



DIGNITY & FAIRNESS IN PROCESS

Human Rights Services

Annual Report

2016-17 & 2017-18

**Ryerson
University**

Human Rights Services
Office of the Vice-President,
Equity & Community Inclusion

The background is a solid purple color with a repeating pattern of white icons. Each icon consists of a hexagon with a circle inside, and a pair of scales of justice positioned within the circle. The icons are arranged in a grid, alternating between the hexagon and the scales of justice.

WE

BEGIN

BY

LISTENING.

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“Every day, this team quickly responds to some of the most highly controversial and complex issues on our campus, and they do this work with integrity and humility.”

Lisa Barnoff
Dean, Faculty of Community Services

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“I was apprehensive about voicing concerns regarding anti-Black racism to administration. In doing so, I was humbled by the work of the Director of the Human Rights Services Office and Office of the Vice-President, Equity and Community Inclusion. As reflections of the community they serve, the offices applied cultural relevance and policy to a dynamic matter. Being a person who intersects gender and ethnicity, I felt like my voice was heard and taken seriously. The offices were supportive and committed to a dignified resolution that not only addressed my concerns but facilitated better outcomes for diverse people at the University.”

Anonymous Participant of the Complaint Process

Introduction

The two year period this report covers, May 2016 to April 2017 and May 2017 to April 2018, have seen a significant transformation to the human-rights infrastructure at Ryerson University. This report covers these changes and presents a clear summary of the work of Human Rights Services.

The transformation of human rights at Ryerson had two distinct phases. In 2016, the office changed its name from Discrimination and Harassment Prevention Services to Human Rights Services. This change reflected the vision of Dr. Denise O’Neil Green to make the office more accessible as well as human-rights centred.

Dr. Denise O’Neil Green, then Assistant Vice-President and Vice-Provost, Equity, Diversity and Inclusion, has been since promoted to Vice-President, Equity and Community Inclusion, making her the first post-secondary Vice President in Canada with an exclusive equity focus. The Director of Human Rights Services reports directly to Dr. Green, who in turn reports to the President. This means human-rights issues are a priority to senior administration.

In January 2017, Human Rights Services welcomed a new Director, Tanya (Toni) De Mello. Under Ms. De Mello’s leadership, the office has doubled in size, adopted a new data collection method for complaints, and developed communications materials to explain clearly the complaint process to the Ryerson community. Dr. Green and Ms. De Mello have worked closely together to foster a culture of prevention through education and to address human rights challenges at the earliest stage, focusing on outreach, partnership building, and early resolution.

Over the same reporting period, we have also witnessed a significant change in the landscape of human-rights complaints within post-secondary education. Students, staff and faculty have shown an increased willingness to file formal complaints when they perceive someone to have engaged in behaviour in contravention of human rights policy. There is also a change happening globally. Human rights and equity issues are part of the public discourse more than ever, as seen in the #metoo movement, the introduction of Ontario’s sexual violence legislation (Bill 132), the rise in students registered with disabilities requiring accommodations, and the complex issues surrounding race and access to higher education. This report provides the human rights and sexual violence complaint statistics at Ryerson, context for the statistics, and the innovative and collaborative interventions Human Rights Services has developed, with other partners, to address issues using a trauma-informed approach.



Dr. Denise O'Neil Green

Vice-President, Equity & Community Inclusion

It is with great pleasure that I present this report to the Ryerson community. Human rights are a fundamental aspect of equity, diversity and inclusion and, as such, Ryerson is striving to become a human-rights centred university. As Vice-President, Equity and Community Inclusion, it is my responsibility to provide strategic leadership, advocacy, and coordination needed to address equity, diversity and inclusion throughout the entire university community.

Human Rights Services is a unit of the Office of the Vice-President, Equity and Community Inclusion (OVPECI), which serves all Ryerson community members by ensuring there is a fair process to hear concerns and resolve complaints related to human rights and sexual violence. In 2017, I welcomed Tanya (Toni) De Mello as the Director of Human Rights Services. Toni brings to the role a wealth of experience in business, non-profit and government sectors.

The two years this report covers have seen a significant increase in human rights and sexual violence complaints. The increase in sexual violence complaints results from multiple factors: the 2017 implementation of the province's new sexual violence legislation - Bill 132, social movements challenging sexual violence such as #metoo movement and a broader shift towards individuals filing equity complaints across the university sector. Human rights work is complex, calling upon a matrix of legislation, investigation practices, alternative dispute processes and prevention through education. It is important to recognize that the increase in complaints and investigations is a sign of the university's commitment to hear concerns and respond by having a fair process to address equity challenges.

This report is an opportunity to reflect on the essential work of Human Rights Services and enable us to identify aspirational goals, which allow all Ryerson community members to participate fully and with dignity in the life of the university. My hope is that this report will give you an appreciation of the work done at Ryerson to meet head-on the equity challenges of the 21st century.

Tanya De Mello

Director, Human Rights Services

Tanya De Mello, known at Ryerson as “Toni,” was appointed Director, Human Rights Services in January 2017.

Toni has worked for over 20 years in business, non-profit and government sectors. She started her career as an economist, working in business as a consultant during the day and in the community sector after hours.



Having worked as a management consultant for several years and co-founded two NGOs in Toronto, Toni went on to complete two masters degrees at Princeton University, the first in Public Administration and the second in Urban and Regional Planning.

Her studies led her into peacebuilding, first through the Office of the United Nations High Commissioner for Refugees (UNHCR) in Geneva and later in the UNHCR Field Office for Emergency Relief through the UN World Food Programme (WFP) in Senegal. She then returned to the UNHCR to work in a field office in Colombia, South America.

As Director, Toni provides leadership and direction for the day-to-day management of Human Rights Services, oversees the case management of human rights and sexual violence complaints, and develops initiatives to foster a campus culture which centres on human rights. She partners with faculties, staff departments, units and student groups on campus to carry out the work of the office. She also conducts campus wide equity training on human rights issues as well as individual coaching to help Ryerson members navigate complex human rights issues.

Toni also holds dual law degrees, BCL in civil law and LLB in common law, from McGill University and was called to the bar in June 2012. She is currently completing her PhD in Social Justice Education at the Ontario Institute for Studies in Education (OISE), where she is examining equity in interview processes.

Overview of Human Rights Services

Our Vision

Through our work and our presence, we hope that every member of Ryerson University will feel included and have equitable access to opportunities regardless of their identity. We envision Ryerson as a human rights-centered campus where meeting the goals of equity and community inclusion is a shared responsibility. We envision a strong community that values the human rights and dignity of all its members and where members feel safe and valued, bringing their whole selves to their work and learning environments.

Our Mission

In cooperation with our campus partners, Human Rights Services works to promote an equitable and inclusive campus community, free from discrimination and harassment based on the protected grounds identified in the Ontario Human Rights Code.

Our Mandate

- Manage inquiries, consultations, alternative resolutions and investigations processes for human rights and sexual violence issues using a trauma-informed practice.
- Establish strong working relationships with faculty, staff and student units to increase awareness and implement proactive programming.
- Deliver education on human rights and sexual violence issues through workshops and speakers.
- Provide consultation and coaching for members of the university community to promote equity and community inclusion, accessibility and human rights.
- Offer referrals to on-campus and off-campus services.

