

Building a Culture of Human Rights at OCAD U
Preventing and Addressing Interpersonal, Systemic and Institutional Human Rights Concerns
and Complaints.

OCAD University's *Respectful Work and Learning Environment Policy (RWLEP)* recognizes that harassment and discrimination violate an individual's human rights and that these actions run contrary to the University's fundamental values. OCAD University will act promptly to address this conduct and will ensure that individuals are able to express concerns and register complaints without fear of reprisal.

A Systemic Approach to Preventing and Addressing Discrimination in Education and Employment

Prevention of discrimination, harassment and bullying are matters of not only individual concern but of significance for the overall climate and wellbeing of the University community. Whether or not a formal complaint has been made, OCAD U will address issues, incidents and complaints of discrimination, harassment and bullying. In fulfilling this responsibility, the University is committed to balancing the principles of fairness, thoroughness, timeliness, and confidentiality, as appropriate in each circumstance

The Role of the Office of Diversity, Equity & Sustainability Initiatives (ODESI)

The Office of Diversity, Equity & Sustainability Initiatives is an independent, neutral, and arms-length office the University and administers the *Respectful Work and Learning Environment Policy*. The mandate of ODESI involves protecting human rights and promoting positive change by leading and informing equity-driven organizational change strategies. ODESI acts as a neutral, arms-length, subject matter expert in the areas of harassment, discrimination, sexual solicitation, poisoned environment and reprisal. In its capacity as human rights advisor, ODESI provides information and guidance to students, employees and management, on the various options for addressing and resolving matters under the Policy, on ensuring a fair and effective administration of OCAD U's human rights policies and on the related obligations in the resolution of complaints. OCAD U also provides restorative justice options for the resolution of complaints and concerns.

At any time, members of the OCAD U community can contact ODESI to confidentially ask a question, seek support, or to raise a human rights concern or complaint.

Contact:
Shamina Chherawala, Programs, Outreach & Human Rights Advisor
Email: schherawala@ocadu.ca

The Role of Managers in Creating a Harassment and Discrimination-Free Organization

Senior Administrators, Deans, Associate Deans, Directors, Managers, Program Chairs, Directors and Supervisors are responsible for building awareness and understanding of this

Policy and for creating and maintaining a harassment- and discrimination-free organization. Management staff should provide regular training on the *RWLEP* and must address potential problems before they become serious.

Management staff must act immediately upon becoming aware of potential violations under this Policy, whether or not a complaint has been filed, including:

- Intervening to stop unacceptable behaviour
- Contacting ODESI for advice and assistance and for a preliminary assessment, prior to advising complainants, taking action or facilitating resolution
- Taking action to protect complainants who raise concerns, file complaints, or report alleged incidents under the *RWLEP*
- Facilitating the resolution of concerns and informal complaints and addressing broader public interest issues
- Ensuring all dispositions of formal complaints are implemented in a timely and thorough manner.

Informal Resolutions of EDI Concerns under the Respectful Work & Learning Environment Policy

Where informal EDI concerns are raised, ODESI will support individuals to bring their concerns forward when requested and provides coaching to academic and administrative leaders to address human rights concerns within their units. This process can include clarification of the issues, facilitated conversations, informal dispute resolution, coaching, workplace restoration, mediation, conciliation, as well as restorative justice procedures. ODESI also provides departmental training, and arranges for external, experienced mediators to address human rights concerns or to rebuild working relationships among employees or students.

Formal Process for Complaint Resolution under the Respectful Work and Learning Environment Policy

A formal process of complaint resolution is used when parties have not reached an agreeable resolution or wish to have their concerns addressed through a formal process with an independent fact-finding process resulting in a written report with findings and where necessary, a decision (disposition) by the University.

Monitoring and Evaluating Equity-driven Organizational Change

OCAD U recognizes that a strong complaint mechanism allows for members of a community to identify and bring forward persistent or systemic inequities in policies and practices, knowing that matters will be carefully reviewed. When reviewing concerns, including individual complaints of discrimination or harassment, ODESI ensures that the systemic or underlying issues that gave rise to the complaint are also the basis of any fact-finding process or human rights analysis.

ODESI recognizes complaints or issues raised under the *RWLEP* as important data for monitoring and evaluation of equity-driven organizational change. Managers and leadership are encouraged to understand human rights and equity concerns as opportunities and tools for

positive change and continual improvement. As such, ODESI's approach to building a culture of human rights includes having a strong human rights complaints mechanism that feeds into an ongoing process of identifying and addressing systemic equity issues.