible Resume 2. Navigating Chronic Illness at Work	6 meetings, Avg. 18 participants / meeting
<u>International Day of Persons with Disabilities Commemorative Events (December 3, 2021)</u>	December 1st: Flash Presentations: Critical Disability Research and Teaching Clusters 1&2 December 2nd: The 3 Fs of Food (In) Accessibility December 3rd: Assistive Technology – Lived Experiences and Uses	183 participants across 3 days of programming
<u>National Accessibility Week (First Week June, 2022)</u>	Hosted 10 events, spanning topics of web accessibility, diversity in employment, reframing disability in health care, and relational access.	400+ participants across days of programming



Inclusion and Anti-Racism Education Program

Highlights of Notable Successes and Opportunities

Institutional Educational Projects and Consultations

- Partnered with the Department of Science, Canadian Centre for Electron Microscopy, to discuss the intersection of race and science.
- New and developing partnerships with student led groups (DeGroote Women in Business and DeGroote Greensuits) regarding strategic planning and training for EDI recruitment and retention.
- New and developing partnership with DeGroote Strategic Initiatives and DeGroote Human Resources regarding staff-wide training and EDI managerial hire.
- Development of significant series-based cohort training for McMaster Students Union and Residence Life Community Advisors.
- Successful pilot of Inclusive Excellence Leadership Training Programming and development of new module for Anti-Racism.
- Consultation on department specific EDI training initiatives regarding Anti-Racism Training for Department of Psychiatry, Department of Communications and Media Arts, as well as Department of Engineering.

Institutional Community Events

- Co-facilitated a Black Student Check-in with Black Student Success Centre and Student Wellness Centre.
- Key collaborator in the Inaugural Black Graduation which was widely attended and well received.
- Presented at the *Anti-Racism Symposium* hosted by the Department of Athletics and Recreation, curated to assemble and engage student-athletes, coaches, support staff, and administrators from across Ontario University Athletics (OUA), University Sports institutions, and other sport-focused organizations for discussions about anti-racism within Athletics.
- Ongoing collaboration with the MacPherson Institute; bridging partnered work for teaching and learning.
- Partnered with McMaster Hillel, President's Advisory Committee on Building an Inclusive Community (PACBIC), and Mohawk College on Virtual webinar to Unpack Antisemitism on Campus, led by Yavilah McCoy.
- Successful and well attended collaborative event with Interfaith Working Group as well as Black History Month focusing on educational and social events regarding Islamophobia and Black Muslim Identity.

Inclusion and Anti-Racism Education Program Consultations

Inclusion and Anti-Racism Education Consultations: A consultations takes place when an individual or groups seeks advice, guidance, or collaborative discussions related to Equity, Diversity, and Inclusion (EDI), Anti-Racism (AR), and Anti-Oppression (AO) education or strategic planning.

Type of Consultation	Number of Consultations
Inclusion and Anti-Racism Consultations: Departmental or program specific EDI strategic planning	15
Inclusion and Anti-Racism Consultations: Teaching and Learning EDI, AR and AO education	84
Support Related Consultations: Persons with lived experience of racial identity	4
Safety, Initiative and Event Consultations	4
Total Consultations	107

Note: the above data does not reflect Indigenous-specific consultations; data is unavailable.

Inclusion and Anti-Racism Education Sessions

Sessions and Workshops: Educational sessions and workshops encapsulate both synchronous and asynchronous workshops, presentations, and trainings delivered. This includes student, faculty, and staff delivered sessions, including leadership groups, student-led groups, classroom level workshops and discussions, and departmental staff training. Of notable mention is the Human Rights, Equity, Accessibility, Anti-Racism Toolkit (H.E.A.A.R.T). series – offered twice a year.

Type of Program	# of Sessions	# of Participants
Educational	76	3,045
H.E.A.A.R.T. Workshops	14	307
Let's Talk About Race! Drop-In (As a part of PACBIC's Race, Racialization and Racism Working Group)	4 Total: Race & COVID (Sept) What is Latinx (Oct) Learning In Colour (Dec) Black History Month (Feb)	*
Total	94	3352

Note: the above numbers do not reflect Indigenous-specific education delivered by the Inclusion and Education Program. In addition, education numbers are estimated and do not fully encapsulate total education provided from September 2021-April 2022.

