



**Diversity &
Human Rights**

Transitional Report

May 2013 – April 2014

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UNIVERSITY
of GUELPH

CHANGING LIVES
IMPROVING LIFE

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1. Diversity and Human Rights (DHR)

The Office of Diversity and Human Rights (DHR) formerly the Human Rights and Equity Office (HREO) was established in 1996. The Office is responsible for creating an inclusive campus culture where all people are treated with respect and can reach their full potential irrespective of their different characteristics. The office is known for its advocacy, advisory, mediation and leadership role, as well as an educational resource. In its various roles the office is confidential, impartial, fair, independent and collaborative as the situation may demand.

We are proud of our achievements over the years and we are committed to continuous improvement and innovation to meet the needs and expectations of our community. DHR is committed to building an inclusive University of Guelph community that supports and advances equity in employment, education, accessibility and human rights.



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The newly renamed Office of Diversity and Human Rights (DHR) has been in a period of transition and renewal following an operational review conducted in 2012 by the Institute on Governance (IOG). The Operational Review involved discussions with campus groups, interviews with key stakeholders, and a survey of faculty, staff and students. The office now has new leadership, new staff and a renewed mandate which is the outcome of extensive community input about our role and how we can best serve our community.

The **Operational Review** involved discussions with campus groups, interviews with key stakeholders, and a survey of faculty, staff and students.



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Operational Review

The 2012 Operational Review made 26 recommendations, which the office has summarized under five overarching themes

- Outreach, consultative, collaborative, and community engagement processes .
- Communication with multiple constituents across the campuses and research stations
- Capacity building within the community to ensure a shared responsibility for equity.
- Improved office processes which includes outcome-based practices and benchmarking
- Efficiency and timeliness in human rights policy and procedures processes



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DHR Mandate



Figure 1 Office of Diversity & Human Rights Mandate. Image description: 5 overlapping circles, labeled Educational Equity, Employment Equity, Human Rights, Accessibility, and Inclusive Community.

This image visually represents the relationship that exists between our operational and functional areas. Each mandate builds on one another to form a whole and highlights our focus on building an inclusive campus.

This version of our mandate acknowledges the relationships between our operational and functional areas.



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The following are DHR's five areas of mandate:

Employment Equity focuses on systematic efforts to correct the conditions of disadvantage in employment for historically disadvantaged groups under the federal contractors program.

Educational Equity focuses on condition of fairness with respect to educational opportunities for all people irrespective of their background or abilities. Educational equity acknowledges that inequities and barriers exist, and action is necessary to eliminate them at a systemic level.

Accessibility (AODA) The DHR has a mandate to coordinate campus-wide initiatives to systemically address barriers in order to achieve accessibility as stipulated by the law (AODA, 2005).

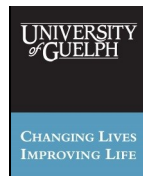
Human Rights Code The DHR is responsible for managing the dispute resolution processes outlined in the University's Human Rights Policy -2009. The Policy is guided by the Ontario Human Rights Code, which gives all people equal rights and opportunities without discrimination based on various specified grounds .

Inclusive Community This mandate is based on the philosophy that everybody in the university community shares in the responsibility for creating an inclusive campus. DHR champions this cause.



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A portrait of a woman with short, dark, curly hair, smiling. She is wearing a black blazer over a bright green top and a necklace with a large, dark, oval pendant. The photo is tilted and has a white border.



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A New Framework

Re-envisioning Equity, Inclusion, and Human Rights

Following the community forums, the work of aligning the community's needs with the Office's mandate began. The Office undertook a process to re-envision human rights and equity at the University of Guelph.

A new framework titled, "Re-Envisioning Equity, Inclusion, and Human Rights" was developed. This document outlines the Office's new operating plan.

