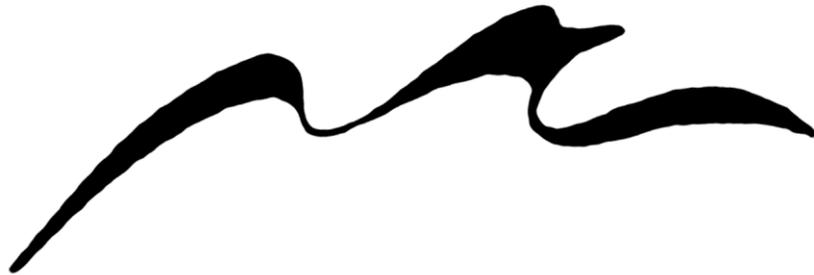


HUMAN RIGHTS OFFICE



REPORT

Jan 2016- Dec 2017





THE HUMAN RIGHTS OFFICE

The Human Rights Office is an independent office whose mandate is to promote human rights and address harassment and discrimination on the grounds of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability as well as analogous grounds. Any member of the community, can consult the

Advisory service of the Office to discuss issues of harassment and discrimination affecting their ability to access the learning, working or living environment. Its mandate is also to inform the community about their rights and responsibilities in the area of human rights. The Human Rights Office's staff members can also assist community members looking for educational resources.

The Human Rights Office works with all constituencies, including faculty, students and staff as well as Kingston community members, to ensure that the community's needs in the area of human rights are being addressed adequately. The Office reports bi-annually to the Queen's community through a report to the Senate of the University.

For more information, visit our web site at www.queensu.ca/humanrights. To contact an Advisor, contact the Human Rights Office at hrights@queensu.ca, or call the Office at (613) 533-6886.

Update:

In keeping with the direction of the Ontario human rights framework, the Human Rights Office continues to develop a model of service that incorporates community consultation, public education, and elements of systemic assessment/advocacy. An external review of the Human Rights Office and Equity Office conducted in 2017 affirmed the importance of the HRO's pro-active and systemic focus and recommended the merging of the HRO and Equity Office into a single unit.

In 2016-2017 the HRO conducted further consultations with community members on creating a positive environment for black scholarship at Queen's by looking specifically at mentorship, community responses to post-racial discourses, and the development of black studies. The Office consulted with and trained members of the Queen's and Kingston community on issues ranging from implicit bias awareness to updates to the Occupational Health and Safety Act related to sexual violence, sexual harassment and domestic violence.

The HRO responded to new statutory requirements in the areas of occupational health and safety and campus sexual violence by providing updated information about the university's Interim Workplace Harassment and Discrimination Policy on its website; the Office also welcomed the university's new Sexual Violence Prevention and Response Coordinator and incorporated the position into the HRO's operations.



THE HUMAN RIGHTS ADVISORY SERVICE

The Human Rights Office's Advisory Service is a confidential service that assists individuals or groups at Queen's who wish to pursue informal or formal routes of complaint resolution following an incident of harassment or discrimination. Queen's community members, with the help of a Human Rights Advisor, and within the framework of Queen's Harassment/Discrimination Procedure, may explore the possible courses of action that they may wish to take to address the situation.

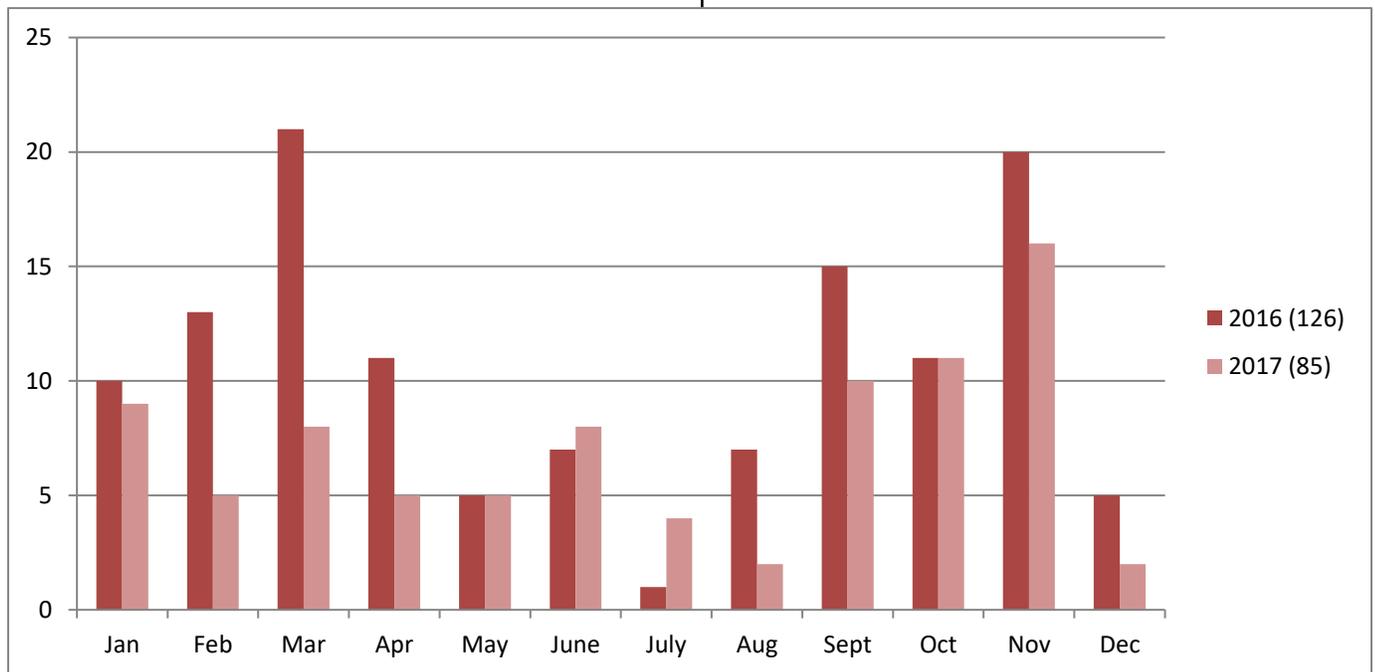
You can contact an Advisor by calling (613) 533-6886, or e-mail hrights@queensu.ca.