** Complete data was unavailable due to staffing changes.*

Community Development and Engagement

Type of Community Engagement	Engagement Highlights	Engagement Numbers
Inaugural Black Graduation	In collaboration with Black Student Success Center, Office of the Registrar, the African Caribbean Faculty Association of McMaster, International Students Association, Black Student Association and McMaster Alumni Association, the Black Graduation highlighted the success and progression of Black students at McMaster	300 students (and family), faculty and staff at McMaster
MAC 101	Introductory Panel event in collaboration with Student Success Centre to introduce incoming McMaster students to key services and supports on campus	170
Black History Month	In collaboration with Black History Month Planning committee: 24 sessions and events were held throughout the course of February 2021 in addition to frequent social media engagement and education	823
Black Student Success Center Drop In Check In	In collaboration with the Wellness Centre and Black Student Success Center, the first Black Student Drop In Check In was held in response to mass violence against Black individuals over the summer of 2022. This was a mental health and community building check-in opportunity that sparked an ongoing partnership and check-in events for the 2022-2023 reporting year.	15
Total	27	1308



Faculty of Health Sciences - Family Medicine

Unique to the Inclusion and Anti-Racism program is a coordinator of EDI and Anti-Racism within the Faculty of Health Sciences' Department of Family Medicine. This dual-report position was created to ensure the Faculty of Family Medicine received thorough consultation and education in line with the principle of inclusive excellence and best practices as it relates to EDI and Anti-Racism (AR).

Highlights and Notable Successes of EDI and Anti-Racism within Family Medicine

Resources Created:

- Canadian Residence Matching Service (CaRMS) Implicit Bias Resource
- EDI online Newsletter
- Multicultural Calendar
- Socioeconomic Demographic Data Creation
- Black Excellence Committee
- Equity, Diversity, Inclusion & Indigenous Reconciliation Committee (EDIIRC)
- Anti-Racism Collaborative (ARC) Committee

Upcoming Programs, Creations, and Sessions:

- Mentoring for Inclusive Excellence Program
- EDI Toolkit
- Global Health PGME EDI Module
- Equity in Action Program
- Optical Clinical Learning Environment Module
- EDI Mini Moving Library

Family Medicine Education Sessions

Type of Program	Number of Sessions	Number of Participants (includes staff, students, faculty, and members of McMaster)
Education and Training	18	469
Wellness and Support	EDI/Anti-Racism Support Racialized Community of Support Cultural and Religious Holiday E-cards	2,623
Research to Drive EDI	Diversity & Climate Survey EDI Anti-Racism Initiative Survey	244
Events and Initiatives	Black History Month National Truth and Reconciliation 2021 and 2022	35
Total		3,694

Highlights of Notable Successes and Opportunities

- Recruited and trained 13 new and five returning sexual violence prevention Peer Educators.
- Co-hosted events in collaboration with the Ontario University Sexual Violence Network, including the inaugural *Begin by Listening Student Symposium on Sexual Violence* and *Stories Spark Change* with Roxane Gay and Eternity Martis.
- In preparation for Welcome Week, SVPRO offered Responding to Disclosures and Bystander Intervention training to approximately 2,000 student leaders and student-facing staff members in August. Each team member received 4 hours of in-person training.
- Participated in and co-hosted numerous in-person Welcome Week events.
- Consent-educating drag queen, Unita Assk, hosted events in collaboration with Residence Life, McMaster Welcome (Welcome Week kick-off), and University of Guelph Student Wellness.
- Staff actively participated in many professional associations to keep abreast of evolving standards, best practices, and opportunities for collaboration; including the Canadian Association of College & University Student Services: Sexual Violence Community of Practice, and the Ontario University Sexual Violence Network.
- Tracked over 10,000 new website visitors and over 2,000 returning website visitors.
- Invested in building collaborative interdisciplinary and campus-wide networks to ensure effective response to a high volume of increasingly complex gender-based violence referrals.
- Continued and grew webinar series, “Blueprints for Change,” on practicing healthy masculinity featuring speakers from across the country. Topics included celebrating Black masculinities, brotherhood, and connection; challenging men’s rights activism, the incel movement, and the manosphere; men’s mental health and vulnerability; nonbinary identities and queerness—exploring our relationship to gender and masculinity; emotional literacy for guys in relationships; masculinity and athletics; everyday allyship.
- Wrote two blog posts for Courage to Act – a national project addressing and preventing gender-based violence at post-secondary institutions.
- Invited to speak at conferences and as guest lecturer in various courses.

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.

Sexual Violence Policy Disclosures

Between September 1, 2021, and August 31, 2022, there were a total of 61 Disclosures. The number that went on to the Complaints process is captured in the Statistical Report section.

