



# Equity and Inclusion Office Annual Report

SEPTEMBER 1, 2022 – AUGUST 31, 2023

**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 & 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 prevention and response services.

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

## Equity and Inclusion Office Team 2022/2023

Dr. Barrington Walker, Vice Provost, Equity & Inclusion

Joan Johnson, Executive Assistant

Lenore Lukasik Foss, Director, Sexual Violence Prevention & Response Office

Patricia Suleiman, Director, Human Rights & Accessibility

Craig Foye, Senior Human Rights Advisor

Sacha Ally, Senior Human Rights Advisor

Fareeda Adam, Senior Human Rights Advisor

Paula Hearn, Manager, Accessibility Program

Nusrat Mir, Project Coordinator, Accessibility Program

Wil Prakash Fujarczuk, Manager, Sexual Violence Prevention Education

Natalie Lafluer, Sexual Violence Response Case Manager

Renata Hall, Manager, Inclusion and Anti-Racism Program

Nirosha Balakumar, Manager, EDI and Anti-Racism, Department of Family Medicine

Eve Nyambiya, Coordinator, Anti-Black Racism Education and Programming

This academic year we said farewell to EIO staff and wish them a great journey:

Chelsea Gibson, Senior Human Rights Advisor

Marla Brown, Senior Human Rights Advisor

Kathryn Brown, Manager, Accessibility Program

Deep thanks to the EIO team for your continued commitment to advancing inclusive excellence.



## Institutional EDI Framework & Strategy Update:

The 2022/2023 was a transitional year for the EIO, which was under interim leadership and an external review while a search was underway for a new Vice Provost. During that time, the EDI Strategic Plan (2019-2022) expired. Nonetheless, the important foundational work that was initiated under the plan became further established and successfully completed in 2022/2023. Principles of Inclusive Excellence continued to be operationalized across the university. Senior Leadership training, resources for inclusive teaching and research, accessibility accommodations and employment equity.

The process for a new renewed strategic plan is now underway. In collaboration with EAB, the plan will coordinate centrally identified EDI priority areas and faculty/unit-specific EDI plans led by faculty/unit EDI leads. The Senate will receive regular progress updates from the Vice Provost Equity and Inclusion.

## 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, 2022, to August 31, 2023.

The EIO collects and maintains data for the annual report 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).



## 2022/2023 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

- Three individuals left the office during the reporting year, and six joined. In December 2022, the office announced the addition of Patricia Suleiman, inaugural Director, Human Rights & Accessibility. In May 2023, the EIO announced the addition of Dr. Barrington Walker, Vice-Provost, Equity & Inclusion and Professor of History, Sacha Ally, Senior Human Rights Advisor and Nusrat Mir, Accessibility Program Coordinator. In July 2023, the office announced the addition of Fareeda Adam, Senior Human Rights Advisor and Paula Hearn, Accessibility Program Manager.

### 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.
- Outcomes and recommendations were completed and made publicly available to the McMaster community in February 2023.
- The EIO will present the update on the implementation of the recommendations in the Fall 2024.

### Policy work

- Representatives from the Office have been actively involved in various policy review and update processes, including, 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. In December 2022, the EIO procured CaseIQ software and went live on the platform in July 2023.



# Program Highlights

2022 | 2023



## Highlights of Notable Successes and Opportunities

### Institutional Accessibility Consultations and Projects

- **Updating McMaster's Accessibility Policy:** During this period Accessibility Program staff and the McMaster Accessibility Advisory Council Chair continued to update the DRAFT University Accessibility Policy, including hosting a public consultation period with faculty, staff and students. Additionally, a university-wide survey was released, which resulted in the collection of 2467 responses (82 qualitative) from students, faculty and staff. The survey results provided significant feedback on how the policy can be strengthened. Final adjustments and incorporations of community feedback to the Accessibility Policy are currently underway, with final feedback opportunities to be completed by fall 2023.
- **Biennial AODA Accessibility Environmental Scan completed:** As 2023 is a reporting year for McMaster on AODA compliance, a data collection process was rolled out in Spring-Summer 2023 with members of the McMaster Accessibility Advisory Council and coordinated by the AccessMac Program. These Environmental Scans were completed by all concerted departments on campus, providing status updates on implementing and compliance with current AODA regulations. The data will be used to complete the AODA reporting template to the Ministry of Seniors and Accessibility by December 2023.
- **Expansion of the Accessibility Program team:** With the growing demand for the AccessMac Program, the EIO has invested in AccessMac by creating a full-time Accessibility Project Coordinator position. This one-year role will provide critical support to ensure there is a capacity to deliver and meet the growing demand for AccessMac's training, consultation, and community engagement offerings. As stated above this position was filled by Nusrat Mir in May 2023.