Human Rights Services reports to the Office of the Vice President, Equity and Community Inclusion (OVPECI) and plays a crucial role in advancing the university's equity, diversity and inclusion values.



Equity

Ryerson University values the fair and just treatment of all community members through the creation of opportunities and the removal of barriers to address historic and current disadvantages for under-represented and marginalized groups.

Diversity

Ryerson University values and respects the diversity of knowledge, worldviews and experiences that come from membership in different groups and the contribution that diversity makes to the learning, teaching, research and work environment.



Inclusion

Ryerson University values the equitable, intentional and ongoing engagement of diversity within every facet of university life. It is the shared responsibility of all community members to foster a welcoming, supportive and respectful learning, teaching, research and work environment.



Our Services

Human Rights Services provides faculty, staff and students multiple supportive options regarding complaint resolution processes, including coaching, consulting, mediation and investigation of complaints based on human rights grounds or sexual violence. We support Ryerson community members in addressing equity-based complaints between individuals as well as systemic issues which create barriers. When a concern does not fall within our jurisdiction, we refer the member to the appropriate support or services.

Human Rights Services offers a variety of events and workshops to promote equity. We work with community members to deliver core and custom-designed workshops for classrooms and departments. These initiatives provide education and awareness through training, outreach and celebration of Ryerson's diverse community.

Our services are free, confidential and available to all members of the Ryerson community, including students, staff and faculty.

- We offer free and confidential complaint resolution services for human rights and sexual violence issues. When a concern does not fall within our jurisdiction, we will refer you to the appropriate service.
- Conciliation is available through mediation when parties involved agree that an alternate resolution is possible and preferable to an investigation.
- Investigation of complaints is conducted where appropriate, including a written report to the decision-maker.
- Education is available through core and customized workshops, seminars and speakers to promote awareness of human rights and sexual violence issues, the law, and the rights and responsibilities of all members of the Ryerson community.
- Support and referrals are provided in situations involving sexual harassment, sexual assault and as requested.



"Human Right Services was great in being in constant communication with me throughout the process and informing me of next steps. When a decision was made, I was notified when there was going to be a delay and proactively encouraged if I had any questions."

Anonymous Participant of the Complaint Process

Policies

Human Rights Policy Area

Human Rights Services administers Ryerson’s Discrimination and Harassment Prevention Policy (DHP). We manage prevention, education, complaints and investigations under this policy with the deepest regard for impartiality, confidentiality and freedom from reprisal.

The DHP is based on the Ontario Human Rights Code, which provides equal treatment without discrimination on the basis of:

Age	Disability	Marital status	Sexual Orientation
Ancestry	Ethnic origin	Place of Origin	Race
Creed	Gender expression	Receipt of public assistance	
Colour	Gender identity	Record of offences (employment)	
Citizenship	Family status	Sex	

Sexual Violence Policy Area

In 2015, the Ontario Government introduced Bill 132, an Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters as a response to the Province's “It’s Never Okay: An Action Plan to Stop Sexual Violence and Harassment.” This bill changed the responsibilities of post-secondary institutions to address sexual violence.

Ryerson’s Sexual Violence Policy has been amended to accommodate the Bill and outlines a clear process for handling complaints related to sexual violence. Both the Sexual Violence Policy and Bill 132 make clear Ryerson University’s commitment to addressing sexual violence and rape culture through survivor support, awareness, education, training and prevention programs, as well as the appropriate handling of reports or complaints of sexual violence incidents. When Ryerson becomes aware of allegations of sexual violence, we have a duty to respond accordingly, by taking appropriate action guided by the university’s policies. Human Rights Services manages the complaint and investigations process as well as provides advice, consultation and training on the complaint process.



University Policies that Intersect with our Work

Academic Accommodation of Students with Disabilities
Academic Integrity Policy
Accommodation for Persons with Disabilities Policy
Student Code of Non-Academic Conduct
Workplace Civility and Respect Policy

Human Rights Services and Ryerson University's Academic Plan

Human Rights Services plays an important role in supporting Ryerson University's Equity and Community Inclusion initiatives. Some of the key areas in which we are working to support equity, diversity and inclusion through the university's 2014-2019 Academic Plan include:

- Develop a university-wide community engagement and communications strategy that values equity, diversity and inclusion, leverages current engagement activity, and builds a more visible presence in particular communities.
- Expand engagement with local, national and international external organizations to enrich student experiences and inclusion, increase civic engagement and create valuable academic, research and innovation opportunities that contribute to Ryerson's profile and impact as a city-building university.
- Develop access and program initiatives to support under-represented groups, including but not limited to Aboriginal students, first-generation students, students with disabilities and internationally-educated professionals.
- Cultivate meaningful relationships with Aboriginal communities and students to create an educational environment that embraces and supports Aboriginal perspectives and experiences and builds community for Aboriginal people.

Complaint Processes

Process Categories

Our office has moved away from previous categories of “informal” and “formal” complaints in order to better capture the range of services we provide in order to resolve human rights and sexual violence issues. We developed new categories to classify the processes by which we address concerns and complaints and applied them to cases as of May 1, 2016. Human Rights Services now uses the following categories to classify our complaint resolution processes: Consultation, Alternative Resolution and Investigation. These new categories help us to articulate the multiple processes we use to resolve concerns, issues and complaints related to human rights and sexual violence for students, staff and faculty at Ryerson.



Consultation: A case where an individual meets with an investigator where they can review their concerns. The investigator might also consult with other university offices, with the consent of the Complainant. We also provide coaching to students, staff and faculty on a range of human rights and sexual violence matters, which often resolves or prevents complaints.



Alternative Resolution: A case which involves a process outside of the investigation process, which might include mediation, facilitation, training, counselling. It may also result in consultation with other offices. Through this process, the Complainant and Respondent reach an agreed-upon outcome. Alternative resolution processes do not include a decision letter from a decision-maker.



Investigation: A case where there is an investigation into allegations which may or may not result in findings. Investigation reports go to a decision-maker, generally a senior administrator at Ryerson.



Most of the Ryerson community members who contact Human Rights Services have their concerns addressed through the consultation process. This often means that individuals contacting the office want support around an issue but do not necessarily want to engage in an investigation or an alternative resolution process for a variety of reasons. Human Rights Services offers consultation and coaching in order to support Ryerson community members who want to navigate issues outside of the complaint process.

Jurisdiction

The Discrimination and Harassment Prevention Policy and the Sexual Violence Policy cover behaviour which constitute discrimination, harassment and/or sexual violence which impact the work and/or study environment of another member or members of the Ryerson University community, whether or not they occur during normal working/school hours. Human Rights Services may have jurisdiction where there is a nexus between the activity and Ryerson.

Inquiries

300 Inquiries

We received approximately 250 inquiries in 2016-2017 and approximately 300 inquiries in 2017-2018. Ryerson community members contact our office by email, phone calls and in person. We begin by listening.

Human Rights Services answers hundreds of questions on human rights and sexual violence a year. We provide complaints resolution options to individuals whose complaints fall within our jurisdiction, and provides referrals when issues are unrelated to the policies we administer.

