



2016-17

# ANNUAL REPORT



## Building Inclusion (in an Uncertain World)

### A Message from the Assistant Vice-President

One of the first things I experienced when I joined the University of Guelph was hearing our staff, students, and faculty express the importance of collaboration and cooperation in creating a welcoming place to work, to learn, and to visit. It was truly inspiring to learn that so many of us knew that inclusion is shared responsibility.

What does inclusion mean? It begins with a shared understanding that the most innovative, creative and successful University will be one that acknowledges and welcomes its diversity. That is the easy part. As Canada's population changes and our campus becomes increasingly diverse, we must be ready to embrace and respond to change on a local and global scale. To not only welcome diversity, to build it into the essence of who we are what we aspire to be. That is the bigger challenge.

The 2016-17 academic year was both a challenging and a rewarding year for DHR and the University of Guelph. Our Office led and collaborated on several policy and programming initiatives; developed new tools to improve our responsiveness to questions, concerns, and complaints; delivered training to thousands of staff, students, and faculty; and partnered on the development of the University's first inclusion framework, which will fundamentally transform the way that we deliver human rights education and training to our community.

Throughout all of this, our community grieved for beloved community members and searched for new ways to engage with an uncertain, and at times, incredibly volatile and difficult world. These struggles remind us that the commitments we make to inclusion, empathy, and mutual respect, must be honoured, upheld, and defended; even in the face of great uncertainty and seemingly insurmountable obstacles. Perhaps especially, then.

I hope that you will take a few moments to enjoy this account of our year in the life of diversity and human rights. It is one Office, but it is our challenge. We all own inclusion, because we all create it.

Warm Regards,

Dr. Jane Ngobia  
Assistant Vice-President, Diversity and Human Rights

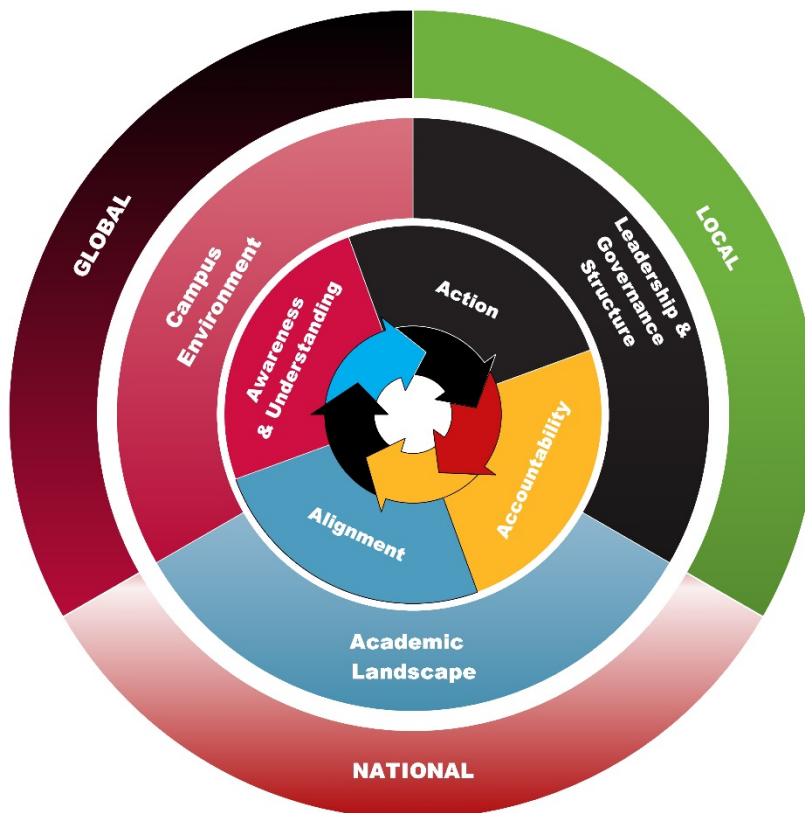


## I. Strategic Initiatives

### Fostering a Culture of Inclusion at the University of Guelph: An Institutional Imperative

On April 21 2017, the University's Board of Governors endorsed the University of Guelph's inclusion framework, the result of a community partnership with the Provost's Office, Human Resources, Student Affairs and OpenEd.