Update:

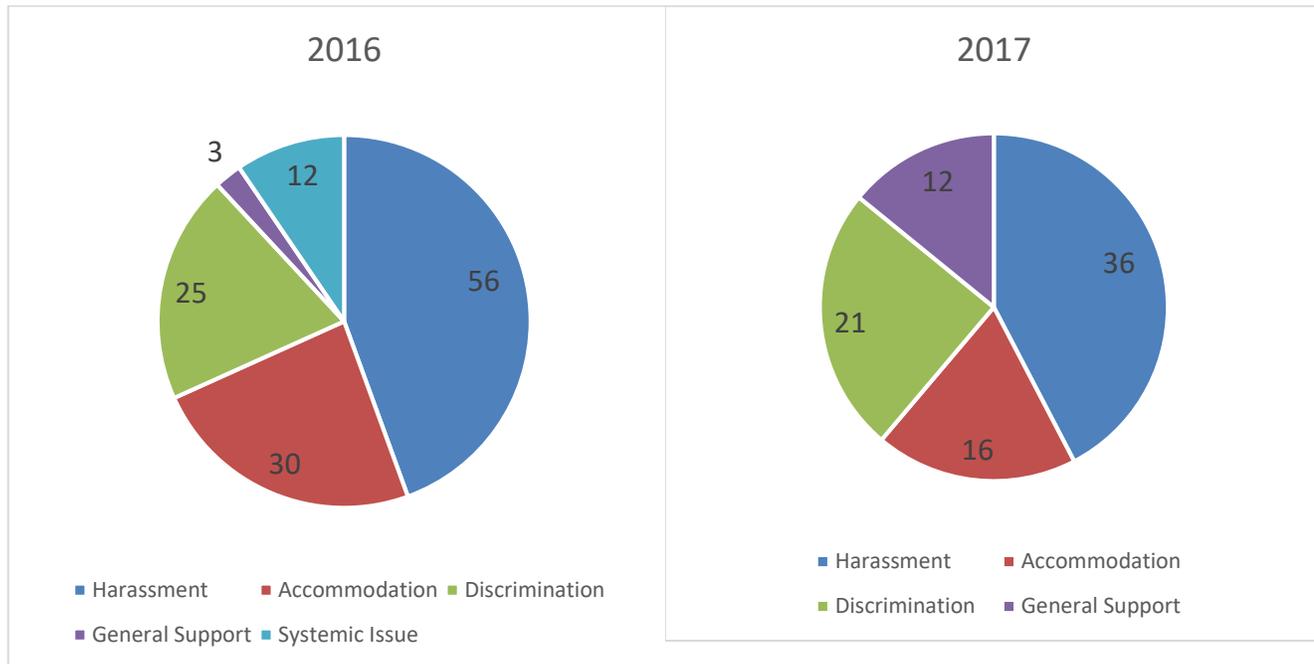
The following charts illustrate the number and types of harassment and discrimination incidents where individuals sought the advice of a human rights advisor for the years 2016 and 2017.

