Equity and Inclusion Office Annual Report

SEPTEMBER 1, 2023 – AUGUST 31, 2024

Brighter World

Equity & Inclusion Office | McMaster University

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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

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 and sexual violence, per the university's Accessibility Policy, Discrimination and Harassment Policy, and Sexual Violence Policy.

Equity and Inclusion Office Team 2023/2024

Dr. Barrington Walker, Vice Provost, Equity & Inclusion

Joan Johnson, Executive Assistant

Patricia Suleiman, Senior Director, Human Rights & Accessibility

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

Cheryl Louzado, Director, Equity, Inclusion, and Anti-Oppression

Craig Foye, Senior Human Rights Advisor

Sacha Ally, Senior Human Rights Advisor

Fareeda Adam, Senior Human Rights Advisor

Paula Hearn, Manager, 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

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

This academic year we said farewell to the following EIO staff members:

Nusrat Mir, Project Coordinator, Accessibility Program

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

We wish them all the best on their new journeys.

Sincere thanks to the EIO team for their continued commitment to advancing inclusive excellence at McMaster.

Institutional EDI Framework & Strategy Update:

In partnership with EAB, the EDIA framework and strategy will build upon the university's inaugural 2019-2022 strategic plan and the baseline training and capacity building that was successfully implemented in its action plan. Led by the inaugural Director of Equity, Inclusion and Anti Oppression, the 2025-2027 plan will strategically assess the 2019-2022 plan, building upon its strengths and identifying and addressing the existing gaps. It will also expand its intersectional analyses with more robust engagement of accessibility, disability justice, and decolonization. The strategic plan will also integrate faculty and academic support unit-specific plans that better reflect the university's coordinated decentralized nature.

Annual Report Mandate

Under sections 52 of the Discrimination and Harassment Policy and section 55 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, early interventions, 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, 2023, to August 31, 2024.

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' Office of Respectful Conduct in Clinical and Academic Environments (formerly the Professionalism Office).

In addition to highlighting policy-mandated, consolidated statistical data, the report provides narrative information and data on the activities of the four (4) EIO portfolios: AccessMac Accessibility Program; Inclusion, Equity, Inclusion and Anti-Oppression Program; Sexual Violence Prevention and Response Office (SVPRO); and Human Rights & Dispute Resolution Program (HRDR).

2023/2024 EIO Office Highlights

Significant Increase in Human Rights-Related Consultations

- Due to the tragic events on October 7, 2023, and subsequent ongoing conflict, the volume of consultations conducted under the Discrimination & Harassment Policy substantially increased. The HRDR team conducted a total of 1,292 consultations under the Discrimination and Harassment Policy and the Sexual Violence Policy. Of these, 45% (584) consultations addressed issues related to Israel and Palestine, while the remaining 55% (708) consultations focused on other areas covered under the Discrimination & Harassment Policy and Sexual Violence Policy.

Fostering A Community of Belonging at McMaster

- To support the McMaster community during challenging times, the EIO partnered with Employee & Labour Relations, the Faculty of Health Sciences, and Student Affairs to deliver 14 sessions titled *Fostering A Community of Belonging at McMaster University*. Students, staff, and faculty were invited to learn about McMaster's foundational commitment to human rights and our collective responsibility to learn, teach, and work in an environment free from discrimination.

Training Initiatives

- The EIO staff team offered over 293 synchronous, -education-oriented sessions and events, to over 16,025 students, staff, and faculty on a host of EDIA-related topics. EIO also offered 11 different asynchronous courses and training modules to approximately 14, 503 students, staff, and faculty.

Staff Updates

- Two individuals left the office during the reporting year, and one joined the EIO team.

- In August 2024, the office announced the addition of Cheryl Louzado, inaugural Director, Equity, Inclusion and Anti-Oppression. This new role, recommended in the EIO 2022 External Review, will support the development and implementation of an updated EDIA strategic framework.

Best Practice Review of Investigative Processes

- In the spirit of ongoing improvement, the University administration, in partnership with the McMaster University Faculty Association (MUFA), initiated a Best Practice Review of the Investigative Processes at McMaster University, which included the Sexual Violence Policy, the Discrimination & Harassment Policy and the Research Integrity Policy.

- The review was led by an external team. The scope of the review included investigation-related matters such as support and guidance for participants, data gathering and record keeping, the role of the Intake Office staff, disclosure to parties, interim measures, and procedural fairness.

- The report's recommendations were posted on the Provost's website on July 5, 2024.

- The EIO and the other intake offices have already incorporated many of the recommended updates into our investigation processes and work is ongoing.

- We will communicate our response to the report in early 2025.

Policy Work

- The Accessibility Policy was approved by the Senate and Board of Governors on June 6, 2024. New policy-related training videos will be released in the early 2025.

