AVP’s Message

The University of Guelph is a respected leader in inclusion, equity, accessibility and human rights practices.

We encourage and depend on every member of our campus community to honour and uphold this reputation.

The Office of Diversity and Human Rights (DHR) is a WELCOMING, SAFE and CONFIDENTIAL one-stop shop for information, training and support on issues relating to diversity and human rights on our campus.

Clear communication, collaboration, capacity building and leadership guide the services we deliver. In the report that follows, you will see that the DHR strived to meet those challenges throughout the 2014-15 academic year.

Creating a campus where all people are treated with respect and can reach their full potential is an ongoing journey. DHR is responsible for stimulating and advancing that journey. Join us.

Warm Regards,

Jane Ngobia
Assistant Vice-President, Office of Diversity and Human Rights
DHR ANNUAL REPORT 2014-15

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APPENDIX I: DHR POSTER

APPENDIX II: INFORMAL PROCESS POSTER
The Office of Diversity and Human Rights (DHR) promotes an atmosphere where members of the University community support human rights and equality. This includes creating an environment that is safe, positive, respectful and conducive to the pursuit of excellence.

To achieve this objective, we deliver training and promote awareness on inclusion, equity, and accessibility and human rights issues to all members of our campus community.

In 2014-15, DHR and its community partners held a number of events and training sessions, and sponsored many new initiatives to great success.
This interactive half-day workshop was offered several times throughout the year. Supervisors from across campus explored their crucial role in human rights complaint resolution through interactive activities, storytelling and two-way dialogue. Here’s just a few of the comments we received from this year’s participants:

“Scenarios were extremely helpful, and hearing others thought processes helped a lot!”
“Thank you again! I wish to take as many training sessions as possible with your office”

We thank the **Professional Staff Association** for their ongoing support of these sessions.

This year, DHR participated in the new employee orientation sessions organized by the Human Resources. At each session, DHR staff led a productive dialogue about promoting a respectful and inclusive workplace environment.

We thank **Human Resources** and the **Learning and Development** team for giving new employees a positive start and for partnering with DHR!
Orientation Week

Orientation Week is always a high spirited 8 days of events for incoming students. Our ‘Diversity Dash’ scavenger hunt was a great way to introduce newcomers to the DHR and the support resources across campus. Thanks to our student peer helpers and volunteers for making this event a spectacular success!

Express! Not Oppress

This interactive session introduced community participants, including the Wellness Centre, Student Housing Services, the Ontarian staff, and the Student Help and Advocacy Centre (SHAC) to the key principles of anti-racism and anti-oppression.

Faculty Recruitment Committee Orientation

DHR delivers mandatory orientation sessions for faculty recruitment committee members. In these interactive sessions, participants learn how to recognize exceptional faculty through effective, fair and equitable recruitment.

Need to book a session? Contact DHR and go for the gold!
In the spring of 2014, DHR launched its social media presence on Twitter, Facebook, Tumblr, and You Tube. The DHR website also underwent a major transformation to promote enhanced accessibility and user-friendliness. Follow us!

Classroom Visits

This year, our dynamic peer helper team visited over twenty first and second-year classrooms to introduce students to all the services offered by DHR. This initiative reached over 2000 students! Thanks to all the faculty members who made these visits possible.

Community Events

As always, DHR was a highly visible presence at the many fairs and outreach initiatives sponsored by our campus partners, including the Residence Life Campus Partner Resource Fair, the Graduate Student University Teaching Conference, the Resource Fair for International Students, and the President’s Resource Fair.
International Day of the Girl

At this annual event, organizers invited DHR AVP Dr. Jane Ngobia to deliver a session encouraging young women from the local Guelph community to take the initiative in addressing the challenges faced by women and girls locally and throughout the world.

In a Word, Guelph

In January 2015, the DHR launched a poster campaign. “In a Word, Guelph” shares the message that every member of the University of Guelph community has a unique and important contribution to an inclusive campus.

We thank our partners at Student Life (Multi-faith and Student Housing Services) for lending their support to our campaign.
The University of Guelph is committed to making its learning, living and work environments accessible and welcoming — places where students, employees, volunteers and visitors are accommodated according to their needs.