Our framework will help all of us create an institution where everyone is valued, welcome and appreciated by focusing on the crucial imperatives of awareness, alignment, action, and accountability.



## Board of Governors

Affirms its commitment to an inclusive campus and fostering a culture of inclusion at the

University of Guelph as an institutional imperative, acknowledging the University's diverse population, and that every member of an inclusive campus is a valued contributor

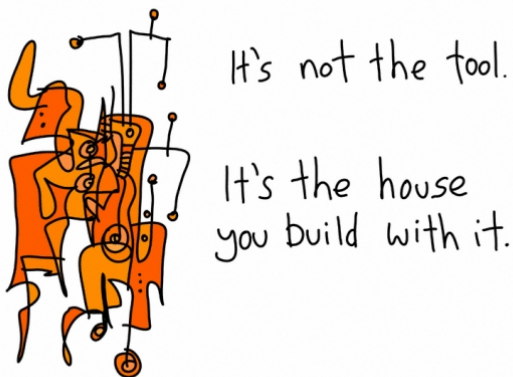
Endorses the Inclusion Framework document, "Fostering a Culture of Inclusion at the University of Guelph: An Institutional Imperative," as presented.

**April 21, 2017**

These imperatives are reflected in **An Academic Landscape** that values the diverse experiences and backgrounds of the individuals and eliminates systemic barriers that lead to isolated experiences rather than meaningful engagement.

Nimble **Leadership and Governance** structures that delivers oversight to ensure that gaps between the goal of cultural and structural change and operational realities identified and bridged.

A **Campus Environment** intentionally designed for inclusion as reflected in our policies, practices and processes, and operationalized through Inclusion Action Plans at the unit/division level.



As this report demonstrates. We are already following the principles behind the framework. We already have the tools. The framework helps us to build with them.

### ***Looking Ahead: Inclusion Framework 2017-18***

Now that the framework is endorsed, our next task is to weave its values into the day-to-day life of our campus. This begins by building general awareness of the framework through communications and programming initiatives during summer and fall 2017.

It continues throughout the fall and winter semesters as we work to implement its initial priorities of catalyzing its governance structure and developing its training and outreach strategies.

### **Sexual Violence Policy and Procedures**

On January 1, 2017, The University of Guelph's Sexual Violence Policy came into effect. Through a focused and collaborative process led by the Associate Vice-President, Student Affairs, the University of Guelph now has a comprehensive policy aimed at supporting all members of the campus community, including faculty, staff and students.



In accordance with the Policy's Procedures for Students, the Office of Diversity and Human Rights quickly undertook its responsibility to investigate formal complaints filed under the Policy. In this regard, DHR is collaborating with other process owners, including Student Housing Services, Student Affairs, and Campus Community Police, in developing a nimble and efficient interdepartmental process for students seeking help.

### **Interdisciplinary University (UNIV) course**

In the winter of 2017, the AVP, DHR welcomed the first cohort of students to the inaugural UNIV course focused on human rights in the context of the University of Guelph. Instructed by the AVP-DHR, the course drew upon the skills and experiences of DHR's staff and student volunteers. Through its further offerings in 2018 and beyond, the UNIV course has been quickly established as a strong foundation from which to shape and inspire new leaders in inclusion.

## **II. Community Building**



### **Peer Inclusion Educators (PIE) team**

In the summer of 2016, the Office of Diversity and Human rights established a small team of student leaders from across campus to pilot the Peer Inclusion Educators (PIE) program – a pilot initiative calculated to demonstrate the importance and impact of delivering messages of inclusion with student voices.

The PIE team's first major initiative was in support of the #PAUSE ('Hashtag Pause') orientation event facilitated with our partners in Student Life and Student Housing Services. Over the course of one warm summer evening, over two thousand first year residence students joined their peers for a lively and engaging introduction to the themes of inclusion and human rights.



Throughout 2016-17, the PIE team participated in multiple training sessions to enhance their skills in intercultural communication, problem solving, group facilitation, and educational outreach. The PIE's also facilitated or co-delivered multiple community events including: a panel discussion on Allyship; a Halloween themed event to build awareness of cultural appropriation issues; a 'White Ribbon' panel discussion on the role of men in supporting the values of a campus free from violence against women; and a photographic campaign to visually represent the diversity of our faculty, staff, and students, which will officially launch during 2017 orientation week.