- Ongoing consultations on the revised Discrimination & Harassment, and Sexual Violence Policies are near completion. Recent Ministry directives address how Bill 166 Strengthening Accountability and Student Supports Act, 2024, will be incorporated into the updated Discrimination & Harassment Policy. Final drafts will be brought to the Senate and Board of Governors during the upcoming academic year.

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 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 Hearing Services
- 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
- 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
- John C. Holland Awards
- L'Arche
- Munar Learning Centre
- Ontario Network of Accessibility Professionals
- Sexual Assault Centre (Hamilton and Area) (SACHA)
- Sisters in Spirit Committee Hamilton
- Sisters 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

Program Highlights

2023 | 2024

Highlights of Notable Successes and Opportunities

Institutional Accessibility Consultations and Projects

- **Updating McMaster's Accessibility Policy:** During this period, to stay current with the AODA's Integrated Accessibility Standards Regulations (IASR), as required by the AODA, the McMaster University Accessibility Policy was formally reviewed and approved by the Senate and Board of Governors in June 2024. The review and revision process was overseen by a committee of individuals, including the Equity and Inclusion Office's Accessibility Program Manager, the Senior Director of Human Rights & Accessibility, and the Chair of the McMaster Accessibility Advisory Council (MAAC). The redrafting process included an extensive consultative component with the University's community, including but not limited to consultations with 13 committees and / or campus community groups, plus in-depth reviews with six (6) responsible central units. The Accessibility Policy has been drastically updated and offers a roadmap for operationalizing legislative compliance under the AODA within the University, strategically identifying or outlining the centralized and distributed responsibilities.

- **Biennial AODA Reporting and Accessibility Environmental Scan:** In 2023, an AODA Compliance Environmental Scan was conducted across the University's central units and departments. Data from this scan informed the completion of the 2023 AODA Accessibility Compliance Report, which was submitted to the Ministry of Seniors and Accessibility on December 15, 2023. Additionally, the data collected and analyzed from the Environmental Scan helped to identify gaps in compliance and areas needing improvements, which resulted in rigorous follow-up with relevant University partners and departments to come into compliance, along with the creation of new resources (available on the resource page of the Accessibility Hub).

Institutional Accessibility Training Development

- **Web Accessibility Compliance:** The University continues to work towards web accessibility in line with the Accessibility for Ontarians with Disabilities Act (AODA) by implementing the McMaster Web Accessibility Compliance Workplan 2023-2024. Progress in this area includes establishing governance around web accessibility (including a Steering Committee, of which Dr. Barrington Walker is a member, and an Advisory Group of which the Accessibility Manager is a consultant), new support resources for administrators, mass communication with the community, and holding 52 consultations and training sessions with website administrators. An initial deadline to reach web accessibility compliance was set for December 31, 2023. It was anticipated that this first 2023 deadline would not be achieved due to the complex nature of our large institution, which is also highly decentralized. McMaster reported non-compliance on the AODA Section 14 website and web content accessibility within its 2023 AODA Accessibility Compliance Report to the Ministry. Following a dialogue with the Ministry in November 2023, an agreement was reached for McMaster to have an extension to reach web accessibility compliance by December 31, 2024. The Equity and Inclusion Office and University Technology Services are working closely in partnership with other relevant campus partners to ensure the University reaches its web accessibility obligations under the AODA by the end of 2024.

- **Expanded In-depth Consultation Offerings:** Throughout this period, the AccessMac Program provided over 276 consultations, which ranged from referrals, resource sharing, and document reviews to policy and guidance document reviews. Additionally, based on the 2023 AODA compliance reporting and internal data collection, AccessMac identified a few priority areas requiring in-depth consultation and adjustments to bring the University further in line with the AODA. These consultations included:

  - Advancing individualized emergency response processes in partnership with University Health and Safety

  - Improving inclusive procurement processes in partnership with Strategic Procurement

  - Ensuring accessibility and disability inclusions are embedded within the renewed McMaster institutional branding in partnership with Communications, Marketing & Public Affairs

  - Informing accessible guidelines for McMaster's facilities and infrastructure, led by Facility Services

  - Website accessibility to reach full web accessibility by December 2024 in partnership with University Technology Services

  - Assessments and roadmap for the forthcoming AODA Postsecondary Education Standards in partnership with the Office of the Vice-Provost, Teaching and Learning

  - Accessibility reviews and consults of spaces, including laboratories and the community garden

  - Review of accessibility at McMaster's convocation in partnership with the Office of the Registrar.

  These in-depth consultations significantly added value and contributed to meaningfully making McMaster's structural processes and spaces more accessible and inclusive.