***NOTE: Sexual harassment cases involving students are not included in this report. Due to new statutory requirements, statistics regarding sexual violence affecting students are now provided in a separate report prepared by the Sexual Violence Prevention and Response Coordinator and the Division of Student Affairs.**

Cases per month



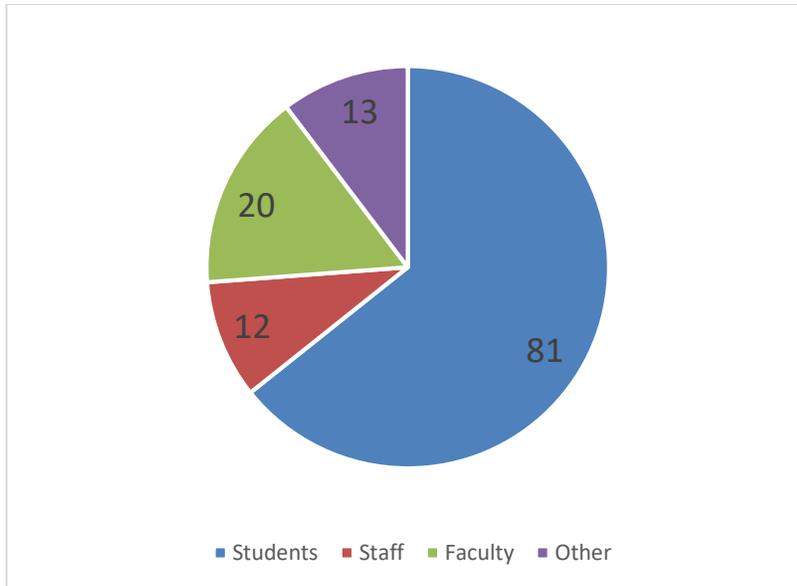
ADVISORY SERVICE STATISTICS



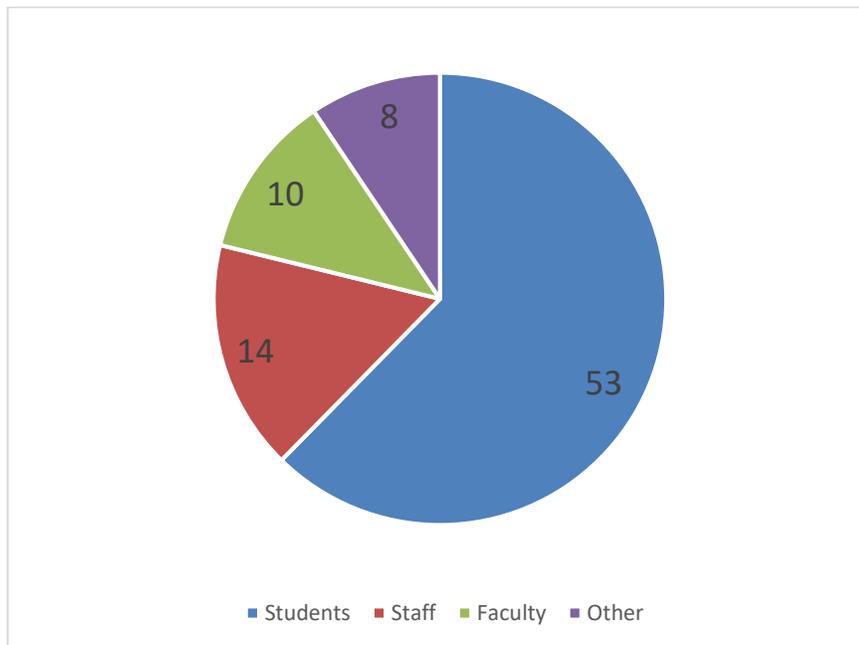
	Total	Race and Race Related	Disability	Sex/Gender/ Sexual Orientation	Family/Age Marital Status
Accommodation	46	7	25	7	3
Discrimination	46	27	5	12	5
Harassment	92	12	3	56	1
Systemic Issue	12	4	0	5	0
General Support	15	0	1	2	0
TOTAL	211	50	34	82	9

Status of Clients Accessing Advisory Services *

2016



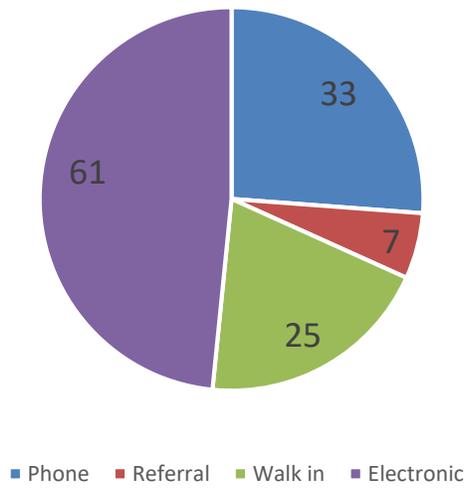
2017



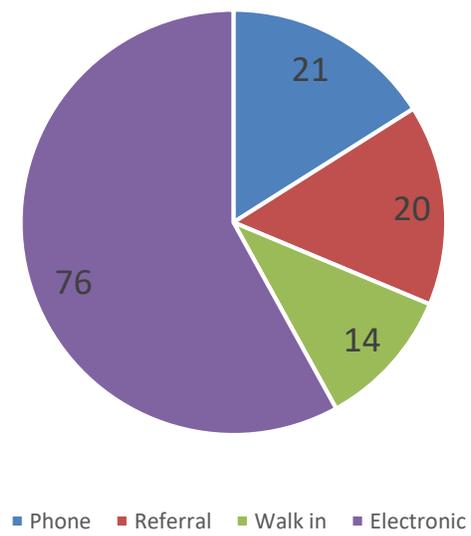
*Includes complainants as well as those who have consulted Human Rights Advisors with respect to their rights and/or responsibilities under legislation or Queen's policy