### Institutional Accessibility Training Development

- **Web Accessibility Compliance:** In early 2023, McMaster was flagged by the Ministry for Seniors and Accessibility for being non-compliant with the Web Accessibility Standard Reg. 191/11 s. 14 (4) under the AODA, which McMaster transparently reported during the 2021 AODA reporting process. A Web Accessibility Compliance Workplan was created by members of the MAAC, coordinated by the EIO and AVP and CTO Office and University Technology Services (UTS), to guide the work towards compliance in 2023 and 2024. Efforts to come into compliance, currently being undertaken by UTS Web Accessibility Specialist, Clark Cipryk in partnership with the EIO and other MAAC members, include manual testing audits and remediation to the MacSites template, education across campus, sharing knowledge on current web management processes and reviewing where improvements can be made campus wide. A driving force behind these changes has been the work of [McMaster's growing AODA Web Accessibility Roadmap Team](#), and the continued roll out of McMaster's Web Accessibility Roadmap.
- **Accessible formats for emergency evacuations:** In winter 2023, EIO's Accessibility Program begun coordinating with University Health and Safety (processes and communications) to provide emergency evacuation plans in alternate and accessible formats. Additionally, a partnership with Library Accessibility Services was formed to respond to complex requests for alternative formats for emergency evacuation information.
- **Accessible Digital Content Training:** In this period, the Faculty of Science and the Equity and Inclusion office have continued their partnership and development of the Accessible Digital Content Training Pressbook through the addition of Web Content Accessibility 101, authored by EIO Accessibility Projects Coordinator, Nusrat Mir. This training has been tailored to McMaster website environments, such as MacSites, and is intended to make accessibility accessible for all forms of web content managers.

## Publications (Community)

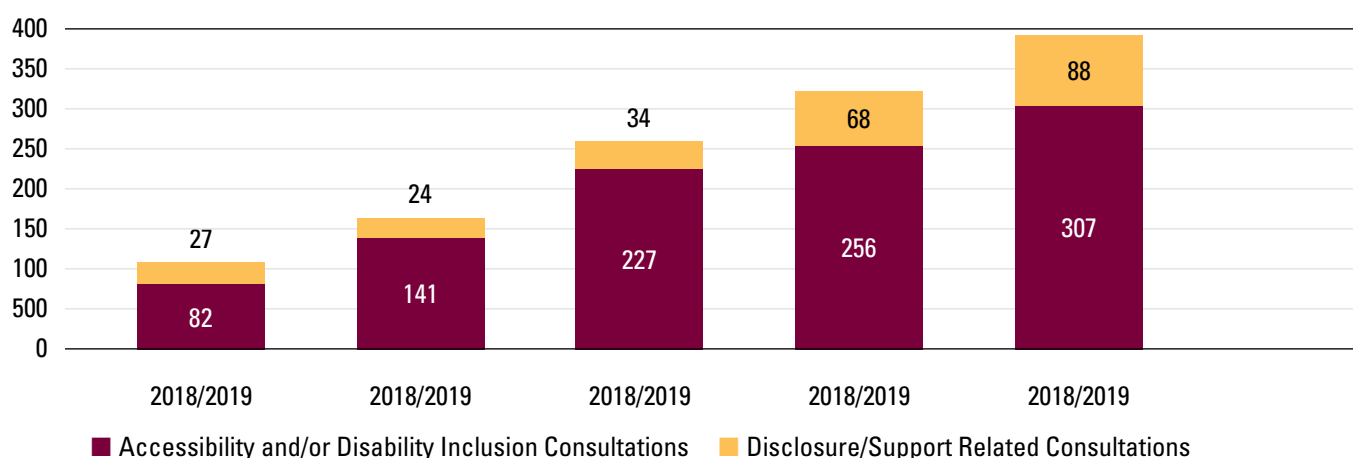
- Fifth annual publication of the [Accessibility and Disability Inclusion Update, 2021-2022](#) during National Accessibility Week 2023

## 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.

Type of Consultation	Number of Consultations
<b>Accessibility and/or Disability Inclusion Consultations:</b> Broad McMaster campus community	293
<b>Accessibility and/ or Disability Inclusion Consultations:</b> Provincial accessibility communities (other ON universities and / or municipalities)	14
<b>Disclosure / Support-Related Consultations:</b> Persons with lived experience of disability(ies)	88
<b>Total Consultations</b>	<b>381</b>

### Accessibility Program Consultations 2018 to 2023



*Chart: expressing per year consultations divided by disclosure consultations and general accessibility consultations*