### ***Looking Ahead: Peer Inclusion, 2017-18***

In light of the value and impact demonstrated by our dedicated students, DHR has formalized the Peer Inclusion Educator program through Student Life's distinctive and renowned Peer Helper Program. Beginning in the fall 2017, our new team of Peer Inclusion Educators (PIE) representing graduate and undergraduate students will continue to demonstrate that the imperatives of equity and inclusion are crucial to any successful course in life – be that course academic or professional goal. Welcome team!

## **III. Mandate & Operations**



### **Standardized Training**

#### **Capacity Building for Equity and Inclusion**

DHR continued to facilitate several training and outreach workshops throughout the year including:

- Human Rights Training for Supervisors, students, research station staff, chairs etc.
- Diversity and Human Rights orientation for new employees (NEW Days)
- Faculty Search Committee Training

### ***Looking Ahead: Building for the Future***

During the past year, we enhanced our training capacity with the addition of two new staff members. Through the guiding principles of the Inclusion Framework, they will develop a new curriculum and a systematic training program that will sustain the University's equity and inclusion education programs for the future. In 2017-18, look for dynamic new online modules and outreach initiatives that will deliver our programs to even more students, staff, and faculty members.



## **Sexual Violence Investigations Training**

In January 2017, shortly following the advent of the University's new Sexual Violence Policy, personnel from the Office of Diversity and Human Rights, Student Housing Services, Student Life, Human Resources, Physical Resources, and Campus Community Police engaged in an immersive and intensive four-day course in sexual violence investigations training.

This initiative helped to ensure that all personnel responsible for the Policy and Procedures are equipped to address and resolve complaints using common investigative principles premised on respect, empathy, and administrative fairness.

## **Human Rights at the University of Guelph 2017**

### ***Human Rights Advisory Group (HRAG) Review - Phase Two***

In October 2014, the Board of Governors (BOG) approved the Human Rights Advisory Committee's (HRAG) plan of action for conducting a review of Human Rights at the University of Guelph, the University's Human Rights Policy and Procedures document.

The first phase of this process involved months of deliberation by the HRAG and an extensive series of community consultations, which included meetings with student leaders and employee (faculty and staff) groups. On June 3, 2016, the BOG approved the revised documents.

Throughout 2016-17, the second phase of the HRAG's review continued with a thorough review and rethinking of the Informal Resolution Process and Mediation Resolution Process, as outlined in the Procedures document. A legal consultant is assisting with this process, which is expected to conclude by the winter of 2018.

In addition, our volunteer human rights fact finders and resource persons participated in enhanced training to reflect their new responsibility to assist in investigations filed under the Sexual Violence Policy as well as the Human Rights Policy.



## Student Focus Groups and Controversial Issues



In partnership with the Muslim Students Association, DHR facilitated a series of focus groups providing Muslim students an opportunity to share their experiences on campus, particularly in light of an international political climate with the potential to create feelings of isolation and concern among Muslim students.

Under the aegis of the University's Hate Activities Committee, DHR and its community partners also worked to find unique and collaborative ways to address the potential impact of current social and political issues on our community in the absence of a formal complaint process or response, which included grassroots messages of support and inclusion following the US Presidential Election and other major local and world events.