- **New and Updated Training Content:** To ensure AccessMac's accessibility and disability inclusion trainings remain current, a full review was done of all asynchronous and synchronous training materials which AccessMac administers. Most notable is updating the AODA and Human Rights Code training, all Welcome Week and Community Advisor training materials, and creating new tailored training content for Faculties who request a training workshop. Updates include content related to the renewed Accessibility Policy, updated information on best practices and legislation, and a deeper focus on intersectionality. Additionally, AccessMac has partnered with Human Resources to shift the course "Creating Disability Inclusive Work Culture through Accommodations and Accessibility Approaches" to an online format, which will strengthen the course's contribution to the Inclusive Excellence Leadership Program.

Communications

- **Accessibility Hub:** AccessMac continued to host and maintain the website accessibility.mcmaster.ca, also known as the Accessibility Hub, which is a central place for the McMaster community to access all information related to accessibility and disability inclusion. During this reporting period, there were 20,720 views across all pages within the Accessibility Hub, which indicates that the website remains an important space for the McMaster community to access policies, training, and resources, report accessibility issues, and learn more about events and publications.

- **Publications:** The fifth annual publication of the Accessibility and Disability Inclusion Update, 2022-2023, was launched during National Accessibility Week 2024.

- **Listservs:** AccessMac continued to host and maintain three accessibility listservs (1. For employees, 2. For students, 3. General). Over 30 communications were sent through these lists.

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
Accessibility and/or Disability Inclusion Consultations: Broad McMaster campus community	191
Accessibility and/ or Disability Inclusion Consultations: Provincial accessibility communities (other ON universities and / or municipalities)	29
Consultations with Individuals with Disabilities: Disclosed - Persons with lived experience of disability(ies)	56
Total Consultations	**276**

Table: AccessMac's Consultations between 2019 and 2024. Description: there are four rows including the date, number of disclosure related consultations, number of accessibility and disability inclusion consultations, and totals. There are also six columns which includes the years covered.

Category	2019/20	2020/21	2021/22	2022/23	2023/24
Disclosure / Support-Related Consultations	24	34	68	88	56
Accessibility and / or Disability Inclusion Consultations	141	227	256	307	220
Totals	**165**	**361**	**324**	**381**	**276**

Top Themes for AccessMac Accessibility Program Consultations:

- Digital and Web Accessibility
- Built Environment Accessibility
- Student-Employee Accessibility / Accommodation Support and Referrals
- Navigating accessibility at McMaster (general referrals, resources)
- Parking Accessibility
- Accessibility during protests on campus

Synchronous (In-person) Trainings, Workshops, and Committee Meetings	
In-Person Accessibility and Disability Inclusion Training and Education Sessions	949
Accessibility Committee and Network Meetings (38 in total):	545
Welcome Week Training (August 2024)	1,111
Community Advisory Training (August 2024)	142
Community Engagement Events and other Workshops (17 in total)	488
Sub-Total Persons Trained and Engaged Synchronously	**3244**

Asynchronous (online, self-paced) training	
AODA and Human Rights	Employees: 1,764 completed Students: 2151 completed **Total: 3915**
FLEX Forward	Employees: 92 Completed Students: 102 Completed **Total: 194**
TA Training - Accessibility and Disability Inclusion	402
Welcome Week and CA Online Training Component	1,253
MSU Executives and Volunteer Training	300
Sub-Total Persons Trained	**6064**
Total People Trained or Participated in Workshops through both Asynchronous and Synchronous methods	**9308**

Most Popular Educational Sessions Themes

- AODA and Human Rights Code
- Digital and Web Accessibility
- Tailored training – Accessibility and Disability Inclusion 101
- Accessible Education / Accessibility in Teaching and Learning
- Accessible Sessions - Fostering a Community of Belonging

AccessMac Community Development and Engagement

Committee and Network Engagement: During this period, the AccessMac Program Manager, and Project Coordinator participated in over 38 committee, working group, and network engagement meetings and activities. These groups range from internal networks and committees such as the McMaster Accessibility Advisory Council (MAAC), the Employee Accessibility Network (EAN), the McMaster Facility Accessibility Design Standards Committee (MacFADS), the McMaster Community of Practice, the Tech Round Table, Web Accessibility Advisory, the Disability, Inclusion, Madness, Accessibility, NeuroDiversity (DIMAND) committee, to external groups such as allyHamilton, Hamilton Disability Employment Network, and the Ontario Network of Accessibility Practitioners (ONAP), etc. AccessMac's involvement in these committees reflects the diverse thematic engagement, and wide reach of community partnerships within the University and the external community. Accessibility cannot be done in isolation, and by ensuring AccessMac's engagement within different spaces and discussions, we are ensuring accessibility and disability inclusion remains a priority in line with the University's commitment to AODA compliance.