Category	2018/19	2019/20	2020/21	2021/22	2022/23
Disclosure / Support-Related Consultations	27	24	34	68	88
Accessibility and / or Disability Inclusion Consultations	82	141	227	256	293
<b>Totals</b>	<b>109</b>	<b>165</b>	<b>361</b>	<b>324</b>	<b>381</b>



### Top Themes for AccessMac Accessibility Program Consultations:

- Digital Accessibility
- Student Accessibility/ Accommodation Support and Referrals
- Built Environment
- Employee Accessibility/ Accommodation Support and Referrals
- Teaching and Learning Accessibility
- Parking Accessibility

Asynchronous (online, self-paced) training	
AODA and Human Rights	Employees: 1515 completed Students: 2302 completed <b>Total: 3817</b>
FLEX Forward	Employees: 367 Completed Students: 525 Completed <b>Total: 892</b>
TA Training - Accessibility and Disability Inclusion	392
Student Leadership - Archway Program	200
MSU Executives and Volunteer Training	275
Accessible Digital Content Training Pressbook	Visitors: 2143 Page views: 5376 (not included in total below)
Sub-Total Persons Trained	5576
<b>Total</b>	<b>7719</b>

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

### Most Popular Educational Sessions Themes

- AODA and Human Rights Code
- Accessible Education / Accessibility in Teaching and Learning
- Digital and Web Accessibility
- Accessibility in Teaching and Learning STEER/R Overview and Community Engagement sessions

## AccessMac Community Development and Engagement

Type of Community Engagement	Engagement Highlights	Engagement Numbers
<a href="#"><u>Employee Accessibility Network</u></a>	<p>Hosted four (4) sessions by and for employees with disabilities:</p> <ol style="list-style-type: none"> <li>1. Employment Equity Census Info Session</li> <li>2. Governance of Group - Continued Discussion with EIO / MAAC</li> <li>3. Consultation with Employment Equity RE: Disaggregated Data Census</li> <li>4. Peer Support</li> </ol>	<p>Across the four sessions there was: <b>73 participants</b> (23 participants for Employment Equity Census Info Session; 16 participants for Governance of Group; 16 participants for Consultation with Employment Equity RE: Disaggregated Data Census; 18 participants for peer support)</p>
<a href="#"><u>International Day of Persons with Disabilities Commemorative Events (December 3, 2021)</u></a>	<p>Events held across two (2) weeks:</p> <p><b>1. Week One (1) of Events (November 29th to December 2nd):</b></p> <ul style="list-style-type: none"> <li>• Hosted two (2) workshops on digital accessibility and social media accessibility;</li> <li>• Held an Employee Accessibility Network meeting celebrating and debriefing events, as well as;</li> <li>• A panel discussion on assistive technologies (AT) &amp; their impacts on those who use them, businesses, the university, &amp; broader society.</li> </ul> <p><b>2. Week Two (2) of Events (December 5th to December 9th):</b></p> <ul style="list-style-type: none"> <li>• Hosted five (5) workshops on digital accessibility, including using accessibility principles from McMaster's FLEX Forward Accessible Education resource with the MacPherson Institute to create accessible teaching and learning content, activities and Avenue course shells.</li> </ul>	<p><b>75 participants</b> attended the workshops/events;</p> <p><b>22 participants</b> attended the Employee Accessibility Network Meeting;</p>
<a href="#"><u>National Accessibility Week (First Week June, 2022)</u></a>	<ol style="list-style-type: none"> <li>1. Promoted eight (8) events, spanning topics of employers on accessibility in the workplace; network of support for clients who self identify with disabilities, community resource partners, employers, and accessible business owners; teaching and learning to embed disability justice; discussion on accessibility policy, featuring top institutions, public administration leaders, and civil society advocates; web and digital accessibility, accessible facilitation; and much more.</li> <li>2. Released the Accessibility and Disability Inclusion Update 2021-2022 in Pressbook format.</li> </ol>	<p>More than <b>55 submissions</b> were received and included into the publication from across faculties, administrative units and student communities</p>



## **Inclusion and Anti-Racism Education Program**

### **Institutional Educational Projects and Consultations**

- Supported in hiring and dotted line managerial support to two (2) inaugural EDI specialist within DeGroote School of Business and Athletics and Recreation
- Development of significant series-based cohort training for McMaster Students Union and Residence Life Community Advisors
- Successful second year of Inclusive Excellence Leadership Training Programming and full pilot of the new Anti-Racism Fundamentals module, in collaboration with Human Resources Equity Facilitators and Continuing Education
- Thorough consultation and strategic plan to support Faculty of Social Sciences EDIIS Committee in environmental scanning, student support and initiative building and team building
- Successfully piloted the Inclusive Teaching and Learning Resource Page in Partnership with MacPherson Institute of Teaching and Learning
- Co-Piloted new Welcome Week and Residence Life Bystander Intervention Training modules in collaboration with SVPRO and the Sexual Assault Centre (Hamilton and Area), SACHA, for approximately 2000 student reps, leaders, and community advisors
- Continued to support and partner with Human Resources, Equity Facilitators on the Equity Facilitators Trainings