We provided information and coaching to faculties, administrative units, staff and students across campus on:

- Human Rights Legislation
- Discrimination
- Harassment and Sexual Violence Policies
- Disability
- Religious and Family Accommodations
- Issues of Equity
- Diversity and Inclusion
- Best Practices in the Workplace
- Sex and Sexism
- Sexual Violence and Bill 132
- Gender Identity and Expression
- Security Related Issues
- Gendered Language
- Inclusive Teaching

A significant component of the Human Rights Services is supporting Ryerson community members outside of the investigations process. Inquiries are not listed in our annual case statistics, which are comprised of investigations and other complaint resolution processes that are detailed later in this report. Our inquiries process is a way for students, staff and faculty to gain information and support with human rights issues, which often resolves the individual's current challenges or prevents future complaints.



From 2017 to 2018, Human Rights Services was contacted by over 300 individuals, via email, phone call or in person, to seek support with human rights and sexual violence challenges.

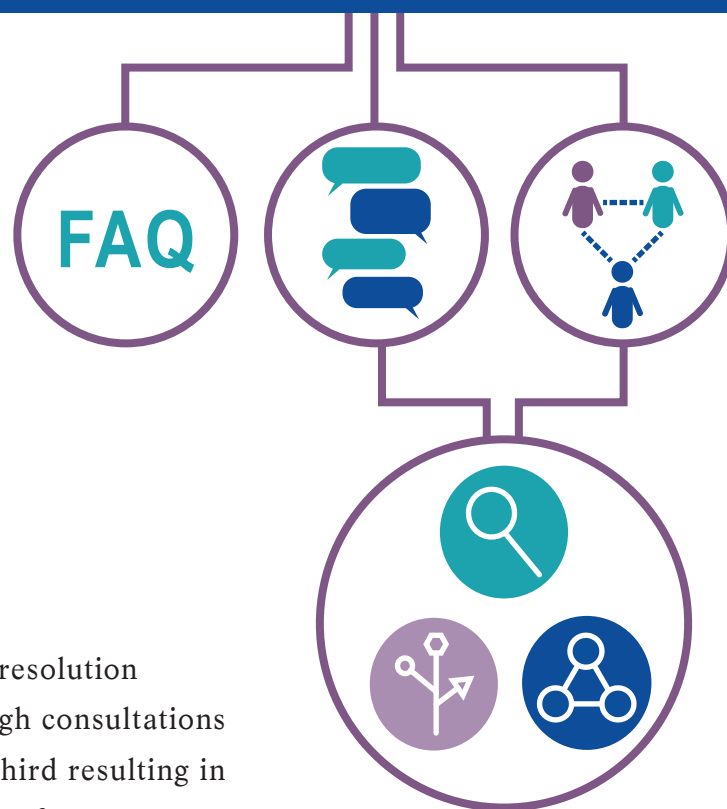


We provide complaint resolution options to people whose complaint falls within our jurisdiction and provide referrals to individuals whose complaints are unrelated to the policies we oversee.



Human Rights Services

Many inquiries are resolved by answering frequently asked questions on how policy and legislation apply to specific situations. Many other inquiries require multiple conversations to support an individual.



On more complex inquiries, we consult with partner offices within Ryerson and outside the institution; provide research on relevant human rights and sexual violence legislation, policies and practices; and review documentation and other evidence to resolve the inquiry.

About half of our inquiries enter our complaint resolution process, with two thirds of those resolved through consultations and alternative resolution and approximately a third resulting in an investigation with a decision-maker. Detailed information about our complaint resolution processes can be found on pages 17 to 28 of this report.

Caseload Statistics

Data Collection

On May 1, 2016, Human Rights Services changed its data collection methods, making a direct comparison of complaint data from previous years not possible. For transparency and accuracy purposes, we will be reporting on data from May 1, 2016 onwards. The trends in this report are based on a comparison between the May 1, 2016 to April 30, 2017 fiscal year and the May 1, 2017 to April 30, 2018 fiscal year.

85 Total
Cases
2016/2017

3 Ancestry	2 Family Status	22 Sex Based
13 Creed	3 Gender Identity	6 Sexual Violence
22 Disability	14 Race	



82% Increase

155

**Total Cases
2017/2018**

- 2 Ancestry
- 1 Citizenship
- 19 Creed
- 37 Disability
- 1 Family Status
- 3 Gender Identity
- 1 Marital Status
- 1 Place of Origin
- 25 Race
- 37 Sex Based
- 5 Sexual Orientation
- 23 Sexual Violence

The case grounds noted in this report are the primary grounds identified in the complaints to Human Rights Services; however, cases regularly involve an intersection of multiple grounds of discrimination.

For a combination of reasons, students, staff and faculty have not made complaints based on receipt of public assistance, record of offence or age in the two year period of this report.

Disability Cases

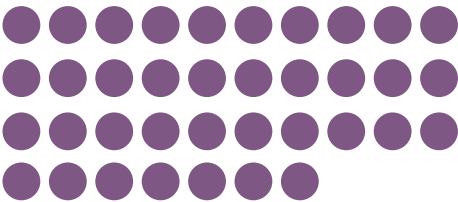
The most common complaints were centred on accessibility and issues of accommodations for students with disabilities. Staff complaints regarding accommodations were much less frequent.

Grade appeals constituted a large portion of our complaints based on accommodations.

With the rise of students registering with Academic Accommodation Support, we anticipate the number of disability-related complaints will rise in the next few years.



