Université d'Ottawa | University of Ottawa

Annual Report
May 2020 – April 2021

Human Rights Office

Bureau des droits de la personne
Human Rights Office

uOttawa

Message from the Human Rights Office team

This past year, the Human Rights Office focused on creating a policy framework and consistent procedures to handle complaints of harassment, discrimination, and sexual violence, as well as requests for accommodation under the Ontario Human Rights Code and issues related to accessibility and inclusion. Much of our work involved clarifying the roles and responsibilities of the various campus services to promote good decision making with an eye to transparency and accountability, for the benefit of all members of our community.

We realize that the pandemic has significantly, and perhaps disproportionately, affected members of our academic community who belong to groups protected under the Ontario Human Rights Code.

We can assure you that the University's response to this crisis has been based on compassion and a determination to support the University community, guided by the values of equity, diversity, and inclusion that it champions. The Human Rights Office works with key University decision-makers to ensure that any measures implemented during the COVID-19 pandemic comply with Public Health Ontario guidelines and the principles enshrined in the Ontario Human Rights Code.

Despite having to adapt our strategies to the new reality and extend certain deadlines in order to mobilize the resources required to manage the COVID-19 crisis, the work to meet key human rights deadlines and to address the needs of our university community continues remotely.

We would like to thank senior management for their support, as well as all those one who work to protect and promote our core values of equity, diversity, and inclusion.

The Human Rights Office Team

About the Human Rights Office

The Human Rights Office plays an essential role within the University. Management has made a point of keeping abreast of all issues related to the office's mandate, to ensure an inclusive, respectful work and learning environment. The Human Rights Office team works with the entire University community to create an inclusive environment. More specifically, it offers expert advice on development, implementation and assessment of policies, procedures and practices concerning diversity and inclusion, employment equity, accessibility, harassment and discrimination, and sexual violence.

Report objectives

This report documents the actions and commitments of the Human Rights Office (HRO) between May 1, 2020, and April 30, 2021.

This document seeks to:

- Report on progress by the HRO
- Identify obstacles to overcome to help the HRO meet its commitments
- As necessary, review HRO strategies

For more information about HRO services, go to the [Human Rights Office website](#).

Pandemic's impact on HRO

We observed that, to an extent, our work reflected "pandemic times." That is, the nature of the incidents that were brought to our attention over the past year reflected the increase in "virtual interactions," including in the online learning environment and the online work environment, along with the increase in online social interactions. We observed generally that many incidents were affected to some extent or in some way by the measures implemented in relation to the pandemic.

Since the pandemic has had a disproportionate impact on equity-deserving and equity-seeking groups, the incidents which we were involved in often reflected this disproportionate impact in several ways.

For example, we observed (via the complaints received) that some students with disabilities faced unexpected barriers in the online learning environment and Virtual Campus. The pandemic caused difficulty for some students in accessing an equitable learning environment and services.

We also observed an increase in complaints pertaining to inappropriate online comments and conduct. Certain of these incidents breached Policy 67a — Prevention of Harassment and Discrimination, while other situations were such that the comments or conduct did not meet the threshold of the definitions in our policy and/or the person responsible for the comments or conduct was not identifiable.

We are engaged in and committed to remaining as informed and responsive as possible to new and different manners in which incidents of harassment, discrimination and sexual violence may arise. We are attuned to the sophisticated ways that technology, including different online platforms, is used to cause harm (discrimination, harassment, and sexual violence). While we have faced challenges in using our processes when we have been unable to identify the person responsible for the harmful conduct or comment, we continue to work on this issue in different ways in collaboration with our university partners and with those who come forward. We are committed to continue our collaborations to address this rapidly changing area of concern.

Brief statistical overview

The Office received 853 requests between May 1, 2020 and April 30, 2021.

A brand-new online training program on sexual violence prevention will soon be available to all faculties at the University.

Despite COVID-119, the HRO received nearly 119 requests in March 2021, which proved to be the busiest month of the year.

The HRO worked with nine universities across the province to develop and deliver accessible, bilingual online micro-training on Universal Design for Learning for Ontario teachers.

The HRO worked with the Government of Ontario to provide Francophone staff with training and resources on accessibility equivalent to those available in English.

In all, more than 248 students and 278 employees used our services during the period in question.