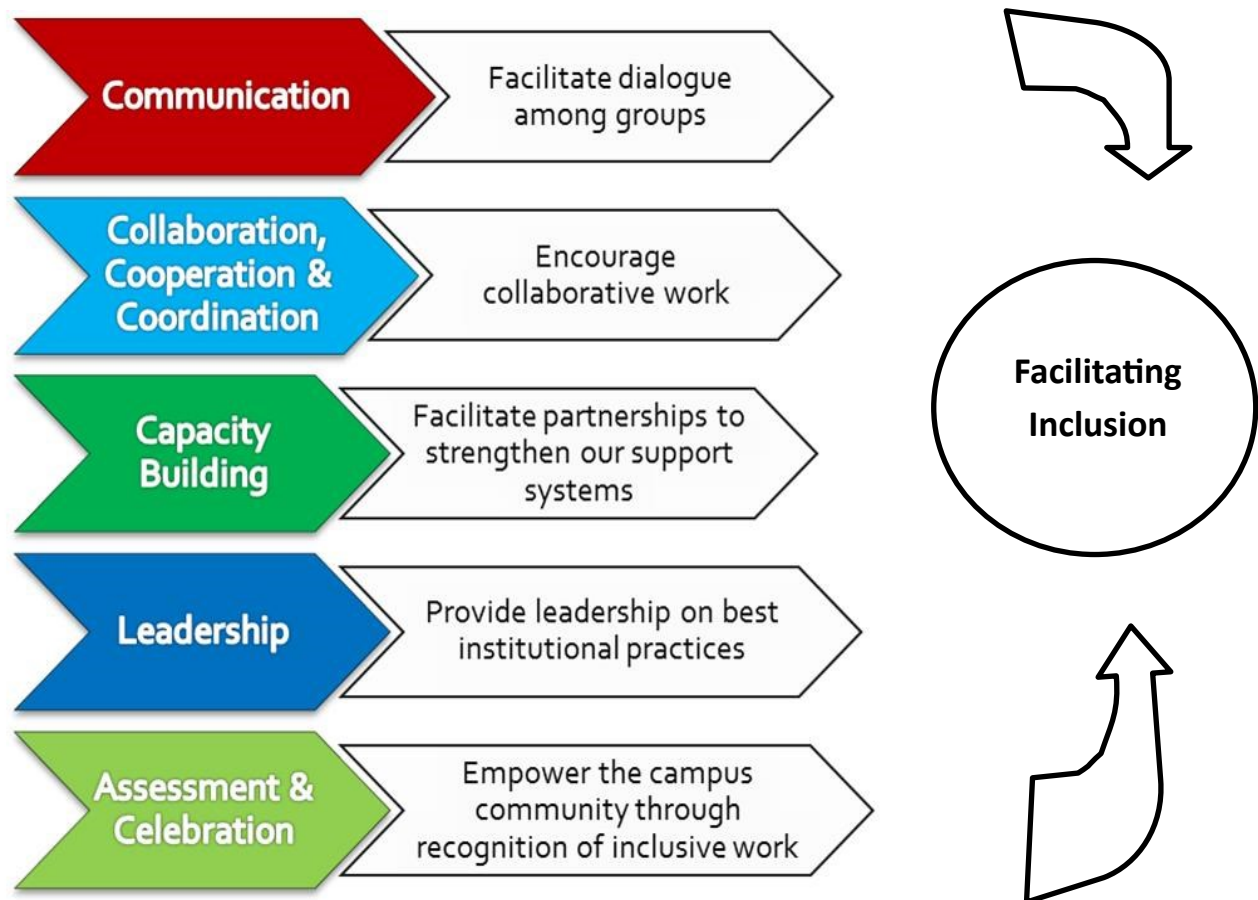
Out of this feedback, it was clear the community was asking for a more collaborative and proactive approach to human rights and equity at our institution.



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The new framework outlines answers to a complex question: *How will the office deliver on its five mandated areas of work— Accessibility, Educational Equity, Employment Equity, Human Rights, and Inclusive Community”?*

The answer? The Five Pillars



The pillars are a support system upon which ongoing and new initiatives rest in order to further integrate and coordinate inclusion, equity and human rights throughout the University of Guelph community.

This integrated approach will raise awareness and build a culture where every member of the University of Guelph community takes responsibility for building a more inclusive campus.



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Following a review of the best practices at other postsecondary institutions, we selected several potential new names for the office. Through an online survey, we asked the university community to provide feedback on our name and vote on potential new names for the office. The names considered were:

- **Diversity and Inclusion Office**
- **Inclusion and Equity Office**
- **Inclusion and Human Rights Office**
- **Inclusion, Equity and Human Rights Office**
- **Diversity and Human Rights**

Additionally, there was space to provide suggestions and comments. To encourage community involvement, we held a draw for participants to win one of 10 gift cards from Hospitality Services.

Please see our acknowledgments section for a list of all the lucky winners.



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From the information provided by the survey, it is clear that the community supports the work of our office.