### ***Looking Ahead: New Lenses. New Focus, 2017-18***

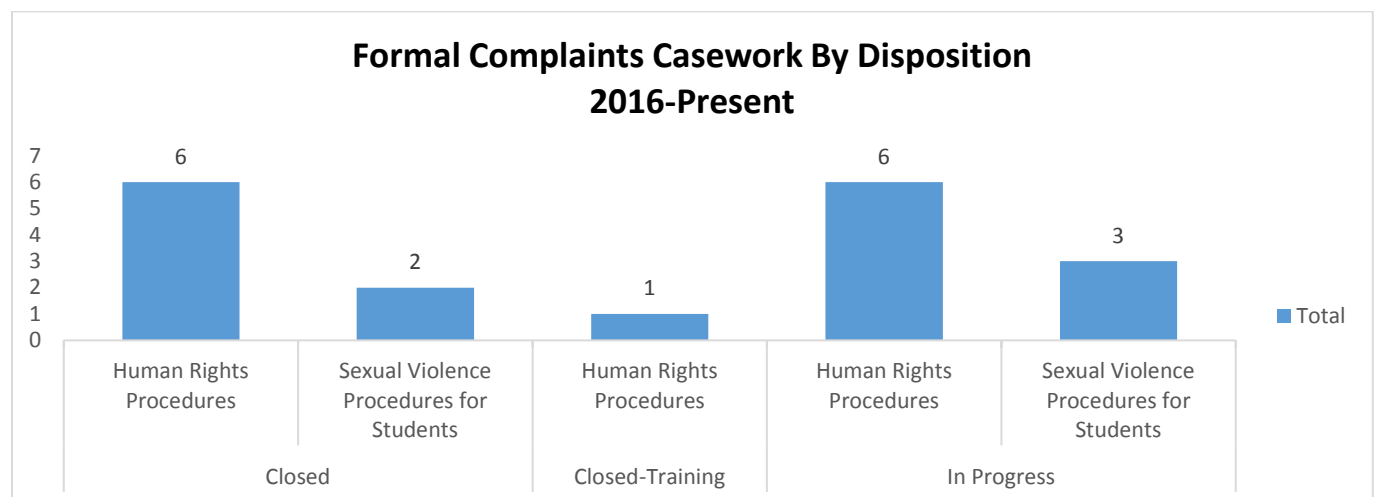
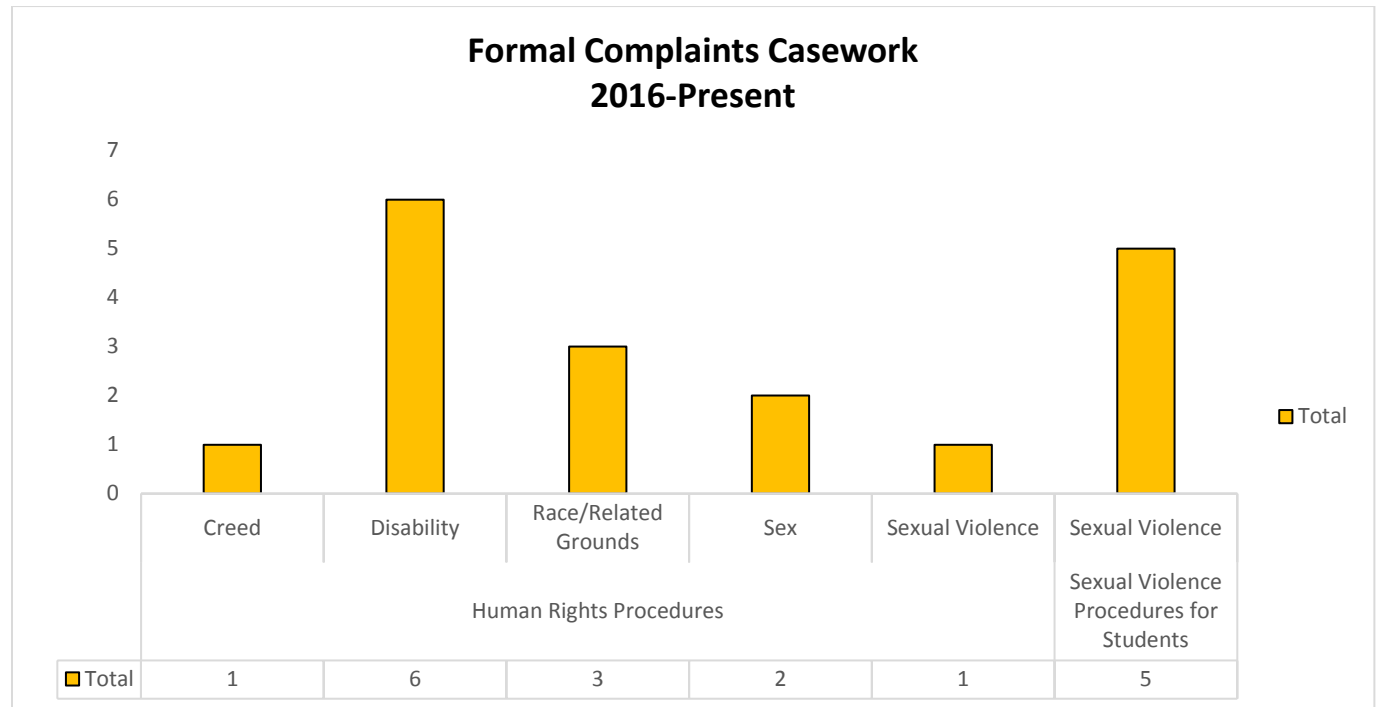
The information gathered through these initiatives will help the University focus its efforts to engage students through the lens of our new inclusion framework and to reshape the University's Standard Operating Procedures for the Management of Hate Activities.