37 cases in 2017/18

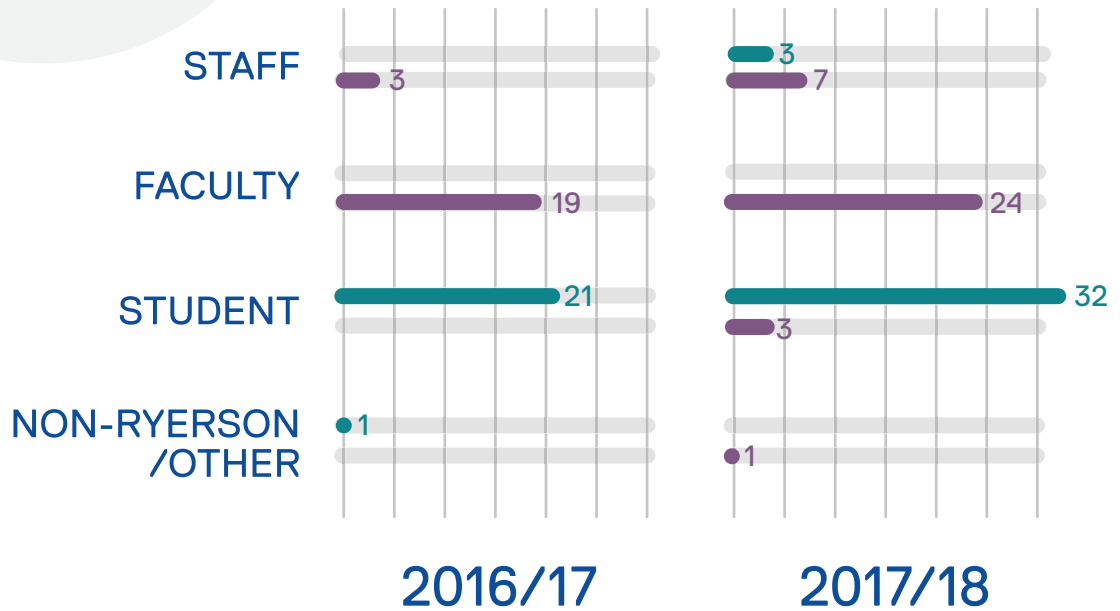


22 cases in 2016/17

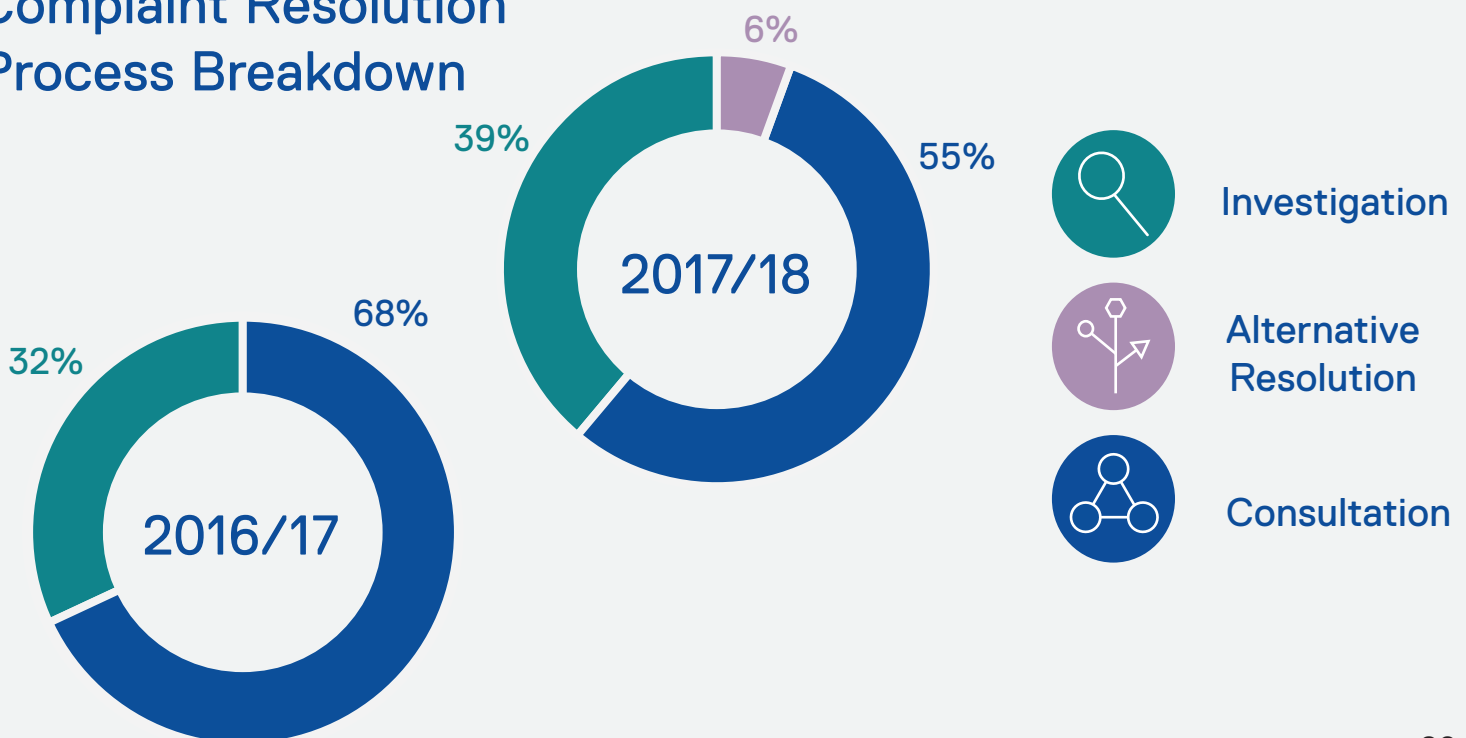


Complainants & Respondents

Please note one case might have multiple complainants and/or respondents.



Complaint Resolution Process Breakdown



Creed Cases

The majority of consultations that were based on creed are around religious accommodations.

In the last several years, expressions of concern about Islamophobia on campus have increased, yet few complaints regarding Ryerson community members have been submitted. The expressions of concern may be related to reports of anti-Muslim and anti-immigrant sentiments in recent national and international events. Some examples include the Quebec City Mosque Shooting in 2017 as well as international terrorist attacks and increased religious-based tensions.

Anti-Semitism reports on campus remain a concern. Human Rights Services has developed a matrix to evaluate the types of issues being expressed by community members and to track incidents reported to Human Rights Services.