International Day of Persons with Disabilities Events (December 3): To celebrate this milestone day, McMaster hosted five (5) community events, in addition to supporting and promoting other engagement activities held by our community partners. AccessMac's events include: 1) Navigating Accessibility Services Post-Pandemic at McMaster; 2) Disability Discussion: Celebrating Disability Pride; 3) McMaster Museum of Art's Accessibility Guided Tour and Art Workshop; 4) Digital Accessibility in 2023; 5) Employee Accessibility Network Meeting. In total, 45 participants joined these events, which is in addition to reaching many more individuals through the publication in the Daily News article marking the occasion.

Employee Accessibility Network: During this reporting period, AccessMac's Manager Co-Chaired the Employee Accessibility Network (EAN). Five meetings were held throughout the year, and 89 participants attended the meetings. The EAN's main meetings focused on providing a peer support space for members. Additionally, tailored meetings were held with the EAN to engage and consult on the following areas: McMaster's Accessibility, McMaster's Facilities Accessible Design Standards, the Community Garden, and Individualized Emergency Response Planning Procedures.

National Accessibility Week (May 2024): To recognize National Accessibility Week, AccessMac developed a statement to mark the occasion which was published through the Daily News. Additionally, the annual publication of the Accessibility and Disability Inclusion Update, 2022-2023 was launched, a compilation of 56 initiatives from across the University which have contributed to progressing disability inclusion and accessibility at McMaster. Initiatives were submitted from faculties, central units, and individuals, with a wide thematic area from research, teaching and learning, digital accessibility, infrastructure, employment, and advocacy.

Institutional Educational Projects

- New educational offerings included anti-Black racism focused *Black Racial Trauma and Supporting the Self, Black Intersectionality, and Supporting the Black community in Academia* as well as two asynchronous modules: *Equity, Diversity, Inclusion and Accessibility Fundamentals* and one to support the McMaster-wide Aids and Awards Review process.

- Collaborative efforts included support for Athletics and Recreation's Winter 2024 Progress Review and strategic educational planning process, the MacPherson Institute of Teaching and Learning and EIO's Inclusive Pedagogies, and partnership with Human Resources on the Inclusive Excellence People Managers Program, with a newly developed asynchronous module to launch in Winter 2025.

- Co-piloted newly revised Welcome Week and Residence Life Bystander Training modules for over 1200 student and residence welcome week representatives, in collaboration with Sexual Violence Prevention and Response Office (SVPRO), Accessibility McMaster (ACCESS MAC) Program within the EIO, the Sexual Assault Centre (Hamilton and Area), SACHA.

Institutional Initiatives

- Established an EDI Leads Community of Practice comprised of the full-time EDI and anti-racism leads/ managers across DeGroote School of Business, Faculty of Health Sciences, Libraries, and Athletics and Recreation

- In Summer of 2024 the Anti-Black Racism Coordinator established a Scarborough Charter Community of Practice, comprised of representation including African and Caribbean Faculty Association of McMaster (ACFAM), Student Affairs, Black Student Success Centre (BSSC), African and African Diaspora Studies Program (ABLD), President's Advisory Committee for Building an Inclusive Community (PACBIC), and Black Student Mentorship Program (BSMP), to strategize the implementation of priorities and actions of upholding Black Excellence on Campus.

- Continued to sponsor McMaster Community and Hamilton Community events and initiatives, including the Black, Indigenous, and Racialized Employee Resource Group, Black Graduation and the John C. Holland Awards

Institutional Community Events

- Co-facilitated an event focused on Afrofuturism and Black Professional Development in collaboration with the Graduate Students Association and CUPE 3906

- *Our Campus Our Community* in Winter 2024 – A collaborative event with SVPRO, ACCESSMAC, and the Human Rights Dispute Resolution (HRDR)Team, for staff and faculty engaged in EDIA work

- Continued to be a key collaborator in the Black Graduation, which was attended by 750 graduating students, faculty, staff, families and friends, and well-received.

- Successfully continued to lead the curation of Black History Month events, promotions, and kick-offs for the McMaster community and funded and supported three events through a new funding opportunity for staff, faculty or student groups that wished to run BHM events

- Collaborated with the BSSC and Wellness Centre on a Black drop in check in for students, staff and faculty, promoting community building and mental health supports for the Black community on campus in Summer 2024

Equity, Diversity, and Anti-Oppression Program Consultations

Consultations: A consultation takes place when an individual or groups seek 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 2022–2023	Number of Consultations 2023–2024
Inclusion and Anti-Racism Consultations: • Departmental or program specific EDI strategic planning, • recruitment and retention consultations • committee consultations and strategizing, • Consultations for educational mapping and planning, policy and protocol development, and content or statement reviews • Consultation for event and initiative planning or safety planning	120	199
Support Related Consultations: • Persons with lived experience of equity deserving identity seeking navigational consultation and support	10	7
Anti-Black Racism Education and Programming Consultations • Departmental or program-specific strategic planning and/or recruitment for Black identifying staff, students and faculty • Anti-Black Racism education mapping, reviews, and consultations • Safety planning for Black-focused events, initiatives, and projects on campus	*N/A	105
Total	**130**	**311**