## Human Rights Questions, Concerns, and Complaints

### Formal Complaints Casework

During the 2016-17 academic year, the Office of Diversity and Human Rights (DHR) administered **18** active formal complaints at varying stages of resolution. Nine of these complaints were closed during the academic year.

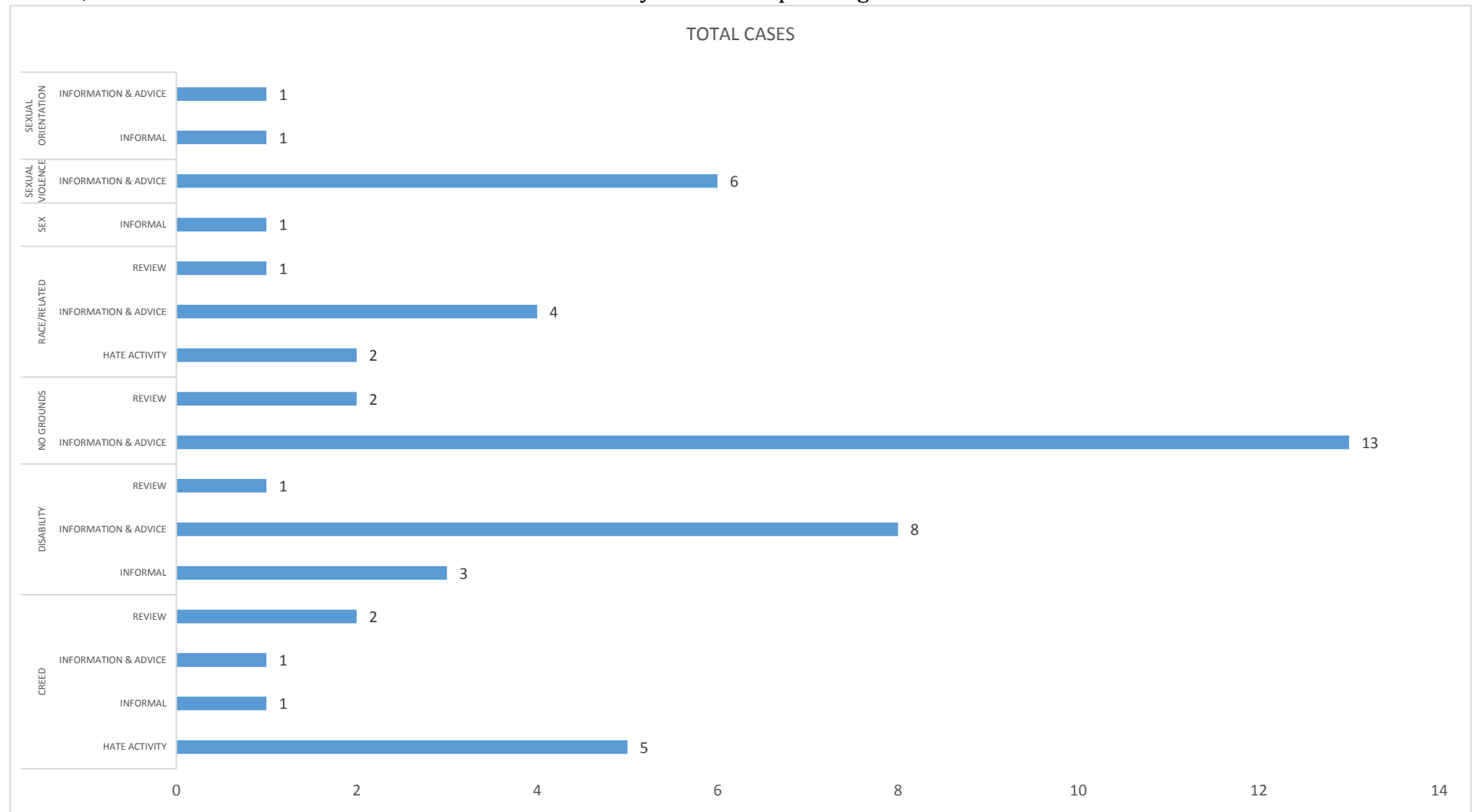
The following chart illustrates the complaints by identified grounds and the procedure utilized. The second chart illustrates the number of complaints by current disposition.