There was overwhelming support to keep '**Human Rights**' as a part of the name, since this expresses the important work that we do in upholding the human rights of every member of the University of Guelph.

While '**Equity**' is a commonly used term, feedback showed some confusion about it. Many viewed it as representing only obligations and mandated processes, such as those detailed in employment equity.

'**Inclusion**' was popular as a name for similar offices, but the University of Guelph community expressed reservations about the negative connotations and vagueness of this word.

We also heard that many people like the word '**Diversity**'. It sounded celebratory, and articulated that each person can be fully themselves while contributing their unique skills.

In the end, the Office of **Diversity and Human Rights** was the popular choice.



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3. Office Functions

During the transition, the office delivered on its core mandates and assessed its staffing needs. The following is a look back at 2013-14, followed by an introduction of the new DHR staff team.

Human Rights

Human Rights Advisory Group (HRAG)

The Human Rights Advisory Committee met regularly during the 2013/14 academic year. Highlights of committee work were: an agreement to delete the two sunset clauses (II.7.6 & II.7.15) in the University's Human Rights Policy and Procedures document and defer any related discussion to the review of the policy and procedures document planned for the Fall of the 2014/2015 academic year.

Currently, the DHR is soliciting committee members for their feedback about the parameters of this review process.

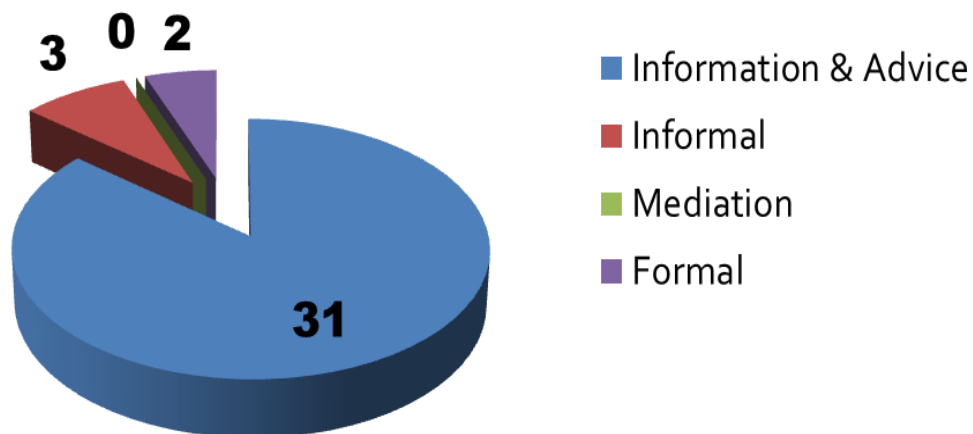
Human Rights Concerns

The Office had a small number of cases in comparison with previous years (total: 36). We cannot account for this decrease and will continue to monitor our case statistics as part of an ongoing trends analysis. As in previous years, the majority of the concerns brought to the DHR mainly required information and advice. In the 2013-2014 year, there were two formal complaints. The concerns, disputes and complaints were resolved using a variety of remedies consistent with human rights practices.

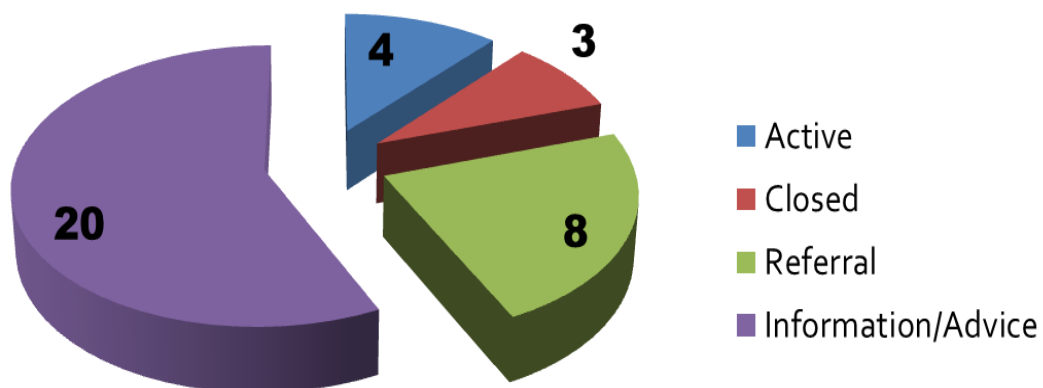


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Human Rights Concerns 2013-2014