*2024 is the first year of reporting by category for Anti-Black Racism consultations as data were not previously captured

Equity, Diversity, and Anti-Oppression Education Sessions

Sessions and Workshops: Educational sessions and workshops encapsulate both synchronous and asynchronous workshops, presentations, and training 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 2022–2023	Number of Participants 2022–2023	Number of Sessions 2023–2024	Number of Sessions 2023–2024 (includes staff, students, faculty, and other community members)
Equity, Diversity, and Anti-Oppression Education: This is comprised of workshops, discussion sessions, lectures and seminar style education delivered across our synchronous topics such as: bias, microaggressions, stereotypes, inclusive language, bystander intervention, psychological safety and anti-oppressive organizational development. *(Please note: this data is inclusive of larger, staff and student cohort focused orientation education such as the Employee Equity Facilitators Program Training, the Inclusive Excellence People Managers Training in Anti-Racism, and the W Booth Orientation Training)*	78	4952+	36	1700+
Anti-Black Racism Specific Education: this is comprised of workshops discussion groups, and seminar style education focused on our anti-Black racism educational topics such as: defining anti-Black racisms, Black intersectionality's, Race-Based Trauma and Supporting the Black community	*Data not captured	*Data not captured	13	7
EDIA Fundamentals Asynchronous Module Completion: this new asynchronous module was launched in May 2024. The data reflect number of registrants and number of participants who have completed the module successfully	*Data not captured	*Data not captured	EDIA Fundamentals Module on Avenue to Learn, Piloted May 2024	Number of Registrants as of August 31st 2024: 157 staff/faculty 171 students Number of Registrants that have successfully completed the module as of August 31st 2024: 67 staff/faculty 148 students

Type of Program	Number of Sessions 2022–2023	Number of Participants 2022–2023	Number of Sessions 2023–2024	Number of Sessions 2023–2024 (includes staff, students, faculty, and other community members)
Summer 2024 Welcome Week Representative and Residence Life Training	*Data not captured	*Data not captured	In collaboration with Student Success and Residence life, 4 educational sessions of Bystander intervention with 17 rounds of case scenario education were provided throughout August for the Welcome Week Reps and Residence Life Community Advisors	1100+ welcome week representatives and residence life community advisors
Total	**78**	**4952+**	**70**	**3125+**

*2024 is the first year of reporting by these categories as data were not previously captured

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	750+*
Black Drop In Check In	In collaboration with the Black Student Success Centre and the Wellness Centre, a community mental health check in event was held in Summer for Black students, Faculty and staff.	15
Black History Month	In collaboration with Black History Month Planning committee: 30 sessions and events were held throughout the course of February 2024 in addition to frequent social media engagement and education	2,200+
Total	N/A	2,965+

* data was derived from the Black Student Success Centre's Summary Report of Black Graduation

Faculty of Health Sciences - Family Medicine

As of Fall 2023, the Department of Family Medicine Equity, Diversity, Inclusion and Anti-Racism Portfolio does not have a dotted line report to the EIO. For information on the Department of Family Medicine education, consultation, and events, please visit the Department of Family Medicine [Website](#).

Sexual Violence Prevention & Response Office

Highlights of Notable Successes and Opportunities

- **It Takes All of Us (CONSENT 1A00/SGS 202):** SVPRO successfully piloted the It Takes All of Us (ITAOU) course in 2022/23 and, based on positive feedback, will continue to offer the asynchronous course for all incoming undergraduate and graduate students at McMaster. ITAOU is an online, interactive course 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 are automatically enrolled and encouraged to complete the course. McMaster employees also have access to the course through the Avenue to Learn (A2L) platform. As of August 31, 2024, 2,554 students completed the course, and another 1,181 students began but did not complete it.

- **ConsentLit Research Project:** With support of the Office of the Provost, SVPRO and the Okanagan Office of Health and Wellbeing began a mixed methods research study of the It Takes All of Us course. This project gathered diverse student and expert perspectives through surveys and focus groups. The findings of ConsentLit will inform this, and future university-level interventions aimed at enhancing consent education and reducing sexual violence among students at McMaster University.