Method of Contact

2016



2017



HUMAN RIGHTS EDUCATIONAL RESOURCES

The Human Rights Office provides educational resources to members of the community with regard to their rights and responsibilities in the area of human rights. Training, workshops and information sessions can be specifically tailored to meet a group's needs. Our goal is to help Queen's community members create positive environments that reflect the diversity of who we are, including: feminists, racialized community members, Indigenous peoples, queer identified community members, persons with different abilities, and persons of many religions, ancestries and cultures. Interested groups may contact the Human Rights Office at (613) 533-6886 or e-mail at hrights@queensu.ca.

The Human Rights Office also publishes several posters and documents on various human rights issues. Many are available free of charge to interested individuals or groups.

To check out the list of publications, individuals may visit our web site at www.queensu.ca/humanrights, or to obtain the publications contact hrights@queensu.ca or call (613) 533-6886.

In addition, we have a library of audio-visual and print resources available for consultation on a variety of human rights issues. The library can be consulted during normal business hours (Monday to Friday, 9am to 5pm) and individuals are asked to call ahead.

Update:

The Human Rights Office continues to offer various resources to the community to ensure members understand and are able to meet their human rights responsibilities.

These resources include:

- The Electronic Multifaith Calendar and Faith Date Events Calendar
- Human Rights Legislation Group meetings and case summaries
- Cyberharassment awareness information
- Positive Space Program
- Online sexual harassment training
- Anti-Racism training
- Human Rights 101 training
- Equity and Human Rights Issues regarding the medical profession and the delivery of patient care
- Understanding Gender Identity and Gender Expression
- Human Rights Advisory Service Training
- Anti-Oppression Training

The Office began work on the following projects:

- Sexual violence response and prevention program ("Enhanced Acknowledge, Assess, Act")
- Staff Team Learning Program (online module)
- Cyberbullying campaign in collaboration with the AMS

HUMAN RIGHTS LEGISLATION GROUP

The Human Rights Legislation Group invites unit heads or their designate from all academic and non-academic groups on campus to attend regular information sessions.

The Group is co-chaired by Queen's Legal Counsel and Access and Privacy Coordinator and the Director of the Human Rights and Equity Office. The purpose of the Group is to provide units and departments with the information they need to understand the constantly evolving landscape of human rights-related legislation, including amendments, which often give employers and service providers additional responsibilities to prevent breaches of human rights.

Some of the pieces of legislation discussed include: the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act and its standards, the Occupational Health and Safety Act (violence and harassment in the workplace sections), and the Federal Contractor's Program.

To help units understand Human Rights and Equity related legislation and how the work, study and living environments are affected in the Queen's community, the Group holds periodic informational meetings. Interested individuals should email hrights@queensu.ca for information on attending meetings or for access to resources.

Update: Sessions held during the 2016 and 2017 years include:

Meeting 17: March 2016 Contemporary Human Rights Cases

In this meeting, the Human Rights Legislation Group focused on contemporary human rights cases. Topics discussed at this Human Rights Legislation Group meeting included, workplace accommodation, the rights and responsibilities surrounding medically prescribed marijuana and accommodation related to family status.

Meeting 18: June 2016 Discrimination, Hiring and Records Management

In this meeting, the Human Rights Legislation Group focused on discrimination and hiring, including a discussion on document management. Guest speaker: Carolyn Held, Director, University Records Management & Chief Privacy Officer and Marie Doherty, Director, Client Services

Meeting 19: September 2016 Sexual Violence and Sexual Harassment in the Workplace

In this meeting, the Human Rights Legislation Group focused on cases about sexual violence in the workplace. Guest speaker: Barbara Lotan, Sexual Violence Prevention and Response Coordinator

Meeting 20: January 2017 Gender Identity and Gender Expression in Recent Case Law Discrimination in the Workplace

In this meeting, the Human Rights Legislation Group focused on cases related to gender identity and gender expression as well as cases on discrimination in the workplace. Guest speaker: Jean Pfliederer, Human Rights Advisor and Erin Clow, Equity Advisor

Meeting 21: June 2017 Family Status and Social Media in Recent Case Law

In this meeting, the Human Rights Legislation Group focused on cases related to family status as well as cases on Social Media discrimination in the workplace. Guest speaker: Yvonne Cooper, Director of Communications at Queen's University

Meeting 22: December 2017 Race and Indigeneity in Recent Case Law

In this meeting, the Human Rights Legislation Group focused on cases related to discrimination in the workplace. In addition, this meeting showcased human rights cases related to race and indigeneity. Guest speaker: Janice Hill, Director of Indigenous Initiatives



THE MULTIFAITH CALENDAR

The Multifaith Calendar is a valuable resource for community members who seek to demonstrate inclusivity and provide a welcoming environment for students, staff, faculty, visitors and guests of the University. In today's diverse and multicultural society, festivals and faith based holidays are an important part of many peoples' lives. Being aware of these can foster an open and inclusive environment.