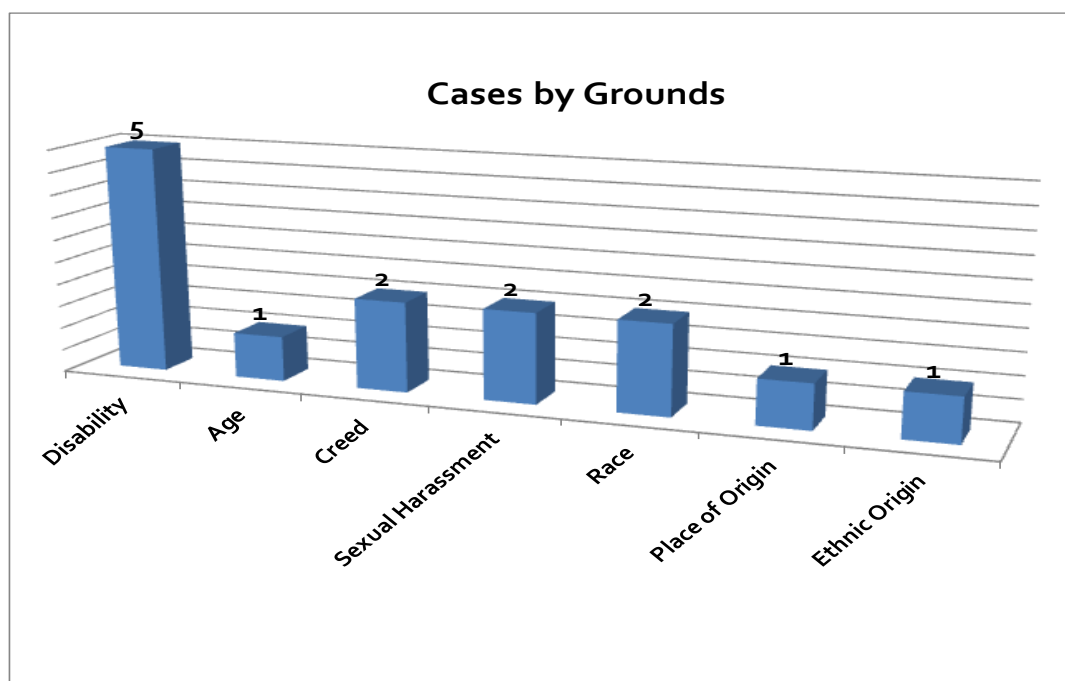


Status

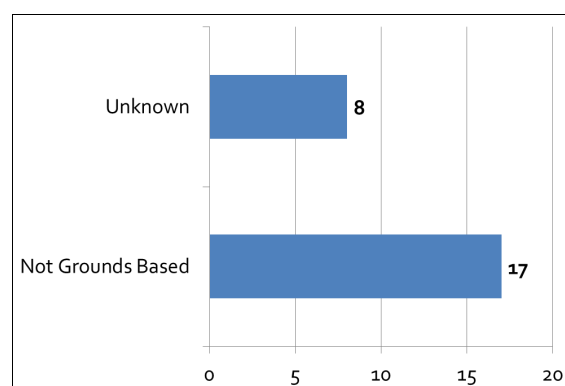


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Whenever possible, DHR continues to recommend early interventions. The following charts illustrate our Human Rights function in 2013-14.



The majority of cases had no human rights grounds - these cases were mainly referred to other university processes such as the student judicial process and the harassment complaints process that are available to employees or faculty. As in previous years, and consistent with system wide trends, the highest number of cases were related to disability as designated grounds, followed by creed. In 2012-2013, disability comprised 28% of cases and creed comprised 18%.



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Employment Equity

The University of Guelph has been a federal contractor for many years. This means that previously the university bid for federal contracts valued, in total, at more than \$200,000. Therefore, the university has been obligated to implement the *Employment Equity Act*.

According to the legislation: *"The purpose of this Act is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfilment of that goal, to correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities (racialized groups) by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences".*

The four main goals of Employment Equity are to:

- Eliminate employment barriers for the four designated groups
- Remedy past discrimination in employment opportunities
- Prevent future barriers
- Improve designated group members' access and distribution throughout all occupations and at all levels; and foster a climate of equity in the organization.

As required periodically by the Act, the University will resurvey its employees in 2014/15 academic year. The cooperation of all concerned stakeholders will be sought.