Category	2017/18 Total # of Disclosures	2018/19 Total # of Disclosures	2019/20 Total # of Disclosures	2020/21 Total # of Disclosures	2021/22 Total # of Disclosures
Sexual Assault	60	83	100	12	40
Sexual Harassment	19	9	13	11	16
Stalking	1	4	2	2	
Indecent Exposure			1		
Voyeurism		1	1		
Sexual Exploitation		4	1		1
Intimate Partner / Domestic Violence	6		3	1	4
Total	86	101	121	26	61

Note: Disclosures are captured here and are also reflected in the Statistical Report which highlights consolidated data collected by EIO from all five Intake Offices on campus.

Sexual Violence Policy Consultations

Between September 1, 2021, and August 31, 2022, there were 61 *Sexual Violence Policy* consultations. These consultations are captured here and are also reflected in the statistical section of the report showcasing consolidated consultation data collected by EIO from all five Intake Offices on campus.

Year	2017/18	2018/19	2019/20	2020/21
Consultations	57	106	84	64

Sexual Violence Prevention Education

Type of Event	Number of Events	Number of Participants	Audience	Topics
Synchronous Trainings and Workshops (virtual, hybrid, and in-person)	89	4147	Students (undergraduate, graduate, continuing education), staff, faculty, community volunteer coaches	Responding to disclosures of sexual violence, preventing sexual harassment, building cultures of consent, building positive spaces, healthy masculinities, bystander intervention, safeTALK
Asynchronous Trainings	4	1903	Community Advisors, Residence Life Area Coordinator, Archway Mentors, Archway Coaches, Welcome Week Faculty Representatives, Teaching Assistants	Responding to disclosures of sexual violence
Events and Webinars	19	562		Blueprints for Change (healthy masculinity webinar series), Sexual Wellness Trivia, Begin by Listening Student Symposium on Sexual Violence, Instagram Lives
Total	111	12,012		



Highlights of Notable Successes and Opportunities

- Vaccination Policy, consultations: As you may recall, September 2021, the beginning of the 2021/2022 academic year, coincided with the implementation of McMaster's Vaccination Policy. Under the Vaccination Policy, students, staff, and faculty were required to upload proof of vaccination. Those without proof of vaccination or without an approved human rights exemption were not permitted to attend McMaster's campus or any McMaster-affiliated site. Given the subject matter, it should not be surprising that the Human Rights & Dispute Resolution Program received multiple queries and consultations related to human rights exemptions, notably creed and disability. This team consulted on over 400 matters in the academic year specifically related to these ground-based exemption requests. When you read the statistical report, you will note that the number of consultations for these two grounds is higher than in previous years.
- Content development for the EDI Fundamentals, Human Rights & Equity Module: the team worked collaboratively with partners in Continuing Education to build the first module of the online EDI Training Program initiative for people managers.
- Contributed to the content development of Human Rights Fundamentals training for TA's in collaboration with the MacPherson Institute.
- Ongoing collaboration with Assistant Deans, Student Accessibility Services, and other partners to review McMaster's process for the intake and assessment of retroactive academic accommodation requests.
- Reviewed and updated internal tools and resources for use when processing complaints.
- Continued partnership with EIO colleagues and members of other Intake Offices to deliver customized training on human rights issues.

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





Statistical Report

of Complaints & Consultations
under McMaster's Discrimination
& Harassment Policy
and Sexual Violence Policy

Defintions

Complaint: A complaint under McMaster University's *Discrimination & 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 five Intake Offices on campus. Upon receipt of a complaint, the Policy Response 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.

Investigations may also be initiated by the University, when the University becomes aware of situations where an investigation may be warranted, on the basis of both the circumstances and nature of the allegations¹.

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 five Intake Offices on campus. Consultations are confidential, subject to limits of confidentiality, outlined in the Policies.

Dispute or Early Resolution: Dispute or early resolution is a voluntary 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 involving steps taken to resolve or remedy a Complaint, with which both the Complainant and Respondent have agreed.

Intake Offices: the five Intake Offices listed in McMaster University's *Sexual Violence Policy* and *Discrimination & Harassment Policy* are the Sexual Violence Prevention & Response Office, Human Rights & Dispute Resolution Program, Employee and Labour Relations, Faculty of Health Sciences Professionalism Office, and Student Case Management Office.

Complaint Statistics

Overview of Complaint Data

1. Complaints: Overview of Complaint Numbers

Reporting Year	Total Number of 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
September 1, 2019 – August 31, 2020	46	12	34	20
September 1, 2020 – August 31, 2021	58	26	32	40
September 2, 2021 – August 31, 2022	35	18	17	18

This year, we saw a reduction in the number of formal complaints.