In addition, the duty to accommodate can arise with respect to all protected grounds under human rights legislation, including faith. An important aspect of accommodation involves celebrating and encouraging diversity to reinforce the commitment to equality. This approach also encourages individuals to make requests for accommodation in a timely way.

In order to promote awareness, dialogue and inclusivity in our community and workplaces, Queen's has made the Multifaith Action Society's calendar available electronically to all of Queen's community members. The Multifaith Action Society is an organization that is dedicated to promoting interfaith and multifaith dialogue and understanding. Their calendar is renowned for its accuracy and integrity and includes valuable information about 14 world faiths and the different systems of marking important occasions used by various faiths.

You can find the electronic Multifaith Calendar at www.queensu.ca/humanrights, click on multifaith calendar. The site includes a tutorial section. For additional information on how to accommodate faith requirements, go to www.queensu.ca/humanrights and click on Accommodation, then select Religious Accommodation. For assistance in addressing accommodation requests you can also contact the Chaplain's office at (613) 533-2186.

Update

The BC Multifaith Action Society continues to allow the Human Rights Office to use the illustrations and logos from their Multifaith Calendar publication to create a standing multifaith information board in the display case on the main hallway of Mackintosh-Corry Hall.

The online Multifaith Calendar is available to all Queen's University members through the support of the Offices of the Provost. The calendar can be found here:
<http://multifaithcalendar.org/cal/index.php>



STOPIT!

STOPIT! is a joint initiative of the Human Rights Office, Information Technology Services, the Department of Security, and the Associate Vice Principal and Dean of Student Affairs, aimed at addressing the issue of e-mail harassment.

Harassment is defined as “vexatious conduct or comment that is known or ought reasonably to be known as unwelcome.” The most commonly reported form of harassment takes the form of unwanted conduct or comment of a sexual nature and is known as sexual harassment. However, harassment may also be based on race, colour, creed, sexual and gender identity, ethnicity, ancestry, differing abilities, etc. Harassing comments constitute harassment regardless of how they are communicated – whether in person, by telephone, by letter or electronic media (e.g. email, Facebook or other social networking sites.)

To take action on harassing or discriminatory e-mail, community members are encouraged not to erase the e-mail message(s) from their inbox – it contains information that may identify the person responsible – then to forward the e-mail in question to stopit@queensu.ca. To discuss harassment perpetrated through other forms of electronic media, community members are encouraged to email the Human Rights Office at hrights@queensu.ca or phone at (613) 533-6886.

Update:

Community members who access the HRO’s Advisory Service continue to name negative and unwanted online behavior as a factor in their experience of harassment and discrimination. Research shows that this issue extends to all forms of social media and will continue to expand as new social media platforms emerge. Because of this, Advisors in the Human Rights Office have turned their attention to ensuring that the university’s resources on online harassment also evolve and expand to recognize the diverse media through which harassment can occur and to provide community members, particularly students, with information about online safety and how to report concerns. The Human Rights Office is working in collaboration Queen’s marketing to design a print/online campaign to address the bullying, harassment, violence and hate speech that may make their way into online communications.



POSITIVE SPACE

The Positive Space Program brings visibility and support to lesbian, gay, bisexual, trans, 2 spirit and queer communities at Queen's. It was developed by the Human Rights Office, the Ontario Public Interest Research Group and the Education on Queer Issues Project.

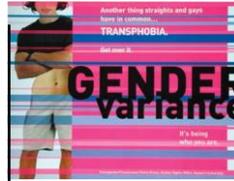
Members of the Queen's community who wish to get involved in this program can attend a Positive Space session to familiarize themselves with queer issues and inclusivity. They can then sign up to be members of the Program and receive a sticker that they can use to designate their work, living or study space as "Positive Space" i.e. respectful and supportive of sexual and gender diversity.

More information is available about the Program at www.queensu.ca/positivespace. .

Update:

- 43 Positive Space sessions were offered in the 2016-2017 period;
- 5 consisted of "general" Positive Space workshops – advertised online and open to the general Queen's community;
- 33 were requested by various graduate and undergraduate groups such as AMS, SGPS, PSAC, ASUS, Engineering Society, Education Students Society, Concurrent Education, Law, Nursing, and Medicine;
- 4 were delivered to faculty/staff groups;
- 1 was a customized longer version provided on request to an area church.