### **Institutional Community Events**

- Co-facilitated an event focused on raising awareness on sexual violence and cyber bullying towards the Black female community in collaboration with Sister in Sync Hamilton, SVPRO, and the Black Student Success Centre
- Continued to be a key collaborator in the Black Graduation which was widely attended and well received
- Successfully piloted a Kick-Off event for Black History Month (BHM) which obtained over 200+ foot traffic and successfully chaired BHM in collaboration with the BHM Committee to host over 23 events for the University throughout the month of February
- Piloted an EDI Specialist Community of Practice to develop a network of support, systemic strategic planning, and strengthening the de-centralized EDI efforts across our respective departments
- Successful and well attended collaborative events with PACBIC Interfaith Working Group, and the Race, Racism, and Racialization Working Group which focused educational and social events around interfaith identities and racialized experiences in academia

## 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
<b>Inclusion and Anti-Racism Consultations:</b> Departmental or program specific EDI strategic planning	29
<b>Inclusion and Anti-Racism Consultations:</b> Teaching and Learning EDI, AR and AO education	85
<b>Support Related Consultations:</b> Persons with lived experience of racial identity	10
<b>Safety, Initiative and Event Consultations</b>	6
<b>Total</b>	<b>130</b>

## 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.

Type of Program	Number of Sessions	Number of Participants (includes staff, students, faculty, and other community members)
Education	71	4772
Lunch and Learn's: Inclusion and Anti Racism	3 Sessions: Lunch and Learn: Learn about the EIO Halloween and Cultural Appropriation Sisters in Sync: Sexual Violence and Race	80
Let's Talk About Race! Drop-In (As a part of PACBIC's Race, Racialization and Racism Working Group)	4 Total: R3 Membership Welcome and Lunch and Learn Launch (Sept) What is Latinx (Oct) Celebrating South Asian Heritage (Nov) Celebrating Black Faculty (Feb) Celebrating Black Muslim Excellence (Mar)	100+
<b>Total</b>	<b>78</b>	<b>4952+</b>



## Community Development and Engagement

Type of Community Engagement	Engagement Highlights	Engagement Numbers
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	*
MAC 101	Introductory Panel event in collaboration with Student Success Centre to introduce incoming McMaster students to key services and supports on campus	200
Black Panther Movie Sponsorship	In support McMaster MSU Black focused clubs, we partnered with the BSSC to sponsor approx. 20 students to go and watch the Black panther movie in theatres as a part of community building efforts across MSU clubs and to enhance their programming for the year.	20
Black History Month	In collaboration with Black History Month Planning committee:  23 sessions and events were held throughout the course of February 2023 in addition to frequent social media engagement and education	2000+
<b>Total</b>	<b>26</b>	<b>2220+</b>

\* Complete data was unavailable.

## 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:

- EDI online Newsletter
- Multicultural Calendar
- Equity-Deserving Groups Recruitment Resources
- Socioeconomic Demographic Data Creation
- Black Excellence Committee
- Equity, Diversity, Inclusion & Indigenous Reconciliation Committee (EDIIRC)
- Anti-Racism Collaborative (ARC) Committee

### Inaugural Programs, Creations, and Sessions:

- **Menstrual Equity Initiative:** Built on the pillars of accessibility, inclusivity, and sustainability, we committed to stocking 5 of our all-gender, single-use washrooms at the McMaster Family Practice clinic with free menstrual products. For this pilot, we purchased 500 pads and 500 tampons from Aunt Flow – a female-founded enterprise committed to creating products that are plastic-free, 100% biodegradable and reduce waste by 25%. Additionally, for every 10 products sold, 1 is donated to non-profits, so far supporting over 1.6 million menstruators in need.
- **Black History Month Story-teller's Symposium:** The Department of Family Medicine was proud to present their first ever Black History Month Storytellers' Symposium, which brought together Hamilton and McMaster storytellers. This event was an opportunity to showcase the beauty and resiliency of Black stories, art, and talent. With a curated line-up of local artists from poets to dancers to musicians, we hoped to amplify the power of storytelling, while celebrating and honouring Black existence and resistance through the arts.
- **Multi-Faith and Spiritual Space:** Spirituality and religion can be a very important part of people's lives, therefore the ability to express and practice freely is crucial for members of the workplace. Employees who are free to practice spirituality have been shown to have better stress management techniques, which may improve individual performance (Day, 2004). The Multi-Faith & Spiritual Space is located on the 2nd floor, Room 2001/B in the Education area. All DFM members have been granted key card access to enter and the space will be available for use 24/hours a day. The room is equipped with prayer rugs, meditation cushions, yoga mats, religious headwear, prayer beads and flameless candles. The aim is to ensure folks across all religious and spiritual backgrounds have access to a comfortable and welcoming space to engage in practice.