Increase

19 cases in
2017/18

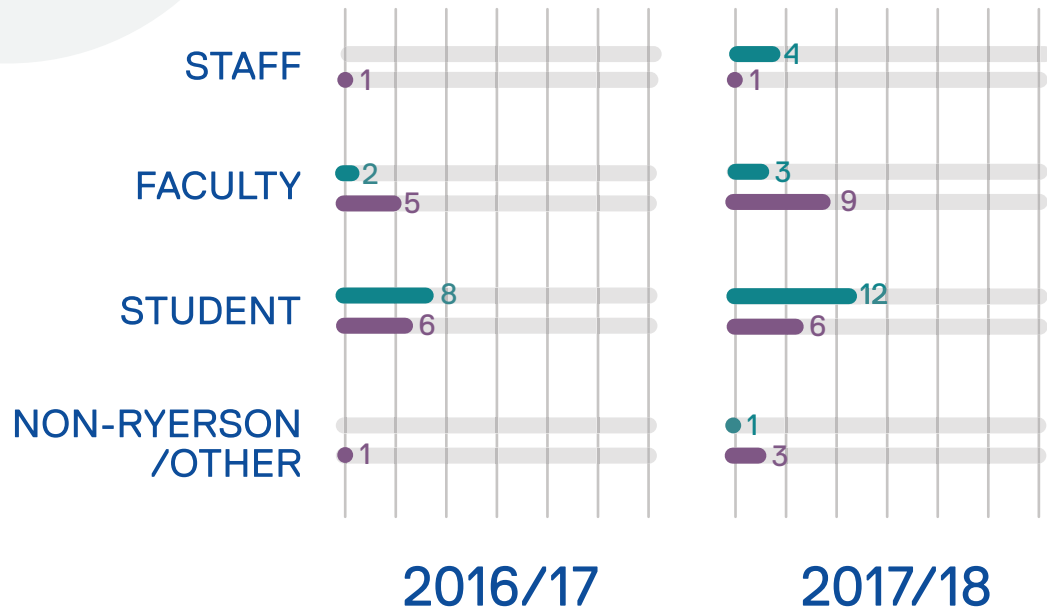


13 cases in
2016/17

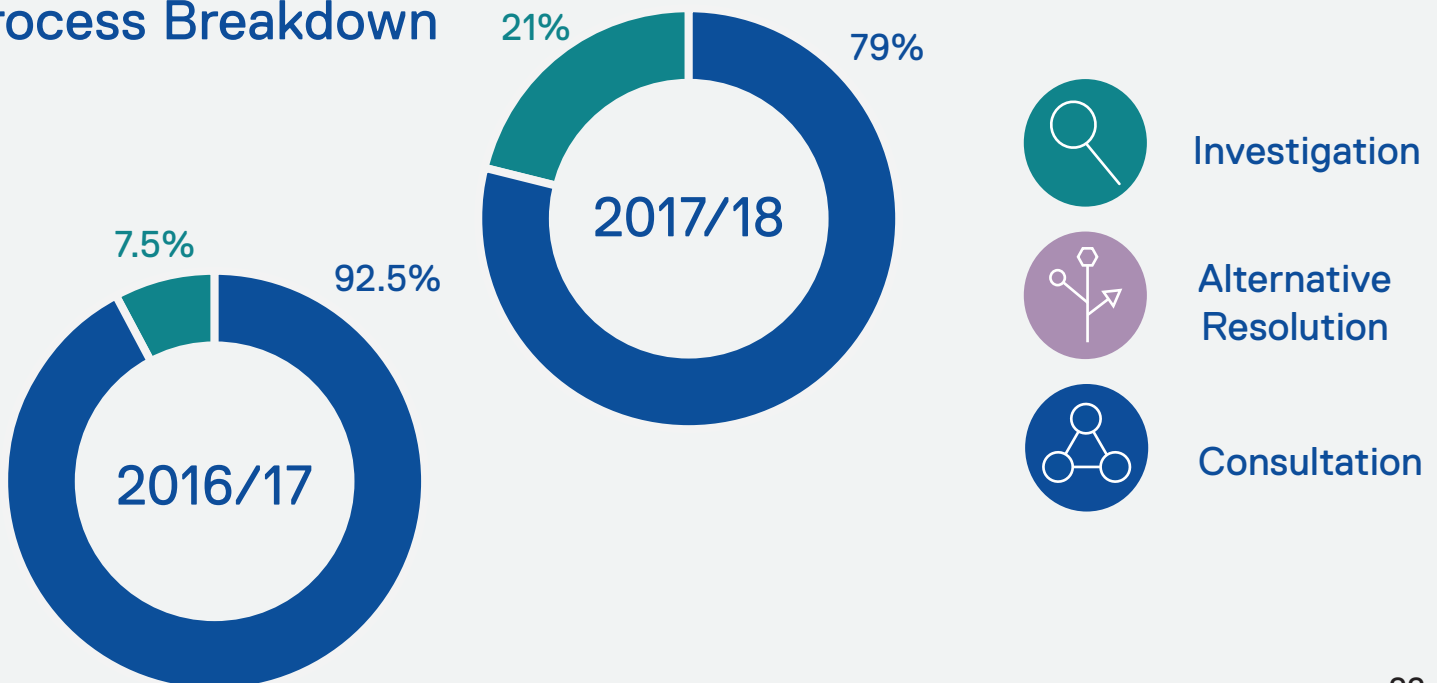


Complainants & Respondents

Please note one case might have multiple complainants and/or respondents.



Complaint Resolution Process Breakdown



Race, Colour, Ancestry, Ethnic Origin and/or Citizenship

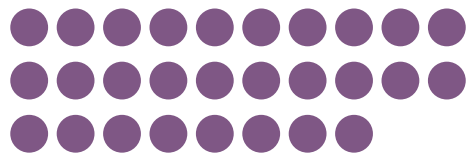
Most Complainants reporting discrimination based on colour, ancestry, ethnic origin or citizenship generally identify the grounds for their complaint as a “race” based complaint.

Racism is not necessarily expressed as explicit or overt; students, staff and faculty report experiences of racism manifested through subtle micro-aggressions. Therefore, complaints based on race are often complex and require systemic analysis.

Human Rights Services conducts systematic analyses of university units and individuals of concern. Systemic analysis strategies involve interviewing a range of staff by conducting surveys and/or questionnaires, reviewing troubling patterns such as the number of complaints against an individual, and other strategies to determine if there are issues of racism within a university unit or specific to an individual.