*Re: Closed-Training, a closed case resulting in a systematic training outcome facilitated by DHR*

## Questions, Concerns, and Informal Complaints

During 2016-17, in addition to its formal complaint casework, the Office of Diversity and Human Rights documented **52** questions, concerns, and complaints addressed and/or resolved through its internal intake and triage process. The following chart illustrates each issue by identified ground(s) and whether it was resolved through: the provision of Information and Advice, the Informal Resolution Process or the Hate Activity Standard Operating Procedure.



## Employment Equity

### Qualitative Goal Setting and Monitoring

As part of its commitment to equity, DHR conducted a detailed workforce analysis publicly released the results of the Diversity Matters Census. In conjunction with this release, DHR prepared a detailed analysis of the data. The report was subsequently reviewed and approved by VP Finance, Administration and Risk.

Following that process, DHR, the Human Resources department, and the Employment Equity Committee established short and long-term qualitative institutional goals for developing and implementing plans to address the gaps identified through the data analysis.

Throughout the 2016/17 academic year, this team continued to make meaningful progress towards realizing the agreed upon Institutional quantitative goals, through the development of appropriate monitoring and progress reporting tools.

## Accessibility at the University of Guelph

### Partners in an Accessible Future



The University of Guelph Accessibility Steering Committee and its sub-committees worked diligently to achieve the goals set out in the 2012-15 Multi-Year Accessibility plan and made substantial progress in developing its goals for the 2016-21 Plan, which is now available in its draft form on the DHR website.

The Document Accessibility sub-committee developed and administered a survey of University employees regarding document accessibility and completed a thorough audit of all University outdoor public spaces.

These initiatives gathered valuable data and the crucial community perspectives that will help the University to identify accessibility deficiencies and to prioritize its future project planning.

The Accessibility team also helped to facilitate a number of professional development workshops in accessible client service and accessible document design with the support and expertise of our partners in the Library and Human Resources.





## The 2017 Accessibility Conference: Becoming a Catalyst for Inclusion

May 30 and 31, 2017

University of Guelph



*The University hosted its colleagues from throughout Canada at its eighth annual Accessibility Conference: "Becoming a Catalyst for Inclusion." In comparison with last year's conference, this year saw a significant increase in attendees.*

*As always, the conference was an engaging opportunity for accessibility professionals and novices to build their networks and to exchange ideas in building an accessible future for all.*

We are pleased to report that Steering Committee and its partners in Computing and Communications Services continue to make steady progress in the implementation of its systematic plan to meet the University's obligations the area of AODA web compliance.

### DHR Grows Again!



In early 2017, the Office of Diversity and Human Rights welcomed its newest team members, Meaghan Morris and Stacey Alderwick. In their respective capacities as Senior Training Officer and Training Officer. Meaghan and Stacey bring rich backgrounds in student services, adult education, and alternative dispute resolution - and will operationalize the training and outreach objectives of DHR through the lens of the Inclusion Framework.

Welcome Meaghan and Stacey!

## Conclusion



At the University of Guelph, building an inclusive community is a shared responsibility. Our achievements and successes are truly the results of collaborative partnerships with key University departments and units, including: Student Life, Student Housing Services, the Department of Athletics, Open Learning & Educational Support, U of G Library, Human Resources, Campus Community Police, and Computing and Communications Services –in addition to the many dedicated representatives of our employee, student government, and special status groups who provided their valuable time, expertise and support.

As our University enters its first year guided by the inclusion framework 2017-18, promises to be another year of growth, challenge, and success.

At the Office of Diversity and Human Rights, some of our top priorities will include:

Along with these major projects, the DHR will continue with the dynamic training sessions, problem-solving strategies, and community partnerships that define us.