The Office of Diversity and Human Rights monitors compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and supports the work of the AODA steering committee.

This year, DHR reorganized and reinvigorated the university’s accessibility committee structure with the objective of increased efficiency and functionality.
The AODA was created with the intent of achieving accessibility for Ontarians with disabilities by 2025, in five areas:

- Customer Service
- Information & Communication
- Employment
- Transportation
- Built Environment

The AODA Steering Committee is composed of senior administrative leaders who provide strategic direction for implementation of the requirements arising out of the AODA and its standards.

We coordinate efforts to eliminate existing barriers on campus and we evaluate our university's policies and procedures to make sure we're getting it right.

One of the key decisions arising from the reorganization of the university’s accessibility committee structure was the establishment of the Information and Communications sub-committee and the Built Environment sub-Committee.
The Information and Communications sub-committee coordinates compliance with the AODA requirements that relate to Information and Communications including: web accessibility, document accessibility and library accessibility.

To achieve its goals, the sub-committee began to strategically address barriers encountered by persons with disabilities in the areas of information and communications, with specific reference to the Integrated Accessibility Standards Regulation (IASR), which became law in 2011.

The Province of Ontario integrated three standards into one regulation to align and phase-in requirements of the Information and Communications, Employment and Transportation accessibility standards.

The Sub-committee works to ensure that educational, communications and training resources are provided in an accessible or conversion ready format on request and that new university websites and web content conform to Web Content Accessibility Guidelines (WCAG). Following these guidelines will make content accessible to a wider range of people with disabilities.

To help achieve these objectives, the Sub-committee also established three working groups focused specifically on document, web, and library accessibility.
The **Built Environment** sub-committee works to ensure that accessible design is incorporated into all renovations and capital construction projects completed on campus. The sub-committee administers the University’s Facility Renewal Fund; develops accessibility plans for the built environment; and develops procedures for service disruptions and preventative maintenance of accessibility features on campus.

Some of the 2014-15 projects supported by facility renewal funding include a viewing stand installed in Alumni Stadium and accessibility and security upgrades completed in various academic and administrative buildings.

### Meet Kian Merrikh

In April 2015, DHR welcomed Kian Merrikh as **Accessibility Officer**. Kian will make use of his superior communications, marketing, customer service, and management skills to coordinate the University’s efforts towards compliance in the accessibility standards and beyond.

### Customer Service Standard

All new university employees, volunteers, and contract staff are enrolled in the online e-learning module **Accessible Service Provision (ASP)** which orients University staff, faculty and service providers on the AODA requirements with respect to customer service. All persons with a teaching function are required to complete the **Making Education Accessible (MEA)** course.
All members of our campus community have the right to study, work and live free from discrimination and harassment based on their gender, religion, race, colour, sexual orientation, national origin, age or physical ability.

DHRs manages the university’s dispute resolution process as outlined in Human Rights at the University of Guelph, the university’s human rights policy and procedures document.

This year, we led a comprehensive review of the document and streamlined our internal intake and inquiries practices.
Human Rights@ University of Guelph 2014-15

**NEW**

**Gender Identity & Gender Expression**

In 2012, “gender identity” and “gender expression” were added as grounds of discrimination in the Ontario Human Rights Code. As such, these two grounds are now recognized by the university’s human rights policy.

**Human Rights Advisory Group (HRAG)**

The **Human Rights Advisory Group (HRAG)** advises the Assistant Vice-President (DHR) on revisions to the human rights policy. In early 2014, DHR in conjunction with the HRAG initiated a formal review of **Human Rights at the University of Guelph**, the university’s policy/procedures document. This has been a consultative process benefiting from the active participation of the university community including:

- Employee Groups
- Graduate Students Association (GSA) and Central Student Association (CSA)
- Vice-President’s Academic Council-VPAC
- Vice-President’s Administrative Team-VPAT
- Deans Council
- Student Affairs Directorates
- Office of Legal Counsel
- Governance Office

The review process continues throughout the spring & summer of 2015, with the goal of presenting the recommendations to the various university bodies for information prior to presenting the revised version of the policy and procedure documents to the Board of Governors for approval.
During the 2014-15 operational year the Office of Diversity and Human Rights received a total of 89 complaints and inquiries.