Supporting the University's commitments

As a leader in research and an institute of higher education, the University of Ottawa has publicly committed to promoting several equity, diversity, and inclusion initiatives. Between May 2020 and April 2021, the Human Rights Office supported senior management, faculties, services, and student groups in taking action on the following commitments:

- Universities Canada Principles on Equity, Diversity and Inclusion
- The federal government's Dimensions: Equity, Diversity and Inclusion Canada program
- The Comprehensive Approach to Addressing Racism and Discrimination on Campus
- The Canadian Accessibility Network

Participating in internal committees

- Community of Practice – The Courage to Act
  In addition to sitting on the Standing Committee on the Prevention of Sexual Violence (SCPSV), one of the HRO's sexual violence prevention workers is also a member of the Francophone community of practice under The Courage to Act, a national initiative designed to address and prevent gender-based violence at postsecondary institutions across Canada. This individual's involvement will undoubtedly allow us to acquire new tools for addressing sexual violence on our campus.
- Standing Committee on Student Well-being
  The Director of the Human Rights Office also sits on the University of Ottawa's Standing Committee on Student Well-being, which allows us to form ties with other partners on campus and work jointly to meet the wellness needs of the student population. This also allows us to share important information and discuss various issues related to the prevention of sexual violence on campus.
- Action Committee on Antiracism and Inclusion, led by the special adviser on anti-racism and inclusive excellence. The committee's role and mandate are to review the work and proposals of the sub-committees (Education and Training, Student Experience, Research and Employment Equity) and provide recommendations to the administration on the strategies, initiatives and resources needed to combat racism and promote inclusion. The co-chairs are Boulou Ebanda De B'Beri (special adviser on anti-racism and inclusive excellence) and Noël Badiou (HRO director).
- Standing Committee on the Prevention of Sexual Violence: The HRO director and the human rights officer, prevention of sexual violence and dispute resolution sit on the Standing Committee on the Prevention of Sexual Violence (SCPSV), whose mandate is to a) work with the University community to foster a safe learning environment and b) recommend relevant initiatives, strategies, or programs to ensure and improve the continuity of services, policies, procedures, and other prevention measures.
- Occupational Health and Safety Committee (managed by the Office of Risk Management).
- Web Community Advisory Group (Communications Directorate).
- Administrative Services Modernization Program Change Agent Network.
- Student advisory committee on human rights (accessibility and other issues) — Architecture Review Board on Information Technologies.
- Mandatory Training Committee (Human Resources).
- Advisory Committee on the Design of Public Spaces (Facilities).

An aware and informed University community

The Human Rights Office is committed to raising awareness of equity, diversity and inclusion, harassment and discrimination, and sexual violence among all members of the University community. To do so, it works

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closely with senior management, the Communications Directorate, and various internal and external partners to develop and promote awareness, prevention, information and training activities.

Activities to raise awareness

This year, to educate, raise awareness and promote a culture of work, study and research based on equity, diversity and inclusion, actions were taken in the following areas:

Sexual violence
- Orientation Week
- #JustGotWeird campaign
- uOttawa orientation
- Mobilizing the Bystanders workshop

Accessibility

Be #uOaccessible fall campaign — September 9, 2020

National AccessAbility Week — May 31 to June 6, 2020

- [Find online collections of accessible books](#) — (social media) June 1, 2020
- [Accessibility During the COVID-19 Pandemic](#) — (article in the Gazette) June 3, 2020

Be the change from home! Become a member of the Human Rights Office's uOaccessible advisory board (social media and mass email campaign in partnership with SASS) — August 21, 2020

[Meet the uOaccessible Advisory Board](#) — December 3, 2020 (International Day of Persons with Disabilities)
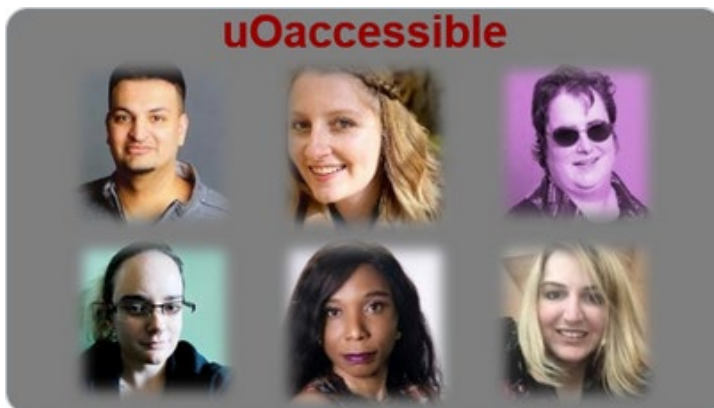
Training activities

Harassment, discrimination, and sexual violence
- Mobilizing the Bystanders workshop
- Mobilizing the Bystanders trainer training
- Training offered to review committees (such as that provided under Policy 67b — Prevention of Sexual Violence)
- Training on harassment, discrimination, and sexual violence prevention (offered to services on request)

Diversity, equity, and inclusion
- Training on cross-cultural awareness, diversity, inclusion, and unconscious bias, for recruitment, admissions, and market development services
- Training on cross-cultural awareness, diversity, inclusion, and unconscious bias, offered to professors

Accessibility

- Accessibility and universal online course design, Faculty of Law, July 15, 2020.
- Accessible prototype design and the needs of people with disabilities during the COVID-19 pandemic, Faculty of Engineering, August 2020.
- Training for health and wellness ambassadors on enforcement of physical distancing, mandatory face masks and public health measures and the duty to accommodate people with disabilities on campus, September 2020, January 2021, and May 2021.
- Accessibility standards and the duty to accommodate during virtual events, Community Life, October 4, 2020.
- WCAG Level AA web accessibility guidelines and IT procurement, Communications Directorate and Information Technology, February 3, 2021.
- Accessible live events, Community Life, February 4, 2021.
- Web accessibility – May 20, 2021 (Global Accessibility Awareness Day).