28 cases in
2017/18



17 cases in
2016/17

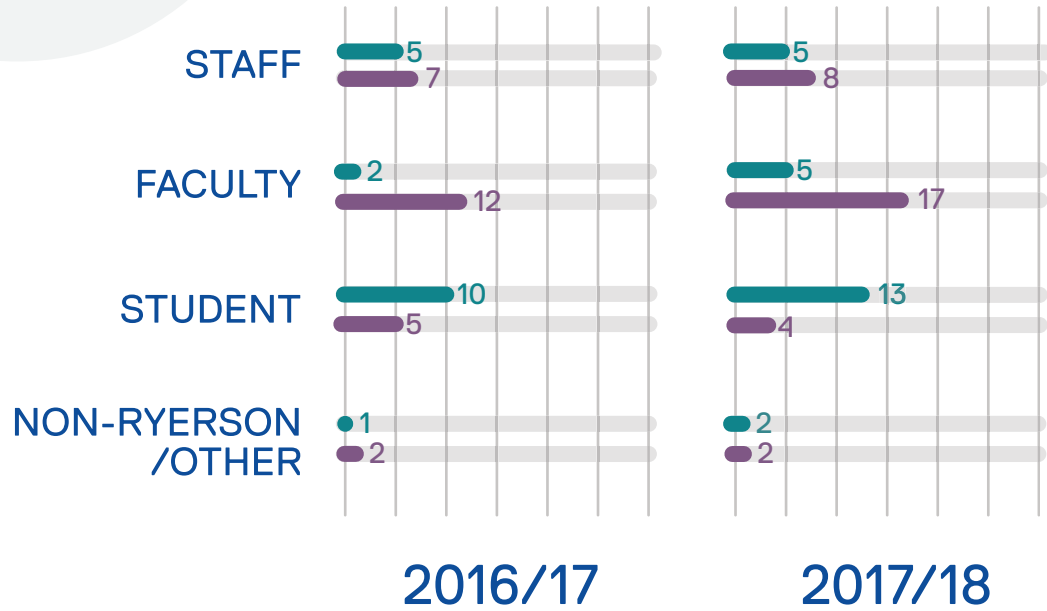


Complainants

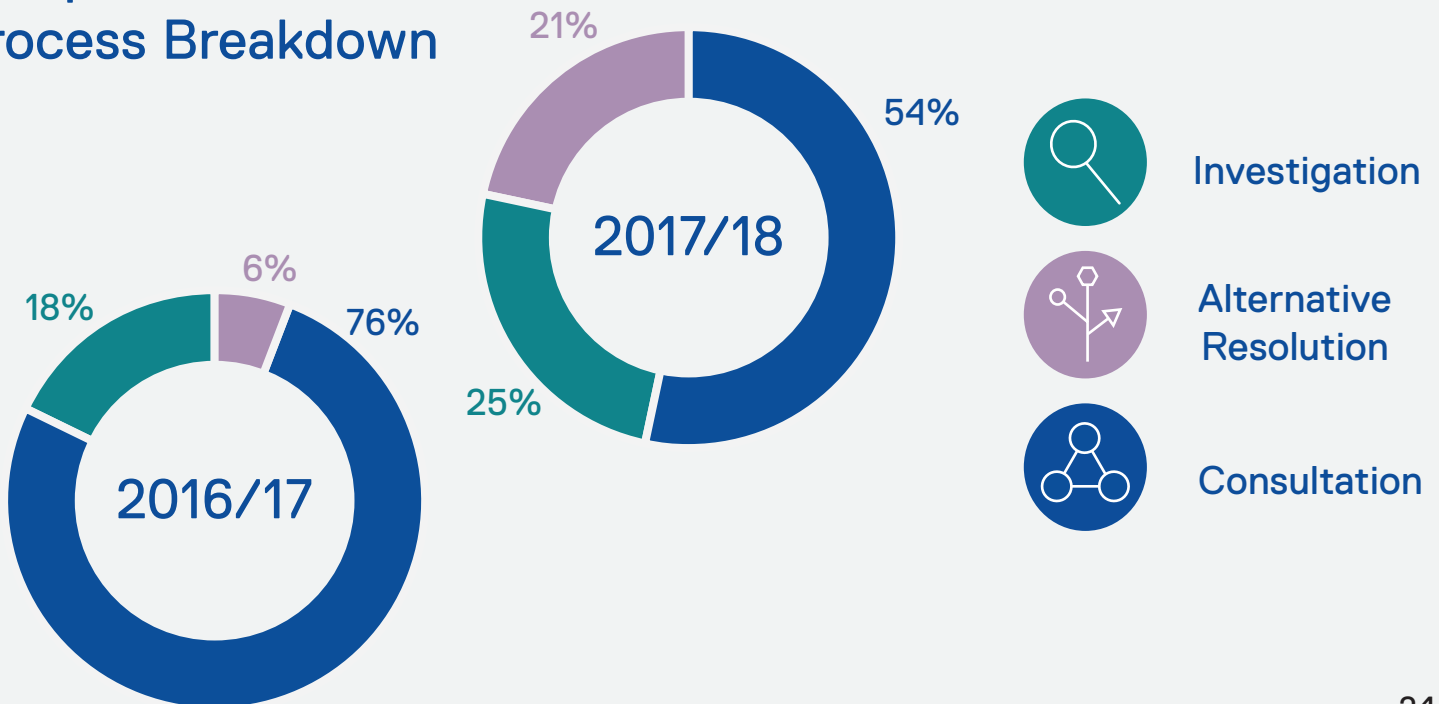
&

Respondents

Please note one case might have multiple complainants and/or respondents.



Complaint Resolution Process Breakdown



Sexual Violence

Ryerson implemented a new Sexual Violence Policy in 2017 to coincide with the implementation of Bill 132, the new provincial legislation on sexual harassment and sexual violence. The policy sets out the process for complaints relating to issues such as sexual harassment and sexual assault.

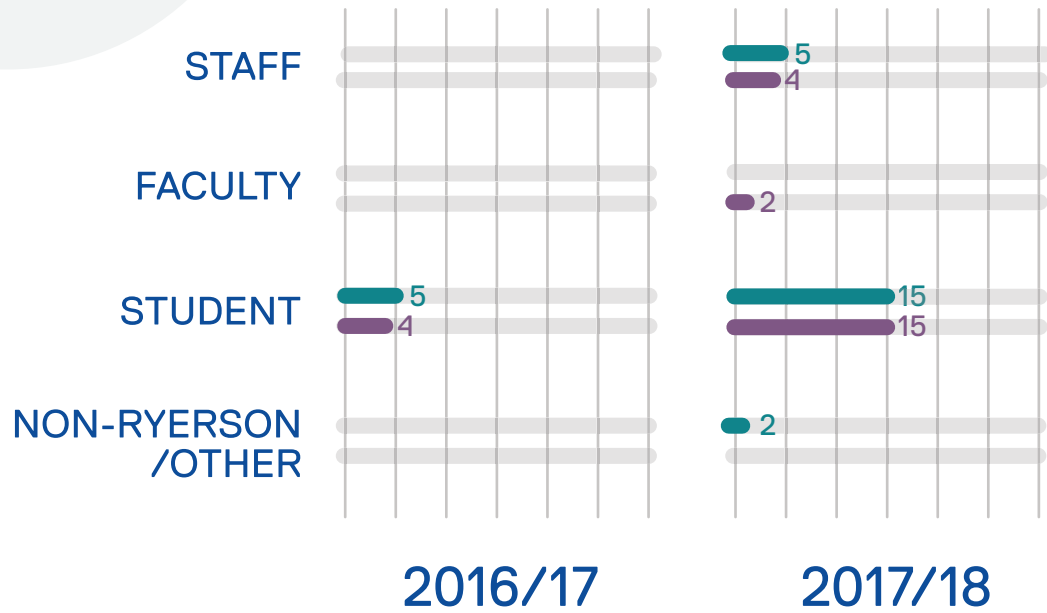
There has been a significant increase in the reporting of sexual violence complaints at Ryerson. The increase is due to several factors, including but not limited to: the work of Sexual Violence Support and Education office and Human Rights Services to raise awareness; a global focus on sexual violence that included broader social movements such as #metoo; Bill 132 and the provincial and federal focus on sexual violence; as well as an increasing trend towards reporting across all universities and colleges in North America.

In response to the increase of complaints, Human Rights Services has begun working closely with units across the university to address these issues, including the Office of Sexual Violence Support and Education, Student Conduct Office, Human Resources, and General Counsel, where appropriate.