### Events

- BHM Storyteller's Symposium
- A Shared Table with Co: Culture Collective
- Kontirennanoran-Women Singing Precious Songs and Kahsenniyo Kick
- Multi-Faith and Spiritual Space Opening
- Racialized Community of Support Summer Social
- Diversity Through the Eyes of Stories with Chidiebere Ibe
- Supported University wide BHM Committee
- National Truth and Reconciliation Day

## Family Medicine Education Sessions

Types of Programs	Number of Sessions	Number of Participants (includes staff, students, faculty, and members of McMaster)
Education and Training	16	1603
Wellness and Support	EDI/Anti-Racism Support Racialized Community of Support Response Harm Drop-In Multi-Faith and Spiritual Space	1844
Research to Drive EDI	EDI and Anti-Racism Initiative Survey Diversity & Climate Survey	267
Events and Initiatives	Menstrual Equity Initiative Multicultural Calendar Multi-Faith and Spiritual Space BHM Story Teller's Symposium A Shared Table Women Singing Precious Songs Summer Social Fall Social National Truth and Reconciliation EDI Toolkit	6000+ users and attendees across initiatives and events
Committee Support and Consultation	Committees: Stone Church Anti-Racism Collaborative Race-Based and Social Determinants of Health Data Working Group CaRMS Selection Working Group Committee Well Being Lead Selection Committee Anti-Racism Collaborative EDI-IRC Black Excellence Committee Scientific Planning Committee EDI-IR Leads Community EDI Community of Practice BHM Planning Committee	Committee Support: 11  Institutional/ Departmental Level Project Consultations: 5
<b>Total</b>		<b>9730+</b> across DFM staff, faculty, residents, and community clinic users

### Highlights of Notable Successes and Opportunities

- SVPRO piloted a new asynchronous course on Avenue to Learn (A2L) for all incoming undergraduate and graduate students at McMaster. It Takes All of Us (CONSENT 1A00/SGS 202) is an online, interactive learning module that increases awareness of gender-based and sexual violence, bystander intervention, on-campus supports and fosters a campus culture of respect and consent. First year grad and undergrad students were automatically enrolled and encouraged to complete the course. McMaster employees also have access to course through the A2L platform. The pilot year will also include a research component lead by the Okanagan Office of Health and Wellbeing, in partnership with the Equity and Inclusion Office.
- We recruited and trained 10 sexual violence prevention Peer Educators who will assist with events throughout the school year, including Consent Action Week in January 2024.
- As a part of the Sexual Violence Policy (SVP) and Discrimination Policy review process, in partnership with the Human Rights and Dispute Resolution Program, Inclusion and Anti-Racism Program and Institutional Research and Analysis (IRA), we developed an on-line feedback survey and delivered it to over 51,000 McMaster community members; we heard back from over 3800 students, staff and faculty. We also hosted three (3) focus groups – one (1) for each of students, staff, and faculty – and held individual meetings with community members who wished to connect one-on-one. The Policy Review Committee (PRC) used this community feedback to create updated policy drafts that will be brought forward for wider consultation in the fall of 2023.
- In preparation for Welcome Week, SVPRO, in partnership with the Inclusion and Anti-Racism Program and the Sexual Assault Centre (Hamilton and Area), 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 2.5 hours of in-person training, including intensive small group sessions.
- Our successful pilot Drop-In Support program was made a permanent part of SVPRO services. Every Tuesday from noon to 2:00 p.m. students, staff, and faculty can drop in to seek support, review options, safety plan, consult on how to respond to a disclosure and discuss how to support someone experiencing gender-based violence.
- Participated in and co-hosted numerous in-person Welcome Week events with the goal of creating awareness on SVPRO services and to offer education on consent.
- Consent-educating drag queen, Unita Assk, hosted events in collaboration with McMaster Welcome (Welcome Week kick-off), McMaster Student's Union and the Student Success Centre.
- 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, the Ontario University Sexual Violence Network and the Canadian Association for the Prevention of Discrimination and Harassment in Higher Education.
- Tracked over 10,000 new website visitors and over 2,000 returning website visitors.
- Continued and grew webinar series, "Blueprints for Change," on practicing healthy masculinity featuring speakers from across the country and started a new webinar series, "The Way Forward", which focuses on building a culture of consent in our community.
- SVPRO staff were invited to speak at conferences and as guest lecturers 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, 2022, and August 31, 2023, there were a total of 123 Disclosures. The number that went on to the Complaints process is captured in the Statistical Report section.