- **Partnership Agreement with SACHA:** SVPRO is thrilled to be formally partnering with the Sexual Assault Centre (Hamilton and Area), SACHA, to strengthen and advance prevention education work within the McMaster community. The 2023/24 inaugural partnership agreement was so successful that we will continue in the 2024/25 academic year and hopefully beyond. Some of the Partnership Agreement outcomes include leading the development of a SACHA/SVPRO "Healthy, Sexy Times" zine with the Peer Educators, co-facilitating community conversations on It Takes All of Us and other topics related to gender-based violence, outreach supports at our tabling events, supporting the in-person training of over 1,100 Welcome Week reps, developing and leading events with Peer Educators teams, and many more prevention-related education sessions.

- **Peer Educators:** We recruited and trained a new group of 10 sexual violence prevention Peer Educators who will assist with events throughout the school year, including Consent Action and Awareness Weeks, and organizing our popular Dogs Against Cat Calling event.

- **Welcome Week Representative Training:** SVPRO, in partnership with EIO colleagues, offered bystander intervention training and small-group case scenario sessions to all 1,111 Welcome Week student leaders. The training was offered over three full days.

- **Unita Assk:** SVPRO's own consent-educating and award-winning drag queen, Unita Assk, hosted events in collaboration with McMaster Welcome (Welcome Week kick-off), McMaster Student's Union, McMaster Libraries, the Student Success Centre, and the Sexual Assault Centre (Hamilton and Area). Unita also co-hosted a successful "Math in Drag" Book launch with drag queen Kyne Santos in partnership with the Department of Mathematics and Statistics.

- **Feminist Self-Defence:** In partnership with local organization Acts of Resistance, six two-hour self-defense sessions for those identifying as women, non-binary, or 2SLGBTQIA+ were offered to the McMaster community (four for students and two for staff and faculty). All sessions were well-received by the community.

- **Website Usage:** Tracked 9,500 website visitors

- **Conference and Course Presentations:** SVPRO staff were invited to speak at conferences and courses such as, International Association of Student Affairs and Services Global Summit, Ontario University Sexual Violence Network training session, Canadian Association for the Prevention of Discrimination and Harassment in Higher Education, Osgoode Hall Law School Professional Development Courses, Integration Women's Health Symposium for Allied Health Professionals, and the following course: Addressing Family Violence in Perinatal Care interprofessional workshop in collaboration with the Midwifery program at McMaster.

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, 2023, and August 31, 2024, there were a total of 143 Disclosures of Gender-Based and Sexual Violence. The number that went on to the Complaints process is captured in the Statistical Report section.

Category	2019/20 Total # of Disclosures	2020/21 Total # of Disclosures	2021/22 Total # of Disclosures	2022/23 Total # of Disclosures	2023/24 Total # of Disclosures
Sexual Assault	100	12	40	69	110
Sexual Harassment	13	11	16	22	10
Stalking	2	2		1	5
Indecent Exposure	1	1			
Voyeurism	1				1
Sexual Exploitation	4		1	3	2
Intimate Partner / Domestic Violence	3	1	4	8	21
SV (not specified)				20	
Total	124	27	61	123	*143

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.

*Disclosures can include more than one category of Sexual Violence

Sexual Violence Policy Consultations

Between September 1, 2023, and August 31, 2024, SVPRO, offered 151 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	2019/20	2020/21	2021/22	2022/23	2023/24
Consultations	84	64	61	126	151

2023/24 Consultation Breakdown:
Sexual Harassment: 16 | Sexual Assault: 60 | Stalking: 7 | Exploitation: | IPV: 17 | GBV: 63

*consultations can involve more than one sexual violence category

Sexual Violence Prevention Education

Type	Number of Events	Number of Participants	Audience	Topics
Synchronous trainings and workshops (virtual, hybrid, and in-person)	46	3,819	Students (undergraduate, graduate), staff, faculty, clinical faculty	Responding to disclosures of sexual violence, preventing sexual harassment, building cultures of consent and inclusion, building gender-inclusive spaces, bystander intervention
Asynchronous trainings	N/A	1,253	Community Advisors, Residence Life Area Coordinators, Welcome Week Representatives	Responding to Disclosures of Sexual Violence
It Take All of Us (Consent 1A00/SGS 202)	N/A	4,986	Incoming undergraduate and graduate students, Community Advisors, Residence Life Area Coordinators, Welcome Week Representatives	Consent, responding to disclosures, bystander intervention, seeking supports on and off campus
Events and webinars	28	5,219	Open to all	Feminist self-defence classes; open mic poetry night; December 6 Memorial Walk; healthy masculinity webinars; joint webinars with other universities; Drag Story Time for grown-ups; various events with community partners (SACHA, Sisters in Sync, Next Gen Men)

Human Rights and Dispute Resolution Program

Highlights of Notable Successes and Opportunities

- Developed and launched coaching sessions, which are conducted post-investigation when there is a substantiated finding of a Discrimination & Harassment or Sexual Violence Policy violation. During this reporting year, the office successfully conducted eight (8) coaching sessions. This process supports a restorative justice approach to assist parties post-investigation.