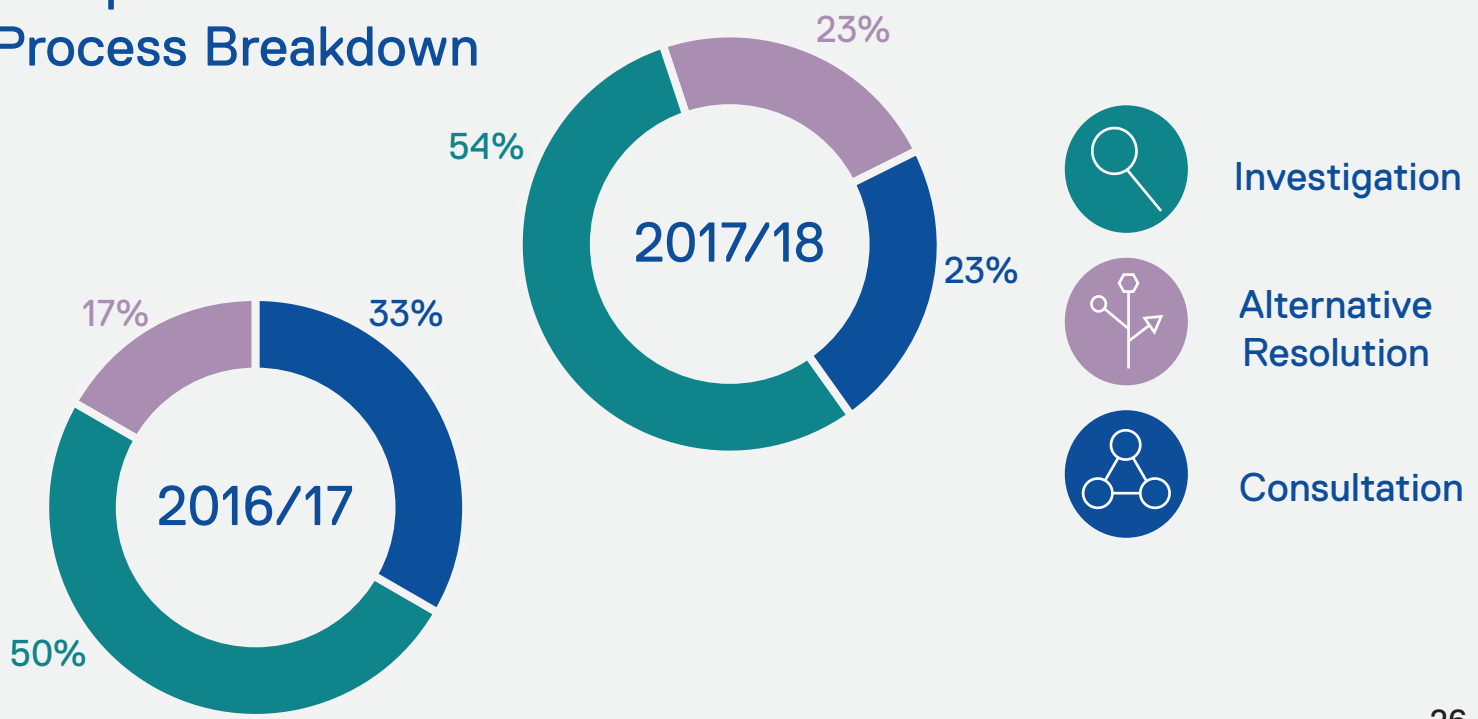


Complainants & Respondents

Please note one case might have multiple complainants and/or respondents.



Complaint Resolution Process Breakdown



Sex, Sexual Orientation, Family Status, Gender Identity and/or Marital Status

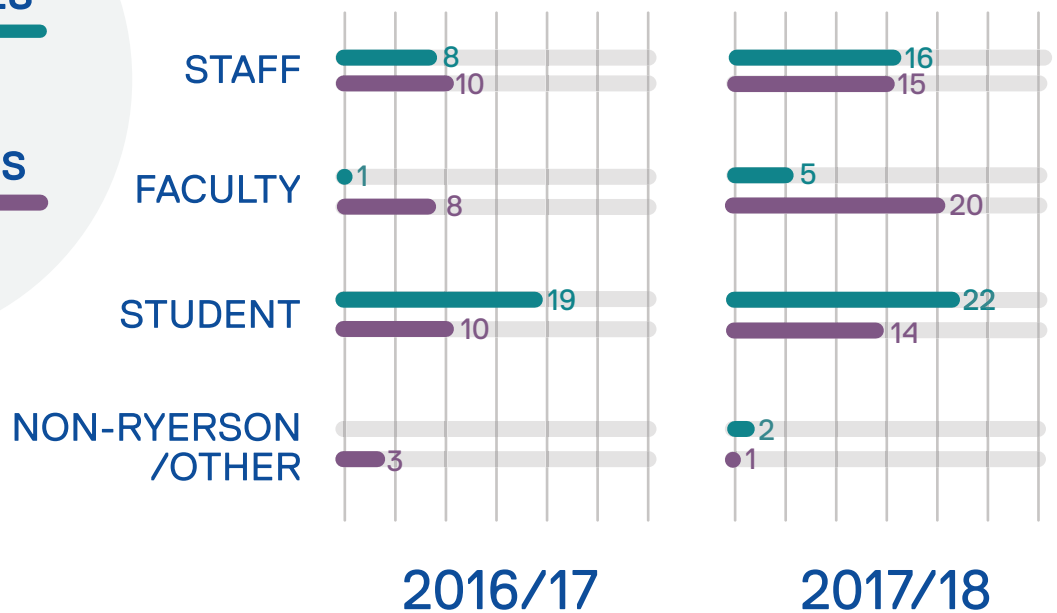
Gender-based complaints range from systemic discrimination to unwanted comments. We have seen a significant increase in these types of complaints over the reporting period. This trend is in line with other complaint categories where individuals are more willing to turn to university policy to hold people they feel have caused harm accountable. In many ways, these complaints represent a shift in the attitudes at work and in school to insist on dignity, fairness and equity.

Complainants

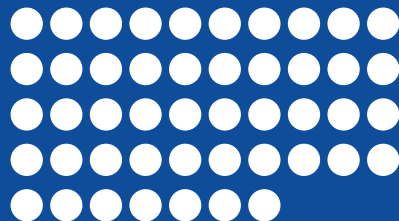
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Respondents

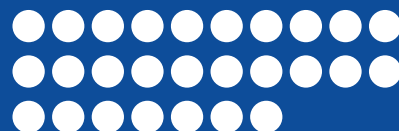
Please note one case might have multiple complainants and/or respondents.



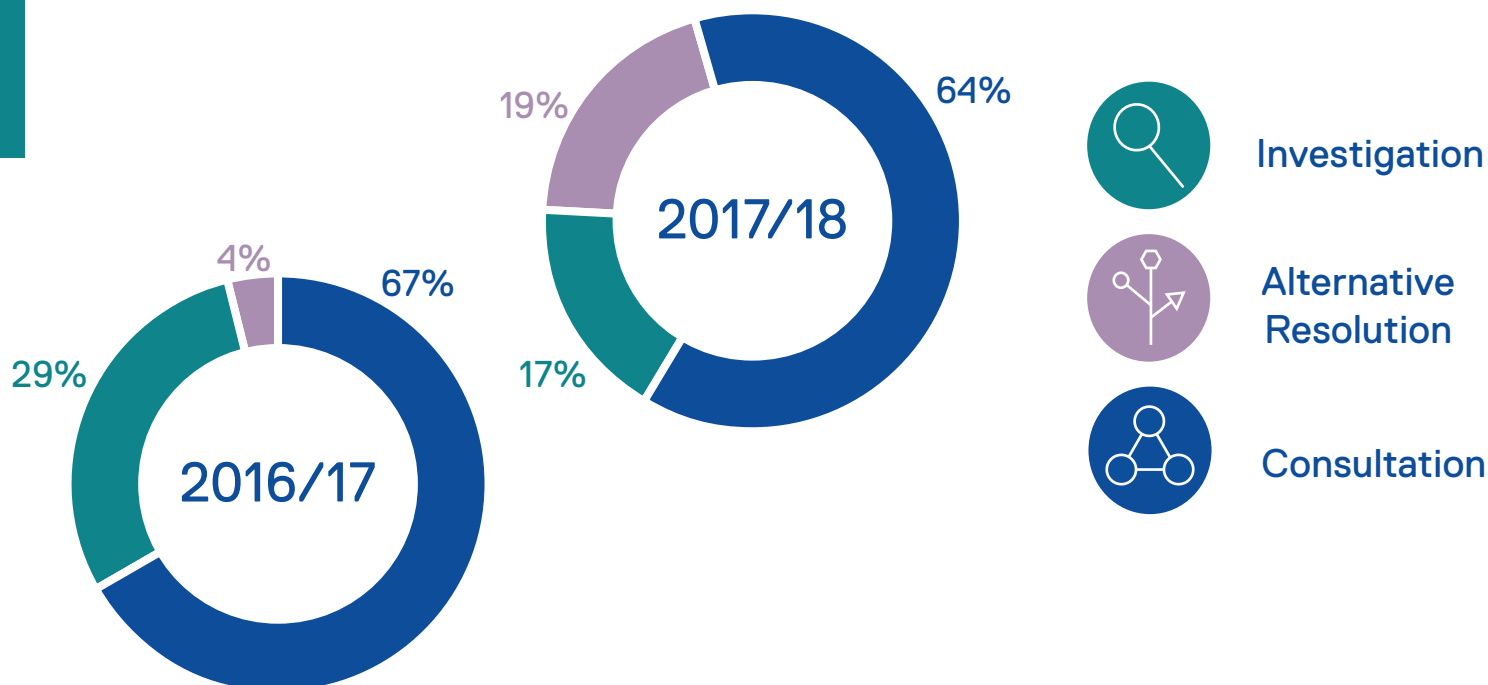
47 cases in 2017/18



27 cases in 2016/17



Complaint Resolution Process Breakdown



“Human Rights Services’ commitment to promoting a people first and human-rights centred culture sets this team apart. Championing culture change and accountability is no easy task. The team lead is passionate and invested in educating and challenging the Ryerson community to recognize our shared responsibility for fostering a community that is welcoming, respectful, inclusive and safe.”