Category	2018/19 Total # of Disclosures	2019/20 Total # of Disclosures	2020/21 Total # of Disclosures	2021/22 Total # of Disclosures	2022/23 Total # of Disclosures
Sexual Assault	83	100	12	40	69
Sexual Harassment	9	13	11	16	22
Stalking	4	2	2		1
Indecent Exposure		1	1		
Voyeurism	1	1			
Sexual Exploitation	4	1		1	3
Intimate Partner / Domestic Violence		3	1	4	8
SV (not specified)					20
Total	101	121	26	61	123

*Note: SVPRO Disclosure Statistics 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, 2022, and August 31, 2023, SVPRO, offered 126 [\*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	2018/19	2019/20	2020/21	2022/23
Consultations	106	84	64	126

#### 2022/23 Consultation Breakdown:

Sexual Harassment: 52 | Sexual Assault: 42 | Stalking: 4 | Exploitation: 1 | GBV/IPV: 27

## Sexual Violence Prevention Education

Type of Event	Number of Events	Number of Participants	Audience	Topics
Synchronous Trainings and Workshops (virtual, hybrid, and in-person)	41	4189	Students (undergraduate, graduate, continuing education), staff, faculty, clinical 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	8	1400	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	18	4939	Open to all	Blueprints for Change (healthy masculinity webinar series), The Way Forward (a webinar series on building a culture of consent in our communities), Instagram Live
<b>Total</b>	<b>67</b>	<b>10,528</b>		

**BLUEPRINTS for CHANGE:**  
A webinar series on practicing healthy masculinity

FEATURED GUEST:  
**Andrew Gurza**  
(they/he), Disabled Storyteller and Disability Awareness Consultant

Tuesday, September 20, 2022  
12:30 p.m. - 1:30 p.m. EST

TOPIC:  
Exploring masculinity and disability

HOSTED BY:  
Wiliam Prakash Fajerczak  
Sexual Violence Prevention Education Manager

LOCATION:  
Zoom Webinar  
Participants will be anonymous

McMaster University Sexual Violence Prevention and Response Office  
To register, visit [svpro.mcmaster.ca/blueprints](https://svpro.mcmaster.ca/blueprints)

**BLUEPRINTS for CHANGE:**  
A webinar series on practicing healthy masculinity

FEATURED GUEST:  
**Dr. Terry Humphreys**  
(Professor, Trent University)

Tuesday, January 24, 2023  
12:30 p.m. - 1:30 p.m. EST

TOPIC:  
Not as simple as tea:  
The research on sex, consent, and (mis)communication

HOSTED BY:  
Wiliam Prakash Fajerczak  
Sexual Violence Prevention Education Manager

LOCATION:  
Zoom Webinar  
Participants will be anonymous

McMaster University Sexual Violence Prevention and Response Office  
To register, visit [svpro.mcmaster.ca/blueprints](https://svpro.mcmaster.ca/blueprints)

**THE WAY FORWARD:**  
A webinar series on building a culture of consent in our communities

FEATURED GUEST:  
**Lianne Kendall Perfect**  
Sexual Violence Response Specialist, Sheridan College

Monday, October 17, 2022  
2:30 p.m. - 3:30 p.m. EST

TOPIC:  
Understanding the realities of sex trafficking

HOSTED BY:  
Wiliam Prakash Fajerczak  
Sexual Violence Prevention Education Manager

LOCATION:  
Zoom Webinar  
Participants will be anonymous

McMaster University Sexual Violence Prevention and Response Office  
To register, visit [svpro.mcmaster.ca/forward](https://svpro.mcmaster.ca/forward)

**THE WAY FORWARD:**  
A webinar series on building a culture of consent in our communities

GUEST SPEAKERS:  
**Janice and Natasha**  
(Organizing Team at Work Safe Twerk Safe)

Tuesday, February 7, 2023  
1 p.m. EST

TOPIC:  
Building inclusive spaces for sex workers

HOSTED BY:  
Wiliam Prakash Fajerczak  
Sexual Violence Prevention Education Manager