There continues to be a noted increase in the complexity of the matters coming forward.

¹ For more information on University-initiated investigations, see section 92 of the *Discrimination & Harassment Policy* and/or section 99 of the *Sexual Violence Policy*.

2. Complaints by Policy

Reporting Year	Total Number of Complaints	Number of Complaints involving the Discrimination & Harassment Policy	Number of Complaints involving the Sexual Violence Policy	Number of Complaints involving both Policies
September 1, 2017 – August 31, 2018	57	39	20	2
September 1, 2018 – August 31, 2019	44	35	21	12
September 1, 2019 – August 31, 2020	46	35	25	14
September 1, 2020 – August 31, 2021	58	48	25	15
September 2, 2021 – August 31, 2022	35	30	10	5

3. Complaints Investigated

Reporting Year	Percent investigated	Percent resulting in policy violations	Mean Length of investigation process (months)
September 1, 2017 – August 31, 2018	51%	50%	6.1 (median 6)
September 1, 2018 – August 31, 2019	69%	50%	6.7 (median 6.5)
September 1, 2019 – August 31, 2020	75%	87%	5.4 (median 5)
September 1, 2020 – August 31, 2021	80%	59%	7.4 (median 7)
September 2, 2021 – August 31, 2022	66%	71%	8.4 (median 7.75)

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, 34% of complaints did not proceed to investigation under the [*Discrimination and Harassment Policy*](#) or the [*Sexual Violence Policy*](#).

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 ongoing basis to ensure they remain appropriate in the circumstances.

Interim measures were necessary in 54 % of the cases investigated and closed this past academic year. Relevant staff and faculty are often asked to assist in discussions to explore options, and to support implementation and oversight of interim measures.

Outcomes

When policy violations are found to occur, outcomes vary, depending on the circumstances of each case. Examples of outcomes during the 2021/2022 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.

Disaggregated Complaint Data

1. Complaints: Protected Ground

Protected Ground	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Sex (includes sexual harassment and assault)	13	21	29	25	14
Personal Harassment (intimidation, bullying)	16	19	10	17	10
Ancestry, colour, race	4	6	7	13	8
Disability	5	2	5	7	4
Creed/religion	4	2	4	2	3
Family status	1	2	1	2	1
Total	43	52	56	66	40

Note: Some complaints involve more than one ground.

2. Complaints: Participant Type

	Complainant	Respondent
Undergraduate Student	9	7
Graduate Student	3	2
Staff	13	10
Faculty	8	18
Other (external, not identified)	6	0

Note: Some complaints involve more than one complainant and/or respondent

3. Complaints: Faculty/Area of the University

	Complainant	Respondent
Administrative Units* (*other than Hospitality and Facility Services)	13	3
DeGroote School of Business	0	0
Faculty of Engineering	4	3
Faculty of Health Sciences	16	16
Faculty of the Humanities	1	1
Faculty of Science	2	2
Faculty of Social Sciences	4	6
Athletics & Recreation	4	4
Facility Services	1	1
Hospitality Services	0	0

4. Complaints: Origin of the Concern

Origin of Concern	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Academic context	18	11	14	16	9
Employment context	7	24	17	26	19
Campus community (e.g., extracurriculars, events)	17	4	2	3	3
Off campus, with a nexus to the University	9	4	6	8	2
Residence	-	-	4	3	0
Athletics	-	-	3	4	3

Consultation Statistics

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 five Intake Offices on campus. Consultations are confidential, subject to limits of confidentiality outlined in the Policies.

Numbers

For the 2021-22 academic year, the five Intake Offices recorded a total of 970 consultations.

Year over year, we are seeing a steady increase in the number of consultations being conducted by the five Intake Offices on campus. This past year, a notable trend is the increased number of consultations on issues involving Creed.

Themes

Most consults and disclosures pertained to academic matters. There was a notable increase in the number of consultations related to employment matters. Staff and Undergraduate students were the most common groups seeking consultation.

Over the past year, consultations on issues involving Creed increased significantly. This is related to McMaster's Vaccination Policy, put in place in the fall of 2021. Community members were provided an opportunity to submit a request for a human rights-based exemption to this policy. Most requests that were submitted to the University relied on the ground of Creed. The Intake Offices were consulted independently by community members in relation to their exemption requests. The Intake Offices were further involved in consulting with McMaster's Vaccination Validation Team around non-medical exemption requests including a significant number of creed-related requests.