In addition to HRO staff doing Positive Space sessions, trained volunteer facilitators often work with the HRO; these facilitators occasionally do a session independently.



Gender Identity and Gender Expression

In Canada, the rights of trans and gender diverse people are protected by human rights legislation. At Queen's, the University's Harassment/Discrimination Policy lists gender identity and gender presentation as grounds of prohibited discrimination.

Students, academic and staff members interested in the issues faced by trans and gender diverse people at Queen's have worked to increase accessibility in residences, employment and campus services by removing barriers from policies, practices, and the built environment.

For information on how to get involved, or to obtain posters or pamphlets, members may visit www.queensu.ca/humanrights.

Update:

The Human Rights Office finalized the Queen's [*Policy and Guidelines on Collecting Information about Sex and Gender*](#) in late 2016. The purpose of this policy is to ensure, in so far as possible, that language used on in-take forms, record documents, and surveys is inclusive and free from bias or barriers related to sex and gender identification. In addition, the Human Rights Office worked with the Registrar's Office as well as Information Technology Services to ensure a process for students to use their preferred name.



Anti-Racism Initiatives

Many campus and community groups have united efforts over the years to focus on anti-racism initiatives.

In response to concerns raised by Queen's students, staff and faculty in 2016 about a persistent hostile climate for racialized community members, the Principal established a Principal's Implementation Committee on Racism, Diversity, and Inclusion (PICRDI). The mandate of the Committee was to review past institutional reports and recommendations regarding racism at Queen's and to identify barriers to the implementation of these recommendations. The Human Rights Office, along with several other units, provided advice to the Committee. The work of PICRDI coincided with the work of the Queen's Truth and Reconciliation Commission Task Force which addressed ways to ensure open and respectful dialogue between Indigenous and non-Indigenous community members. The PICRDI's Final Report was released in April 2017. The Human Rights Office features prominently in several PICRDI report recommendations for implementation of anti-racism, equity, and inclusion measures on campus.

Update:

During the 2016-2017 period, anti-racism continued to be an active area of focus for the Human Rights Office. In partnership with Dr. Philip Howard at McGill University, the Office hosted an art exhibition and public talks on "The Arts Against Post-Racialism" and university responses to blackface. As part of the Diversity to Inclusion staff learning certificate, the HRO partnered with Human Resources and the Equity Office to deliver "Anti-Racism in the Workplace" training. With the AMS Social Issues Commission and the Committee Against Race and Ethnic Discrimination (CARED), the HRO hosted a townhall on racism at Queen's which was attended by over 100 staff, students, faculty and senior administrators. The HRO worked with the AMS Social Issues Commission to develop a poster on how to respond to incidents of racism on campus which was distributed to all first-year students. The HRO also partnered with the Queen's Committee Against Race and Ethnic Discrimination (QCRED) on the revitalization of their space, web presence and the compilation of resources on racism and mental health.

As part of the university's response to the PICRDI, the Human Rights Office sat on the nomination committee for the establishment of the University Council on Anti-racism and Equity (UCARE). The HRO is expected to play a key advisory and operational role in the implementation of PICRDI recommendations in the coming year.

Sexual Violence Prevention and Response

Queen's University is committed to providing non-judgmental sexual violence support and response.

Sexual violence means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

All persons who disclose an experience of sexual violence can expect to be: treated with compassion, dignity, and respect; provided with timely safety planning assistance; informed about on-and off-campus support services and resources available to them; provided with non-judgmental and sympathetic support; provided with accommodations as appropriate; integral decision-makers in situations pertaining to themselves; allowed to determine whether and to whom they wish to disclose or report their experience.

For more information on support and services and related policies and committees please visit the website <https://www.queensu.ca/sexualviolencesupport/policies-committees-resources>.

Update:

In May 2016 the Human Rights Office hired a Sexual Violence Prevention and Response Coordinator (SVPRC). The SVPRC is the Chairperson of the Sexual Violence and Prevention working group and works with members to identify campus needs related to sexual violence prevention and response. Throughout 2017 the SVPRC worked on the following:

- Supporting students and staff impacted by sexual violence
- Creating a stand-alone webpage with information about policy, supports and services.
- Participating in the revision of the sexual violence policy with a focus on legislative compliance.
- Hosting information sessions for students, staff and faculty regarding sexual violence prevention and response.
- Developing partnerships with on and off campus stakeholders.