LOCATION:  
Zoom Webinar  
Participants will be anonymous

McMaster University Sexual Violence Prevention and Response Office  
To register, visit [svpro.mcmaster.ca/forward](https://svpro.mcmaster.ca/forward)



## Human Rights and Dispute Resolution Program

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

### Highlights of Notable Successes and Opportunities

- As human rights law is meant to be remedial and not punitive, in January 2023, the Human Rights and Dispute Resolution Program (HRDR) launched the Early Intervention Program. During this reporting year the office successfully conducted 23 Early Interventions.
- The HRDR team streamlined the process of concerns and complaints and all Senior Human Rights Advisor have Faculty and Department assignments. This ensures timely response and continuing to foster relationships with the McMaster community.
- Ongoing collaboration with Assistant Deans, 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. As such, the use of transcription services has been implemented for all internal investigations conducted by a Senior Human Rights Advisor.
- Continued partnership with EIO colleagues and members of other Intake Offices to deliver customized training and provide leadership on human rights related-matters and human rights-related matters based on the EIO's statistics.
- Operationalized the new case management system to process all concerns and complaints related to the Discrimination & Harassment Policy.
- Members of the HRDR team were invited to speak at human rights & equity conferences and as guest lecturers at McMaster University and the University of Toronto, Faculty of Law.



# Statistical Report

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



## Definitions

**Early Intervention:** can be facilitated by an Intake Office may include fact-finding discussions, clarification of the issues, facilitated conversations, coaching, reconciliation, voluntary no-contact agreements. Where applicable, options for Early Intervention may also include equity, diversity, inclusion, and belonging education specific to the context of the allegation of a Policy violation.

**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.<sup>1</sup>

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 allegations<sup>1</sup>.

**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 Voluntary 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. May include a mediation.

**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.

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

# 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, 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
September 1, 2022- August 31, 2023	28	9	19	23

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

### 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, 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
September 1, 2022- August 31, 2023	28	18	10	0

### 3. Complaints Investigated

Reporting Year	Percent investigated	Percent resulting in policy violations	Mean Length of investigation <sup>2</sup> process (months)
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)
September 1, 2022 to August 31, 2023	43%	50%	8.8 (median 7)

#### 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, 57% 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 55 % 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 2022/2023 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.

<sup>2</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

## Disaggregated Complaint Data

### 1. Complaints: Protected Ground

Protected Ground	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Sex (includes sexual harassment and assault)	21	29	25	14	12
Personal Harassment (intimidation, bullying)	19	10	17	10	7
Ancestry, colour, race	6	7	13	8	4
Disability	2	5	7	4	4
Creed/religion	2	4	2	3	4
Family status	2	1	2	1	1
Age					2
Gender Identity/Gender Expression					1
Reprisal					1
<b>Total</b>	<b>52</b>	<b>56</b>	<b>66</b>	<b>40</b>	<b>36</b>

*\*Note: Some complaints involve more than one ground.*

### 2. Complaints: Participant Type

	Complainant	Respondent
Undergraduate Student	10	7
Graduate Student	3	1
Staff	9	11
Faculty	4	6
Other (external, not identified)	2	3

*\*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)	3	2
DeGroote School of Business	0	0
Faculty of Engineering	4	3
Faculty of Health Sciences	6	6
Faculty of the Humanities	1	1
Faculty of Science	5	7
Faculty of Social Sciences	4	2
Athletics & Recreation	0	1
Facility Services	1	0
Hospitality Services	2	2

### 4. Complaints: Origin of the Concern

Origin of Concern	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Academic context	18	11	14	16	9	7
Employment context	7	24	17	26	19	13
Campus community (e.g., extracurriculars, events)	17	4	2	3	3	0
Off campus, with a nexus to the University	9	4	6	8	2	7
Residence	-	-	4	3	0	0
Athletics	-	-	3	4	3	1

## Early Intervention Statistics

23 Early Interventions delivered leading to a lowered number of formal complaints filed. Race, Disability, Sex, and Sexual harassment are the most common matters where individuals request early intervention.

## 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 2022-2023 academic year, the five Intake Offices recorded a total of 556 consultations.

## Themes

Most consults and disclosures pertained to employment matters. Staff and Undergraduate students were the most common groups seeking consultation.