Top three grounds- Consultations:

- Creed
- Disability
- Ancestry, colour, race

Disaggregated Consultation Data

1. Consultations: Issue

Issue	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Harassment - Personal	111	115	77	95	108
Sexual Violence	53	80	74	81	61
Discrimination	63	68	114	64	91
Accommodation**	84	74	73	80	618**
Grounds Based Harassment	24	43	125	43	69
Poisoned Environment	15	20	12	10	5
Accessibility*	5	5	2	17	3
Total	355	405	477	390	970

Note: some consultations involved more than one ground.

* Consultations related to accessibility under the Discrimination & Harassment Policy tend to focus on improving access to processes and services in a general overall sense, whereas consultations related to accommodation are focused on specific cases requiring resolution.

** Increase in Accommodation issues are a result of significant numbers of consultations related to McMaster's Vaccination Policy's exemption requests.

2. Consultations: Protected Ground

	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Disability	85	108	92	90	119
Creed/religion	32	28	28	12	542*
Ancestry, colour, race	22	22	70	49	47
Ethnic origin	8	6	10	12	14
Family status	8	18	14	9	18
Gender identity/gender expression	9	6	5	5	9
Age	5	0	3	0	6
Place of origin	6	10	11	24	15
Sex	59	80	151	92	45
Sexual orientation	6	9	6	3	6
Citizenship	3	0	3	7	4
Marital status	2	2	1	0	0
Total	245	289	384	303	825

Note: Some consultations involve more than one ground.

** Increase in Creed is a result of significant consultation related to McMaster's Vaccination Policy exemption requests.*

3. Consultations: Participant Type

	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Undergraduate Student	95	96	114	74	129
Graduate Student	41	46	92	43	43
Staff	110	120	115	106	173
Faculty	73	103	118	95	92
Medical Resident	23	25	27	5	6
Other (external, not identified)	13	15	11	21	527*

** Increase to "Other" category is a result of significant consultation related to McMaster's Vaccination Policy ground-based exemption requests where Participant Type was not fully tracked. Of these 496 exemption requests, 380 were submitted by students and 116 submitted by Staff and Faculty.*

4. Consultations: Faculty/Area of the University

	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Administrative Units	44	54	82	84	54
DeGroote School of Business	10	7	18	19	27
Faculty of Engineering	28	31	26	35	52
Faculty of Health Sciences	150	175	133	86	126
Faculty of the Humanities	26	14	24	23	28
Faculty of Science	30	29	35	32	47
Faculty of Social Sciences	34	33	46	40	25
Ath & Rec	NA	NA	NA	7	12
Unknown	33	45	113	34	599*

* Significant increase to "Unknown" category is a result of the review of 496 human rights ground-based exemption that did not track Faculty/Area of the University in which the request originated.

5. Consultations: Origin of the Concern

Origin of Concern	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Academic context	182	199	201	199	228
Employment Context	86	109	73	70	106
Campus community (e.g., extracurricular, events)	57	44	43	25	27
Off campus, with a nexus to the University	26	14	50	21	30
Off campus, with no nexus to the University	NA	NA	NA	7	14
Residence	NA	NA	7	13	13
Athletics & Recreation	NA	NA	18	15	9

Note: Consultation related to McMaster's Vaccination Policy ground-based exemptions did not report on origin of concern, but varied across academic & employment context, residence, and athletics & recreation. Those consultations are thus, not included in this chart.

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.

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 core of people's identity; it is not surprising that addressing and assisting parties to work through such matters entails mediating emotionally charged, extremely sensitive, and multifaceted interpersonal conflicts. The Intake Offices draw upon their acquired expertise in conflict coaching, negotiation, and other Alternative Dispute Resolution (ADR) techniques.

2021-2022 Numbers

- For the 2021-2022 academic year, the Intake Offices recorded a total of 103 dispute resolution matters.

Reporting year	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Number of resolutions facilitated by Intake Offices	87	110	122	145	103

- Discrimination/accommodation processes (related to disability, family status, creed, and retroactive academic accommodation requests) and non-grounds harassment (bullying, intimidation) are the most common matters where individuals requested dispute resolution.
- Undergraduate students and staff are the most common groups requesting assistance to resolve an issue, while staff and faculty are the most common groups asked to participate in a process to resolve an issue.
- Most matters pertain to academics, followed by employment.

Equity and Inclusion Office

Human Rights | Complaint Resolution
Education | Accessibility
Sexual Violence Support

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