SUMMARY AND FUTURE DIRECTIONS

The 2016-2017 period was one of significant change for the university with respect to its approach to human rights issues. In 2015, the provincial government introduced an action plan to address sexual violence and harassment, and in March 2016 Bill 132, the government's Sexual Violence and Harassment Action Plan Act, received Royal Assent. This new legislation made employers responsible for ensuring it had policies and procedures in place to address workplace harassment (defined as inclusive of both Human Rights Code harassment and non-code harassment) and workplace sexual harassment. The university responded to these requirements by approving, in August 2016, a new *Interim Workplace Harassment and Discrimination Policy* administered by Human Resources that would apply to all university employees. Bill 132 further mandated that colleges and universities put in place substantial measures to ensure that students affected by sexual violence (defined as inclusive of sexual assault and sexual harassment) were able to report and disclose incidents of sexual violence and to receive appropriate supports and accommodations. The university responded by hiring a Sexual Violence Prevention and Response Coordinator to be housed in the Human Rights Office and by approving a new Policy on Sexual Violence Involving Queen's University Students in December 2016. This policy outlines its own procedures for responding to formal complaints of sexual violence, inclusive of sexual harassment. Finally, the university's Student Code of Conduct was substantially revised in 2016 such that complaints of on-campus harassment between Queen's students would proceed through the university's Non-Academic Misconduct system rather than presumptively through the Human Rights Office and the Senate *Harassment/Discrimination Complaint Policy and Procedure*. All of these legislative and policy changes have had a dramatic effect on the HRO's advisory services mandate and have led to fragmentation with respect to how issues of sexual harassment and other forms of code-based harassment and discrimination issues are managed on campus. There are indications that the number of client interactions with Human Rights Office Advisors is declining year after year, likely in response to the availability of new avenues for receiving advice and assistance. It is also possible that numerous policies dealing with different aspects of harassment and discrimination and perceived gaps in policy have led to confusion around how/where best to access assistance. The university will need to continue to monitor this issue closely to ensure that policy fragmentation does not act as a deterrent or a barrier to rights seekers or lead to less transparency with respect to human rights issues on campus.

In addition, in 2017 the Provost announced an external review of the Human Rights Office and Equity Office in response to internal and external changes affecting the university landscape with respect to human rights, equity and accessibility. The reviewers found that the offices were generally well regarded by university community members and units and made several recommendations including:

- That the university adopt a clear mission statement with respect to human rights, equity, diversity and inclusion and that the mandate(s) of the Human Rights Office and the Equity Office reflect this,
- That the primary focus of the Human Rights Office and Equity Office be pro-active (rather than solely reactive) in nature
- That the Human Rights Office and the Equity Office become one integrated unit

The Human Rights Office and the Equity Office, with the support of the Provost, has begun to implement recommended changes to its operations.

Future Directions

Advisory Services:

It is essential that Queen's community members are able to access human rights policies and procedures that are clear and user-friendly. The university currently has several intersecting policies which address human rights issues; this has led to questions about the place of the Senate Harassment/Discrimination Complaint Policy and Procedure within this system and the role of Human Rights Advisors. The Human Rights Office will continue to work with the University Secretariat to ensure an appropriate review of the Senate policy and procedure as well as the university's overall framework for responding to human rights concerns.

Educational Resources:

In the coming year, the Human Rights Office and the Equity Office intend to act on the recommendation of external reviewers by more fully integrating the two offices. Although care must be taken to assure community members of the continued confidentiality and impartiality of human rights advisory services, the merging of the two offices will clearly bring benefits to the community with respect to increased visibility of the offices and increased collaboration among staff in the development and delivery of educational programs. Human Rights Office and Equity Office staff are currently developing a training portal to simplify registration for all sessions offered by our office as well as gathering of session evaluations. The Human Rights Office will also act on the PICRDI report recommendations that the office appoint a full-time Education and Communication Advisor, deliver anti-racism equity, diversity and inclusion to senior administrators, and, with the Division of Student Affairs, revamp EDI training for all orientation leaders.

Sexual and Gender Identity:

Goal is to continue to be a community leader with respect to education on sexual and gender diversity. We will work with student, staff and faculty groups on revamping the PSP information session to better reflect current interests/concerns respect to sexual and gender inclusivity. This work will be extended to members of the Kingston community seeking customizable PSP materials (i.e. a training/programming template community organizations can use to create their own internal PSPs). The office also looks forward to

ongoing partnerships with local health service organizations to build local competence re: delivery of trans-inclusive health services.

Anti-Racism:

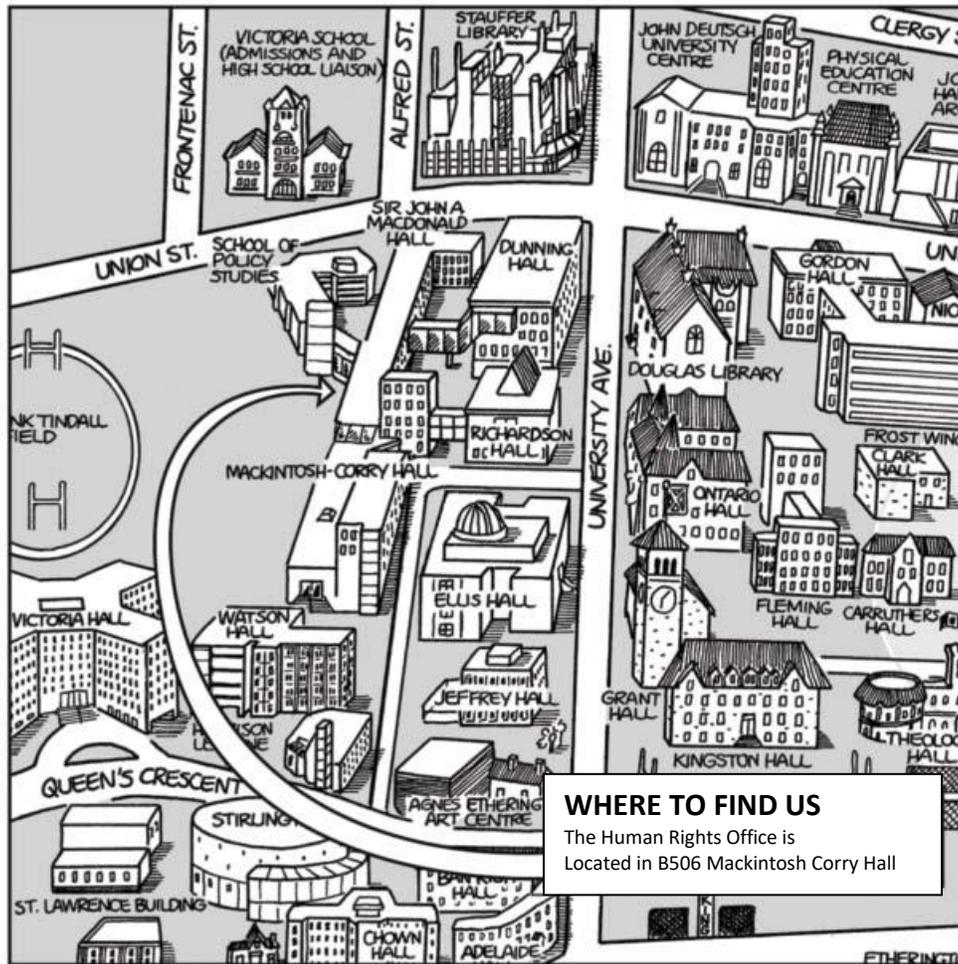
The Human Rights Office will continue to work with campus partners including AMS, Division of Student Affairs (DSA) and senior administrators to strengthen/initiate anti-racism programs and services. There will be further partnerships with racialized student groups (such as the Social Issues Commission, the committees against race and ethnic discrimination (CARED and QCRED), the Queen's Black Academic Society (QBAS) and the African and Caribbean Students Association (ACSA)) wishing to address racism in the community and to promote racialized student wellness and success.

Office representatives will actively participate on UCARE and in tracking progress on the implementation of PICRDI recommendations. The Office also intends to hire a full-time Anti-Racism and Inclusion Advisor per the PICRDI report.

Sexual Violence Prevention and Response:

The SVPRC has become an established and vital contact on campus for students who have experienced sexual violence. In addition to providing education to staff, students and faculty on the university's sexual violence policy, the SVPRC will work with service units and student leaders to coordinate, plan, and deliver sexual violence prevention programming. There will also be a focus on strengthening relationships among counterparts in the PSE sector to ensure that the university is meeting legislated obligations. With other units, particularly the Division of Student Affairs, Campus Security and Emergency Services and Human Resources, the SVPRC will continue to monitor accessibility/effectiveness of the university's sexual violence policy and will participate in any policy revision processes.

Conclusion: *The Human Rights Office has a responsibility to advance the community interest with respect to human rights at Queen's University. In light of the changing landscape of human rights legislation and systems in Canada, the Office is developing initiatives to address systemic human rights issues and the need for education and information. It is expected that the demand for equity, diversity and inclusion (EDI) related training resources will increase dramatically as departments seek to respond to PICRDI and TRC recommendations. The Human Rights Office, with the Equity Office, looks forward to working with community members to identify needs and to provide capacity-building education that is tailored, knowledgeable, evidence-based and cost efficient. We will continue to serve equity-seeking community members by advocating for accessible and comprehensive human rights policies and procedures, ensuring the availability of spaces for community members to safely share experiences of marginalization and discrimination, and by engaging in programming that encourages and supports an inclusive campus for all.*



WHERE TO FIND US
 The Human Rights Office is
 Located in B506 Mackintosh Corry Hall

HOW TO REACH US:

telephone: (613) 533-6886

email: hrights@queensu.ca

web: www.queensu.ca/humanrights

Queen's Human Rights Office would like to acknowledge the financial support of the Ministry of Education and Training's Violence Prevention in Post-Secondary Institutions Grant Program.

This publication is also available from our website, and in alternative formats on request.