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Inclusive Campus Initiatives

In support of our transition efforts, Robin Begin, Director of Campus Community Police, chaired the Women's Campus Safety Committee, to great achievements.

Some of the initiatives that the Committee deliberated upon included:

- **New Emergency Pole**
- **Emergency Police Public Address System**
- **Enhanced lighting at Alumni Stadium**
- **Panic Alarms at the University Centre**
- **Increased Sexual Assault Awareness**

The following chart provides a detailed description of each proposal and the estimated cost involved.



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Women's Campus Safety Committee Proposals 2013-14

Purpose for Proposal and Target Group	Department requesting	TOTAL ESTIMATE
Emergency Pole to be placed near the CSA Student Foodbank building to ensure safety for the Foodbank, Bike Centre, Aboriginal Resource Centre and other buildings in area. <u>Target Group:</u> staff, students and community members	Central Student Association	\$10,500.00
Emergency Pole with public address system for emergency notification to replace existing emergency pole* at Raithby House. *existing emergency pole will be relocated to Hutt Building to replace old emergency pole at the cost of CCP. <u>Target group:</u> staff, students and community members	Campus Community Police	\$11,000.00
Enhance lighting at Alumni Stadium in the women's washroom and in the public concourse under the west seating area of stadium. <u>Target Group:</u> women and visitors to stadium especially for night events.	Student Affairs	\$22,000.00
Install panic button alarms at the Information Desk on Main floor, University Centre <u>Target Group:</u> representatives, clientele and students and staff in the surrounding area	Student Life	\$4,500
Raise awareness about sexual assault in the University of Guelph community, promote healthy and consensual relationships and encourage bystander intervention. <u>Target Group:</u> All incoming first year students	Wellness Centre	\$2,828.28
		\$50,828.28**

*

If estimates exceed funding, additional costs will be supplemented by Campus Police.



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Accessibility

Brenda Whiteside, Associate Vice President (Student Affairs), continued to chair the **Accessibility for Persons with Disabilities Steering Committee**.

The committee met regularly with the objective of ensuring compliance with AODA requirements, particularly as they pertain to customer service and the integrated standard.

With respect to customer service, the innovation in the past year has been to initiate automatic enrolment to the online *Accessible Service Provision (ASP)* course for all those providing services on campus.

In May, the University moved forward with accessibility awareness and training for those engaged in teaching. In addition to the *ASP* course, there is now a suite of options for faculty. The longer term objective is to have all courses be fully accessible. A big first step towards achieving this will happen with Fall 2014 course offerings.

Faculty members are now auto enrolled in *Making Education Accessible*, an online course drawing connections between teaching principles, formats and the courses taught.

Those teaching may also draw on the online Resource Toolkit which provides tips in keeping with the principles of Universal Instructional Design (UID). An additional resource is an awareness video made available through Council of Ontario Universities (COU) entitled *Discover: An educator's introduction to AODA*. On an ongoing basis, faculty may connect with the Open Learning and Educational Support (OLES).

We are committed to making education accessible!



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Web Accessibility

In 2013, an exhaustive inventory was performed in order to determine websites associated with the University of Guelph. Over 2,500 such websites were identified and represent well over 100,000 web pages and over 24,000 stored digital files (PDF, Word, Excel, video, audio).

Executive Sponsors were identified for every website and a plan was requested for each website. The focus for 2014 will be related to college/unit level websites and not websites identified as "personal, student or clubs".

Units on campus have identified approximately 525 websites to be focused for remediation. Approximately 380 websites will be remediated by the units themselves and have not been identified as requiring assistance.

There has been no attempt to quantify the costs of those colleges and units that remediate with their own resources. It is estimated that the remaining 145 websites which will require assistance (both technical and financial) may cost approximately \$540,000 over three years to remediate. The AODA Steering Committee is exploring ways to move forward with this remediation.

Accessible document training

The steering committee recommended delivery of several workshops to ensure that employees have the skills needed to prepare accessible word documents.

This was made possible by a partnership between CCS, Open Ed. and the Library. So far, seven training sessions have been availed.



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Training & Education

Throughout the year, the DHR completed **20 training sessions** on a variety of topics. The Office recognizes the importance of proactive education and will continue to expand our presence on campus.

Topics Included:

- Making Education Accessible
- Harassment in the Workplace
- Anti Oppression
- Search Committee Training

The following chart describes all of our workshop topics and highlights participating groups in 2013-14.