### Top three grounds- Consultations:

- Disability
- Ancestry, colour, race
- Sex

## Disaggregated Consultation Data

### 1. Consultations: Issue

Issue	2018/2019	2019/2020	2020/2021	2021/2022	2022-2023
Harassment - Personal	115	77	95	108	112
Sexual Violence	80	74	81	61	35
Discrimination	68	114	64	91	100
Accommodation**	74	73	80	618**	85
Grounds Based Harassment	43	125	43	69	150
Poisoned Environment	20	12	10	5	63
Accessibility*	5	2	17	3	11
<b>Total</b>	<b>405</b>	<b>477</b>	<b>390</b>	<b>970</b>	<b>556</b>

*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.*

## 2. Consultations: Protected Ground

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Disability	108	92	90	119	136
Creed/religion	28	28	12	542*	26
Ancestry, colour, race	22	70	49	47	125
Ethnic origin	6	10	12	14	15
Family status	18	14	9	18	11
Gender identity/gender expression	6	5	5	9	13
Age	0	3	0	6	3
Place of origin	10	11	24	15	5
Sex	80	151	92	45	51
Sexual orientation	9	6	3	6	1
Citizenship	0	3	7	4	4
Marital status	2	1	0	0	0
<b>Total</b>	<b>289</b>	<b>384</b>	<b>303</b>	<b>825</b>	<b>390</b>

*Note: Some consultations involve more than one ground.*

## 3. Consultations: Participant Type

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Undergraduate Student	96	114	74	129	142
Graduate Student	46	92	43	43	62
Staff	120	115	106	173	226
Faculty	103	118	95	92	82
Medical Resident	25	27	5	6	21
Other (external, not identified)	15	11	21	527*	23

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

	2018-2019	2019 - 2020	2020-2021	2021-2022	2022-2023
Administrative Units	54	82	84	54	116
DeGroote School of Business	7	18	19	27	25
Faculty of Engineering	31	26	35	52	47
Faculty of Health Sciences	175	133	86	126	183
Faculty of the Humanities	14	24	23	28	28
Faculty of Science	29	35	32	47	82
Faculty of Social Sciences	33	46	40	25	26
Ath & Rec	NA	NA	7	12	3
Unknown	45	113	34	599	47

#### 5. Consultations: Origin of the Concern

Origin of Concern	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Academic context	199	201	199	228	231
Employment Context	109	73	70	106	207
Campus community (e.g., extracurricular, events)	44	43	25	27	33
Off campus, with a nexus to the University	14	50	21	30	17
Off campus, with no nexus to the University	NA	NA	7	14	NA
Residence	NA	7	13	13	17
Athletics & Recreation	NA	18	15	9	18

## 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.



## 2022-2023 Numbers

- For the 2022-2023 academic year, the Intake Offices recorded a total of 90 dispute resolution matters.

Reporting year	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Number of resolutions facilitated by Intake Offices	110	122	145	103	90

- 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.

## Community Partners

Equity, anti-racism, human rights, accessibility, and sexual and gender-based violence prevention and response work are not limited to the office space's four (4) walls. As such, the communities that McMaster serves have an input in advancing inclusive excellence. The EIO continues to foster relationships and collaborate on initiatives with the following community agencies and provincial and national associations:

- AODA University Community of Practice
- Advocacy Centre for Tenants Ontario
- Blazing Trails Mentorship Program
- BLKOWNEDHAMONT
- Burlington Mundialization Committee
- Canadian Association of College and University Student Services (CACUSS)
- Canadian Association for the Prevention of Discrimination and Harassment in Higher Education (CAPDHHE)
- Canadian National Institute for the Blind
- Children's Aid Society of Hamilton
- City of Hamilton – Accessibility Advisory Committee
- Community-Based Research Centre (CBRC)
- Darts Transit
- Fran Endicott Social Justice Think Tank
- Hamilton Centre for Civic Inclusion (HCCI)
- Hamilton's A11y Meetup Group
- Hamilton Anti-Racism Resource Centre (HARRC)
- Hamilton Community Legal Clinic
- Hamilton Roundtable for Poverty Reduction
- Hamilton Black History Month Council
- Hamilton BikeShare
- Hamilton Tiger-Cats
- Interval House of Hamilton's MentorAction program
- John C. Holland Awards
- L'Arche
- Munar Learning Centre
- Sexual Assault Centre (Hamilton and Area) (SACHA)
- Sister in Sync Hamilton
- The AIDS Network of Hamilton, Halton, Haldimand, Norfolk, and Brant (TAN)
- Ontario University's Sexual Violence Network (OUSVN)
- Rising Stars
- Purity Culture Research Collective
- White Ribbon Campaign
- Woman Abuse Working Group (WAWG)
- Work Safe Twerk Safe
- YMCA Hamilton/Burlington/Brantford International Committee

# Equity and Inclusion Office

Human Rights | Complaint Resolution  
Education | Accessibility  
Sexual Violence Support

/EIOMcMaster 

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Equity and  
Inclusion Office

McMaster  
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