- Redesigning and revamping the human rights component of the Inclusive Excellence Leadership Program, set to launch in Winter 2025, to strengthen its focus on equity, psychological safety, and inclusive leadership for senior leaders.

- The HRDR team streamlined the process of concerns and complaints, and all Senior Human Rights Advisors have Faculty and Department assignments. This ensures timely response and continues to foster relationships with the McMaster community.

- Ongoing collaboration with Assistant Deans, Deans, Student Accessibility Services, and other partners to update McMaster's process for the intake and assessment of retroactive academic accommodation requests.

- Significantly reduced timelines for investigations using transcription services for all internal investigations conducted by a Senior Human Rights Advisor when all parties are available to meet.

- Continued partnership with EIO colleagues and members of other Intake Offices to deliver customized training and provide leadership on 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 and Sexual Violence 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[1].

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[1].

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.

Coaching: involves structured sessions focusing on personal and professional growth, compliance with relevant policies, and enhancing interpersonal skills. These conversations often address the gap between intent and impact, guiding individuals to adjust their behaviours to align with the Discrimination and Harassment Policy and the Sexual Violence Policy. The sessions also explore power dynamics, identity, and societal norms influencing behaviour, particularly in areas like consent. This method promotes introspection, helping individuals understand the broader effects of their actions and fostering a constructive approach to personal and interpersonal challenges. Coaching is used post-investigation, following a finding of a policy violation, to support the healing of all parties involved.

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 Office of Respectful Conduct in Clinical and Academic Environments, and Student Case Management Office.

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[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*.

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

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, 2019– August 31, 2020	46	12	34	20
September 1, 2020 – August 31, 2021	58	26	32	40
September 1, 2021 – August 31, 2022	35	18	17	18
September 2, 2022- August 31, 2023	28	9	19	23
September 1, 2023- August 31, 2024	40	5	35	25

There continues to be a noted increase in the complexity of the matters across multiple portfolios and the number of individuals involved.

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, 2019– August 31, 2020	46	35	25	14
September 1, 2020 – August 31, 2021	58	48	25	15
September 1, 2021 – August 31, 2022	35	30	10	5
September 2, 2022- August 31, 2023	28	18	10	0
September 1, 2023- August 31, 2024	40	35	11	6

3. Complaints Investigated

Reporting Year	Percent investigated	Percent resulting in policy violations	Mean Length of investigation[2] process (months)
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 1, 2021 – August 31, 2022	66%	71%	8.4 (median 7.75)
September 2, 2022- August 31, 2023	43%	50%	8.8 (median 7)
September 1, 2023- August 31, 2024	24%	75%	3.5 (median 3)

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, 76% 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 75% 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 2023/2024 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.Consolidated numbers on complaints, consultations and alternative dispute resolution are listed in the statistical report section below.

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[2] 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	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Sex (includes sexual harassment and assault)	29	25	14	12	11
Personal Harassment (intimidation, bullying)	10	17	10	7	9
Ancestry, colour, race	7	13	8	4	14
Disability	5	7	4	4	7
Creed/religion	4	2	3	4	3
Family status	1	2	1	1	1
Age				2	4
Gender Identity/ Gender Expression				1	1
Reprisal				1	0
Total	**56**	**66**	**40**	**36**	**50**

Note: Some complaints involve more than one ground.

2. Complaints: Participant Type

	Complainant	Respondent
Undergraduate Student	9	6
Graduate Student	3	2
Staff	19	20
Faculty	7	15
Other (external, not identified)	1	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)	6	6
DeGroote School of Business	2	4
Faculty of Engineering	7	2
Faculty of Health Sciences	14	9
Faculty of the Humanities	3	1
Faculty of Science	2	2
Faculty of Social Sciences	2	2
Athletics & Recreation	0	1
Facility Services	1	0
Hospitality Services	1	1

4. Complaints: Origin of the Concern

Origin of Concern	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
Academic context	14	16	9	7	10
Employment context	17	26	19	13	22
Campus community (e.g., extracurriculars, events)	2	3	3	0	5
Off campus, with a nexus to the University	6	8	2	7	2
Residence	4	3	0	0	0
Athletics	3	4	3	1	1

Coaching Statistics

8 post-investigation coaching sessions were conducted to support respondents in addressing behaviours identified as policy violations under the Discrimination and Harassment Policy and the Sexual Violence Policy.

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

Numbers

For the 2023-2024 academic year, the five Intake Offices recorded a total of 1,412 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:

- Ancestry, colour, race
- Creed/religion
- Disability

Disaggregated Consultation Data

1. Consultations: Issue

Issue	2019/2020	2020/2021	2021/2022	2022-2023	2023/2024
Harassment - Personal	77	95	108	112	124
Sexual Violence	74	81	61	35	378
Discrimination	114	64	91	100	668*
Accommodation	73	80	618	85	221
Grounds Based Harassment	125	43	69	150	253
Poisoned Environment	12	10	5	63	37
Accessibility**	2	17	3	11	25
Total	477	390	970	556	1,706

Note: some consultations involved more than one issue.