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Educational Workshops

Workshop Title	Number	Groups
Creating Respectful and Equitable Classrooms Learning Objectives: Identify challenges of working with diverse learners Identify approaches for fostering an inclusive teaching and learning environment	2	Ontario Pesticide Education Program, Inclusive Campus Committee Kemptville
Search Committee Training Learning Objectives: Provide best practices for effective, fair and equitable recruitment and selection of new Faculty members	8	Plant Agriculture, CIO—Organizational Services, CSA (2), Scottish Studies, Poultry Nutrition, Family Relations and Applied Nutrition, Marketing and Consumer Studies, Nutrition
Making Education Accessible Learning Objectives: Meet and exceed the needs of students with disabilities (from accommodation to universal approach) Provide an overview of legislative/policy framework	7	Hotel and Tourism Management, Science Complex, CPES School of Engineering, Psychology, Food, Agriculture & Resource Economics, Math & Statistics Department, Art History
Anti-Oppression Learning Objectives: Identify and explore how oppression is manifested Review legal obligations Utilize anti-oppression strategies to foster inclusion	2	CSA (2)
Harassment in the Workplace Learning Objectives: Understand UoG position, Human Rights and OHSA Know the difference between equality and equity Appreciate the purpose and intent of Human Rights Legislation Recognize the difference between harassment and inappropriate behavior Articulate and apply the prohibited grounds Understand what is meant by poisoned work environment	2	CSA (2)



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The process to bring the Office to full staff capacity has been deliberately slow to ensure the director fully understands the needs of the office and of the community.

With transitional temporary staff supporting her, Dr. Ngobia delayed hiring of two positions until 2014.

In November 2013, DHR welcomed Sonja Christopherson as a Human Rights Advisor, and Beth Dietrich as Administrative Assistant.

In early 2014, the hiring process began to fill the remaining positions, Human Rights Advisor and Administrative Officer.

The DHR welcomed Anny Strojin and David Gibson in April 2014.



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4. Next Steps

The office will deliver on all the five areas of mandate. The following are the main areas of focus

Administrative Function:

Review the committee structure and reorganize for increased efficiency, as well as making membership functionally-based.

Launch of New Website and Social Media: The Office will expand our online presence to include use of social media (Facebook, Twitter, and YouTube) in order to maintain connections with the community and share information.

Human Rights

DHR will coordinate the review of the human rights policy and procedure document.

As recommended, DHR will make processes of resolving human rights concerns accessible in plain language.

DHR will provide training to multiple audiences focusing on the newly included human rights grounds for harassment and discrimination and their implications (Gender Identity and Gender expression grounds).

In order to enhance capacity, the office will explore training models for the informal processes under the current human rights policy.

Employment Equity

In 2014/15, the office will re survey employees using a self-identification survey as required under the Federal Contractors Program

In partnership with relevant parties, DHR will review the employment equity goals and plans based on the data from the self-identification survey.



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Accessibility

DHR will coordinate accessibility efforts across the university including compliance with AODA, and multi-year AODA plan. The office will re-activate the standards informed working groups (competencies based) to support the work of the AODA steering committee.

Inclusive initiatives

As recommended, DHR will develop a calendar of training sessions and continue to deliver training systematically. To reach a broader audience DHR will consider more online courses and summer forums particularly for staff in research stations and other UofG sites. To engage more students, the office will introduce Diversity & Human Rights Advocate as a new placement with the already successful Peer Helper Program.

Office Move

In order to be more accessible to our constituents and for ease of collaboration, DHR hopes to move to a suitable, accessible more central location soon.



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Diversity and Human Rights Staff

Marybeth Dietrich - Administrative Assistant

Beth is in her sixth month of her 1 year contract. She has been part of the transition and has supported the operations during this transition period. She will continue to provide this support.

David Gibson – Administrative Officer

David has recently joined us with years of experience in communications and early resolution from the Ontario Ombudsman's Office. His areas of focus will be communication, office administration and intake.

Anny-Mary Strojin – Human Rights Advisor

Anny joined the office two weeks ago with many years of experience at the Ontario Human Rights Commission. Her areas of focus will be accessibility (AODA), human rights resolution and learning/training.

Sonja Christopherson – Human Rights Advisor

Sonja has been with us since October 2013. Her areas of focus are Employment Equity, human rights resolution, outreach and learning/training and women's campus safety.