Marcelle Mullings
Director, Student Advocacy & Accountability

Human Rights Services Staff 2016 to 2018

“Their knowledge, expertise, and skills on human rights, equity and diversity have strengthened the University’s approach to issues management. They are an invaluable member of the Ryerson family.”

Michael Forbes
Executive Director of Communications

Grace Chau Senior Investigator

Grace Chau joined Ryerson in November 2017 as a Senior Investigator with Human Rights Services. She has a BA in Political Science and an LLB from the University of Windsor Law School. Previously, Grace worked for over ten years at the Office of the Ombudsman of Ontario as an investigator with the Special Ombudsman Response Team. Her previous work history includes overseas internships with the United Nations High Commission for Refugees in Croatia and the Aga Khan Rural Development Network in India. She also has prior experience working at the HIV/AIDS Legal Clinic in Toronto.

Katie Solomon Complaints Resolution Advisor

Katie Solomon has been working in Human Rights Services since October 2006 and has been in her role as Complaints Resolution Advisor since May 2012. Katie received her BA from the University of Western Ontario in 2004. She also holds an Executive Certificate in Conflict Management from the Stitt Feld Handy Group and the University of Windsor and a certificate as an Advanced Investigator from Rubin Thomlinson. During Katie's time with Human Rights Services, she has managed hundreds of cases, finding resolution through both the investigation process as well as alternative resolution. She has also worked on policy development and has been involved in several equity and inclusion projects across campus.

Ahmed Ahmed

Strategic Advisor, Analyst

Ahmed Ahmed holds an undergraduate degree in Equity Studies from the University of Toronto and a Master's in Community Development and Adult Education from the Ontario Institute for Studies in Education (OISE). Ahmed started in Human Rights Services in Spring 2017. He brings over 15 years of experience in program development and delivery, education and training, and strategic planning from three sectors: community development, federal public service and post-secondary education. He has recently undertaken a PhD in the Faculty of Education at York University. Ahmed's research focuses on access to post-secondary education for traditionally under-represented students. As Strategic Advisor and Analyst, Ahmed is responsible for embedding equity and human rights into the policies, procedures and communications of Human Rights Services.

Elya Porter

Intake and Administrative Assistant

Elya Porter joined Human Rights Services as the Intake and Administrative Assistant in July 2018. She has been part of the Ryerson community for over ten years, having completed her Bachelor of Commerce at Ted Rogers School of Management and having worked in a number of departments across campus including Aboriginal Student Services, the Aboriginal Education Council, Law Practice Program and the Office of the Vice-President, Equity and Community Inclusion. She also brings experience working in marketing for Leukaemia and Lymphoma Research and Imperial College in London, England.

Career Boost Students

Human Rights Services has two Career Boost student positions. The student employees who fill these positions support the work of the office by conducting outreach, completing administrative tasks and promoting equity and diversity at Ryerson. They support the office, provide outreach to students on campus and are vital members of our team.

Prevention Through Partnerships and Education

Education

Prevention through education is a major goal of Human Rights Services. We work with the Ryerson community to empower individuals and university units with the tools to address human rights concerns. Education and awareness are integral to our values and help us to ensure that our work is preventative rather than reactive. Education helps to create a campus community that values the integrity and human rights of all our members.



Beyond Campus



- Canadian Association for the Prevention of Discrimination and Harassment in Higher Education (CAPDHHE)
- Canadian Association of College and University Student Services (CACUSS)
- Canadian Human Rights Practitioners (CHRP)
- Association of Workplace Investigators (AWI)

Various Selected Committees

- Sexual Violence Support and Education Advisory Committee
- Various Hiring Committees
- International Women's Day Committee
- December 6th Memorial Committee
- Breast/Chest Feeding Committee



"Training sessions put on by Human Rights Services are boldly refreshing, thought-provoking and deeply relevant. I walk away feeling inspired and further equipped to navigate delicate, difficult conversations."

Gafira Kassam,
Student Accommodation Facilitator, Academic Accommodation Support,
Student Learning Support

Training

From 2016 to 2017, Human Rights Services conducted over 40 training sessions, and in 2017-2018, we conducted over 60 training sessions. The office works with a range of groups, units, departments to deliver training. The office also works with individuals on a one-on-one basis to respond to training sanctions from investigations.



Who Received Training On Campus

- Six out of Eight Ryerson Faculties
- Student Affairs
- Athletics
- Communications
- Human Resources
- Ryerson's Learning Zones
- Decision-Makers: senior leaders who decide on formal investigations
- Departmental Evaluation Committee
- Faculty
- Select Facilities and Food Services
- Executive Group
- Board of Governors
- Research Ethics Review Board
- Student Unions and Associations
- Student Groups and Clubs
- Office of the Registrar

Topics Covered

- Unconscious Bias Training, specifically for hiring committees and large staff teams
- Equity and Diversity 101
- Anti-Black Racism
- Anti-Semitism
- Homophobia and Transphobia
- Workplace Harassment and the Ontario Human Rights Code
- Inclusive Facilitation
- Body Shaming
- First-Year Faculty Training
- Human Rights and Accommodation
- Religious Accommodation Training
- Inclusive Classrooms
- Complaints and Investigations Process 101
- Decision-Maker Training
- Discrimination and Harassment Prevention Policy and Sexual Violence Policy Training

Human Rights Services has also presented to 15 off-campus partners including the University of Toronto, University of Alberta, Humber College, Seneca College, Centennial College, Durham College, Women's Legal and Action Fund, and the Urban Land Institute.



We advocate for fairness of process and for a community where the dignity and human rights of all its members are respected and upheld.

“I can’t thank you enough for helping put together today’s [memorial] event. It was so important for the Jewish, non-Jewish, and entire Ryerson community, and meant even more that we had the support from the university.”

Elyse Wieskopf
Director, Hillel Ryerson

“The Office of Human Rights Services is an important ally to the Muslim staff and faculty community network. The team has been there for the us during key moments, from the time we were trying to get the community network formalized at the university to organizing healing circles and vigils for the community.”

Sakeena Mihar
Co-chair, Muslim Staff and Faculty Community Network

“The Human Rights office has delivered exceptional training and coaching, both for myself personally, and for my direct reports. Their ability to communicate complex concepts and initiate productive conversation regarding sensitive topics is inspiring and has been a valuable tool in empowering my leadership team to bring awareness and navigate these concepts with their own teams, schools and students.”

Charles Falzon
Dean, Faculty of Communication and Design

**Human Rights is all of our
responsibility.**