* 584 consultations addressed issues related to Israel and Palestine.

** 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

	2019/2020	2020/2021	2021/2022	2022–2023	2023/2024
Disability	92	90	119	136	168
Creed/religion	28	12	542	26	361
Ancestry, colour, race	70	49	47	125	1,068
Ethnic origin	10	12	14	15	143
Family status	14	9	18	11	23
Gender identity/ gender expression	5	5	9	13	56
Age	3	0	6	3	6
Place of origin	11	24	15	5	115
Sex	151	92	45	51	81
Sexual orientation	6	3	6	1	12
Citizenship	3	7	4	4	16
Marital status	1	0	0	0	0
Total	**384**	**303**	**825**	**390**	**2,049**

Note: Some consultations involve more than one ground.

3. Consultations: Participant Type

	2019/2020	2020/2021	2021/2022	2022–2023	2023/2024
Undergraduate Student	114	74	129	142	128
Graduate Student	92	43	43	62	44
Staff	115	106	173	226	348
Faculty	118	95	92	82	89
Medical Resident	27	5	6	21	4
Other (external, not identified)	11	21	527	23	16

4. Consultations: Faculty/Area of the University

	2019/2020	2020/2021	2021/2022	2022–2023	2023/2024
Administrative Units	82	84	54	116	136
DeGroote School of Business	18	19	27	25	37
Faculty of Engineering	26	35	52	47	37
Faculty of Health Sciences	133	86	126	183	180
Faculty of the Humanities	24	23	28	28	20
Faculty of Science	35	32	47	82	29
Faculty of Social Sciences	46	40	25	26	157
Ath & Rec	NA	7	12	3	18
Unknown	113	34	599	47	15

5. Consultations: Origin of the Concern

Origin of Concern	2019/2020	2020/2021	2021/2022	2022–2023	2023/2024
Academic context	201	199	228	231	260
Employment Context	73	70	106	207	129
Campus community (e.g., extracurricular, events)	43	25	27	33	137
Off campus, with a nexus to the University	50	21	30	17	34
Off campus, with no nexus to the University	NA	7	14	NA	5
Residence	7	13	13	17	4
Athletics & Recreation	18	15	9	18	4
Online					56

Education & Training Initiatives

The HRDR program has enhanced its tailored education and training efforts to address emerging issues and trends identified through complaint and consultation data collected using the case management system (July 2023). This proactive approach aims to mitigate risks and promote an inclusive campus environment.

The Senior Director of Human Rights and Accessibility, Senior Human Rights Advisors, and members of the Response Team collaborate to deliver tailored support and guidance. Quarterly reports and meetings provide a platform for reviewing anonymized complaint and consultation data with deans, department leads, and EDI leads, if available, ensuring confidentiality while identifying trends, addressing concerns, and supporting data-informed decision-making for strategic interventions.

Training content is customized to meet the specific needs of each faculty and department, focusing on addressing unique challenges and promoting relevant, impactful education. Regular evaluation ensures ongoing refinement and alignment with evolving institutional priorities, fostering a responsive and informed community.

The HRDR program remains committed to enhancing the campus climate through strategic, evidence-based education and training initiatives, addressing emerging issues while laying the foundation for sustainable cultural change.

During the 2023-2024 academic year, the HRDR team delivered 44 tailored training sessions across six faculties, in addition to various departments and administrative units, covering human rights and related topics, including discrimination, harassment, personal and psychological harassment, duty to accommodate, intake processes, and early interventions.

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 gender-based and 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 entail 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.

Numbers

- For the 2023-2024 academic year, the Intake Offices recorded a total of 55 dispute resolution matters.

Reporting year	2019/2020	2020/2021	2021/2022	2022-2023	2023/2024
Number of resolutions facilitated by Intake Offices	122	145	103	90	55

- *Discrimination, code based harassment and accommodation (related to ancestry, colour, race, sex and disability) are the most common matters where dispute resolution was conducted.*

- *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.*

- *This decrease in ADR reflected a challenging environment in matters related to Israel and Palestine.*

Early Intervention Statistics

Sixteen Early Interventions were conducted during the 2023-2024 academic year, with the most common requests for intervention involving matters related to race, disability, sex, and sexual harassment.

Intervention Type	2021/2022	2023/2024
Early Interventions	23	16

Equity and Inclusion Office

Human Rights | Complaint Resolution

Education | Accessibility

Sexual Violence Prevention and Support

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