2013-2014 Student Advocates

Devon Fernandes

Danielle Mihok

Nivala Persad-Maharaj



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Acknowledgements

DHR would like to thank all the people who have partnered with our office in various capacities over the course of the year with the shared goal of facilitating inclusion at the University of Guelph.

The following individuals, groups and university units served as DHR committee members or in an advisory capacity during our re-envisioning process.

We could not have done it without all the support.

Building an inclusive campus is
a shared responsibility.



Winners of the Prizes and Participation DHR's Name Survey

Name	Department
Alicia Quintard	Student
Abigail Weagant	Student
Liz Cherry	USW Local 4120
Deaglan McManus	Student
Robin Begin	Campus Community Police
Leslee Levy	Lab Services – Business Operations
Maria Medeiros	Physical Resources – Custodial Services
Tricia Van Rhijn	Family Relations and Applied Nutrition
Victoria Pileggi	Student
Kara McFarlane	Family Relations and Applied Nutrition



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Human Rights Advisory Group 2013-14

Name	Department / Affiliation
Chris Nutt	Human Resources
Janice Folk-Dawson	Physical Resources / CUPE 1334
Susan Shaw	Office of Graduate Studies / USWA
Wendy Morley	Library / USW 4120
James Mahone	School of Environmental Design & Rural Development / UGFA
Susan Hubers	Faculty Association (UGFA)
Dominica Macpherson	CSA
Jourdan Gold	CUPE 3913
Matthew Pecore	CSA
Martha Harley	Human Resources
Brenda Whiteside	Student Affairs
Greg Galay	GSA
Beryl Chung	GSA
Timothy Diebel	Physical Resources / CUP
Joseph Tindale	Diversity & Human Rights
Graham Wagler	Campus Community Police
Sharri Norton	Hospitality Services / UGFSEA
Sherri Shantz	Student Health Services / ONA
Lezlie Cunningham	Ridgetown Academic / CARG
Jane Ngobia	Diversity & Human Rights
Laleh Hatefi	Molecular & Cellular Biology / OSSTF TARA
Kent Percival	Computing and Communications Services / PSA
Christina Hollingbury	President's Office
Laura McLure	CUPE 1334
Julie Hutchins	OSSTF TARA



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AODA Steering Committee

Name	Department
Anny Strojin	Diversity & Human Rights
Joseph Tindale	Diversity & Human Rights
Serge Desmarais	Provost & VP Academic
Laurie Arnott	Provost & VP Academic
Tracey Jandrisits	Provost & VP Academic
Jane Ngobia	Diversity & Human Rights
Brenda Whiteside	Student Affairs
Rebecca Graham	Office of the CIO
Martha Harley	Human Resources
Chuck Cunningham	Communications & Public Affairs

Advisors on the Re-envisioned Framework

We would like to thank the following people for their continued support of our office, in this time of transition, by providing support on the development of the Re-Envisioned Framework. Their contributions and input to our work have been extremely helpful and greatly appreciated.

Name	Department
Lynne Mitchell	Centre for International Programs
Stuart Robertson	Communications & Public Affairs
Laurie Schnarr	Student Life
Cara Wehkamp	Aboriginal Resource Centre
Neil Buddel	Student Housing Services
Linda Watt	Human Resources
Jamie Vanderberg	Multi-Faith Resource Team



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Community Input

The community was generous with their time to contribute their thoughts to our Re-Envisioned Framework in late 2013. We would like to acknowledge the following departments, groups or organizations who helped our office understand the community's needs.

Communications and Public Affairs
 Department of Psychology
 Leadership Education and Development
 Department of Athletics
 College of Management and Economics
 Institute for Critical Studies in Improvisation
 Student Affairs
 Finance and Administration
 Human Resources
 Office of the Chief Information Officer
 University Secretariat
 Office of Legal Counsel
 Ontario Agricultural College Dean's Council
 College of Biological Science Dean's Council
 Office of Research
 Office of the President
 Office of Intercultural Affairs
 The Wellness Centre
 Guelph Resource Centre for Gender Empowerment and Diversity
 Central Student Association (CSA)
 College of Biological Science Student Council
 Interhall Council
 Graduate Student Association (GSA)
 Guelph Hillel
 Professional Staff Association (PSA)
 United Steel Workers (USW) 4120
 Canadian Union of Public Employees (CUPE) 3913
 Unifor
 OSSTF/TARA



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