In keeping with trends observed in the 2010-14 period, the majority of issues brought to our Office’s attention were addressed through the provision of information and advice (including referral to other university complaint mechanisms) or the informal complaint process as outlined in the policy and procedures document.

<table>
<thead>
<tr>
<th>Human Rights Process</th>
<th>Total Complaints</th>
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<tbody>
<tr>
<td>FORMAL COMPLAINTS</td>
<td>11</td>
</tr>
<tr>
<td>INFORMAL PROCESS</td>
<td>10</td>
</tr>
<tr>
<td>INFORMATION &amp; ADVICE</td>
<td>68</td>
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Human Rights Fact Finder and Resource Persons

In accordance with Human Rights at the University of Guelph volunteers and nominees for the position of Human Rights Fact Finders are selected by a committee composed of senior representatives of university administration. Volunteers for the position of Human Rights Resource Persons are selected by a sub-committee of the HRAG.

This year we received an outstanding level of interest in these positions from faculty, staff and students. We are pleased to report that fourteen new volunteers have been trained and now join the existing volunteer pool.

University of Guelph Committee on Sexual Violence

With the commitment of President Dr. Franco Vaccarino, the University of Guelph began to implement a comprehensive plan to ensure that our community is doing everything possible to tackle the issue of sexual violence on campus. Chaired by the Associate Vice-President, Student Affairs, the Committee on Sexual Violence undertook a detailed review of the university’s policies, support programs and resources. As a member of this committee and leader of its policy review subcommittee, DHR supports the work of our campus partners in ensuring that the University of Guelph remains free of sexual violence.

Judicial Outcome Sessions

This year, we undertook a partnership with Student Judicial Services. Certain students charged under the Policy on Academic Misconduct participated in an informational session at our Office as a condition of the outcome of the judicial process, as determined by the judicial committee.
At DHR, we believe everyone deserves the same opportunities and benefits based on their relevant abilities and merit. We work collaboratively across campus to:

- Eliminate any employment barriers that may exist
- Remedy any past discrimination
- Prevent future barriers
- Improve designated group members' access and distribution throughout all occupations and at all levels.

Our goal? To ensure all employees and job applicants receive equitable treatment and equitable hiring, training and promotion opportunities.

To that end, this year, DHR administered the launch of the Diversity Matters Census, the university’s employment equity self-identification questionnaire.
Employment Equity @
University of Guelph 2014-15

The Diversity Matters Census

The purpose of employment equity 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 people).

Under the Federal Contractors Program (FCP) the University of Guelph is required to survey its workforce to determine the representation of the four designated groups in each occupational category.

To fulfil this requirement, in November 2014, the University of Guelph launched The Diversity Matters Census, which is the tool to collect and administer the employment equity self-identification questionnaire. This was a community effort led by DHR in collaboration with Human Resources and Computing and Communications Services.

The Census had an excellent response rate. As we enter 2015-16, we move towards the release of the Census results and continue the analytical processes necessary to establish short and long term numerical and qualitative goals for the future.
Always Looking Ahead...

In partnership with others on campus, here are just some of the milestones that we expect to reach this coming year:

- Release of the revised human rights policy and procedures documents
- Employment systems review and setting of institutional qualitative and quantitative goals (employment equity)
- Web accessibility project towards compliance with information and communication standard

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

In that spirit, in the closing pages that follow, we take a moment to recognize the many community members that have provided us with the invaluable support that is essential to our success.

We have also included two posters for your office or workplace. We hope that they will serve as a daily reminder that DHR is here to help, to listen, and to collaborate.

We all own inclusion because we all create it!
DHR thanks all of the staff, faculty, and students who partnered with our office in various capacities over the course of the year and championed our shared goal of facilitating inclusion at the University of Guelph.

The following individuals volunteered their time to our various community initiatives, served in an advisory capacity, and/or provided valuable mentorship during our transition and re-envisioning process.

*We could not have done it without all the support!*  

Angie McLaughlin  
Athol Gow  
Barry Wheeler  
Brenda Whiteside  
Cara Wehkamp  
Cindy Kettle  
Daniel Levitt  
Daniel Poulin  
Deborah Tovell  
Gayleen Gray  
Gbolahan (GB) Olarewaju  
Genevieve Gauthier  
Hilary Jarvis  
Jessica Westlake  
Joseph Tindale  
Karen Zago  
Kian Merrikh  
Kim McCaughan  
Laurie Arnott  
Leslie LaCelle  
Lilly Zhou  
Linda Watt  
Lindsay Winger  
M. Gloria-Gonzalez-Morales  
Martha Harley  
Marty Molengraaf  
Mary Murphy  
Mazen El-Baba  
Melissa Jutzi  
Michelle Curtis  
Miranda Mafe  
Robin Begin  
Sandra McIntyre  
Sarah Bruce  
Shafeeq Armstrong  
Shannon Thibodeau  
Sharon Cardow  
Sky Gilbert  
Sonja Blake  
Stuart Robertson  
Susan Thompson  
Tania Green  
Tracey Jandrisits  
Veronica Ward
ACKNOWLEDGMENTS

Office of Diversity & Human Rights (DHR) Staff

Dr. Jane Ngobia - Sonja Christopherson
Kian Merrikh - Anny Strojin
David Gibson - Veronica Majewski

Human Rights Advisory Group (HRAG)

Cameron Kroetsch  CUPE 3913
Chris Nutt  Administration
Hawmid Azizi  GSA
James Mahone  UGFA
Janet MacInnes  UGFA
Janice Folk-Dawson  CUPE 1334
Joe Rooyakers  OSSTF/TARA
Laleh Hatefi  OSSTF/TARA
Laura Maclure  CUPE 1334
Lynley Swanson  USW 4120
M Christi Cooper  Professional Staff Association
Natasha Dienes  CUPE 3913
Nora Teri  Professional Staff Association
Sonali Menezes  CSA
Susan Hubers  UGFA
Toni Pellizari  OSSTF/TARA
Wendy Morley  USW 4120

DHR Student Peer Helpers/Volunteers

Mallory Davies
Nivala Persad Maharaj
Danielle Mihok
Sydni Gulko
Noeline Subramaniam
Our 2015-16 Volunteers

Human Rights Fact Finder/Resource Persons Pool

Robin Bergart  
Staff
Sonya Blake  
Staff
Eric Boucher  
Student
Rachelle Campbell  
Staff
Janet Doner  
Staff
Cynthia Eden  
Staff
Zyra Edwards  
Student
Callie Hill  
Student
Doug Horne  
Staff
Cathie Hosker  
Staff
Devi Cinthuja Leon  
Staff
Kara MacFarlane  
Staff
Linda Mahood  
Faculty
Martha Nandorfy  
Faculty
Steve Nyman  
Staff
Helen Odame  
Faculty
Omoyemen Otoide  
Student
Saveena Patara  
Staff
Nailah Ramsoomair  
Student
Helen Salmon  
Staff
Steve Seifried  
Staff
Kim Thorne  
Staff
Jon Warland  
Faculty
The Informal Complaint Process

1. Supervisor
   - Inform both parties of the Policy and Procedures.
   - Follow up with both parties to determine how they wish to proceed.

2. Option 1
   - Suggest that the complainant approach the other party to discuss the concern.
   - Why is the behavior unacceptable?

3. Option 2
   - Inform the Respondent of the concern and the Policy and Procedures.
   - Explain the University’s expectations.

4. Option 3
   - Provide third-party assistance.
   - If any party is uncomfortable speaking with the other a facilitator may assist.

5. Option 4
   - Conduct an Informal Inquiry
   - Balanced information gathering
   - Speak to all relevant parties.
   - Ensure resolution is satisfactory.

Supervisor ensures that concerns raised/resolved do not become part of any performance evaluation, unless permission is given.