Information tools

Finding inclusive services on campus

University of Ottawa interactive virtual maps are an important online resource for easily locating inclusive services, such as short, barrier-free and indoor paths (tunnels), wheelchair lifts, universally accessible change rooms, gender-neutral washrooms, multi-faith prayer spaces, change tables, accessible washrooms, accessible sports facilities, microwaves, breastfeeding rooms, sensory spaces, quiet rooms, ergonomic desks, accessible parking, food services for people with dietary restrictions, and bus shelters or pick-up locations for adapted transportation services. The map also allows users to quickly find information on service disruptions and emergency contact information to report incidents or equipment failures or to request snow removal at entrances.

Online learning adapted to students with disabilities

The HRO worked with the Teaching and Learning Support Service (TLSS) to create a tool to assist faculty members in fulfilling their duty to accommodate by creating accessible videos.

Further to discussions with the new uOaccessible Advisory Committee, the HRO spoke with the Office of the Provost and Vice-President, Academic Affairs, about the excessive volume of learning materials used in distance and remote learning courses to compensate for the lack of in-person sessions.

Inclusive security measures during the COVID-19 pandemic

The HRO engaged in discussions on the development of inclusive security measures for members of the University community during the COVID-19 pandemic.

Clear and transparent guidelines

The University of Ottawa is required to uphold the provisions of the Ontario Human Rights Code and the Occupational Health and Safety Act. The HRO continues to work with the various units and faculties to create and publish the following:

Guidelines

- Development of a general framework for the new uOaccessible committee.
- Participation in the following discussions to develop measures for a gradual return to campus and accommodate members of our university community with disabilities during the COVID-19 pandemic:
    - Information on the coronavirus.
    - Frequently Asked Questions.
    - COVID-19 assessment tool.
    - Return to campus.
    - Accommodations for students in the classroom.
    - Accommodations for students in residence.
    - Accommodations for students in distance education courses.
    - Accommodations for virtual campus tours, convocations, and other virtual events.
- Participation in discussions on including accessibility criteria in the following initiatives:
    - IT and web project life cycle management procedure.
    - Administrative Services Modernization Program.
    - Web Perspective Project.
    - University of Ottawa 2021 guide to inclusive design (Facilities).
    - Rick Hansen Foundation Accessibility Certification^{TM} (RHFAC) assessment and certification program for University of Ottawa buildings.

Evidence-based data to achieve excellence

The Human Rights Office aims to improve the quality of its services, and of services to the University community in general, with the help of evidence-based recommendations that are inclusive and compliant with policies governing information management and privacy.

Representative workforce data collection

Employment equity

The University of Ottawa, which hosts 89 Canada Research Chairs, must comply with federal policies on non-discrimination and employment equity and meet the equity, diversity and inclusion requirements of the Canada Research Chairs Program. In addition, the University of Ottawa does business with the Government of Canada and must comply with the employment equity requirements of the Federal Contractors Program.

Diversity and inclusion on campus

Since the launch of the new self-identification online survey in spring 2020, a campaign has been underway to encourage all our University of Ottawa community members to log in and complete it. The new self-identification survey is accessible to all University community members, including all staff, full time, part time and on contract, through the VirtuO portal. It is also accessible to students through the uoZone portal.

As the participation in the survey increases, the University will be able to expand its analysis of gender, Indigenous peoples, members of racialized groups, members of the LGBTQI2S+ communities and members of the Francophone, Anglophone, and bilingual communities.

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Sexual violence

One of the SCPSV recommendations is to collect data on disclosed incidents of sexual violence. The importance of gathering campus-wide statistics was raised and the creation of a data collection form was proposed. This form would be completed by the faculties, as well as several services and departments.

In collaboration with the SCPSV, the HRO created a data collection form that was sent to certain services and departments, as well as the faculties. This data gathering will allow us to better grasp the scope of the problem of sexual violence on campus and to work with the various sectors to support survivors in the University community.

The HRO has received data each term from uOttawa Counselling Services and data from off-campus community partners on a yearly basis.

An impartial service listening to the University community

Throughout the year, the Human Rights Office improved its advisory and investigative procedures to better identify the needs of University community members who belong to groups protected under the Ontario Human Rights Code and to better advise senior management, faculties and departments. As a result of these consultations, the following initiatives were developed:

An overall approach to address racism and discrimination on campus

The Human Rights Office works with the special adviser, anti-racism, and inclusion, as well as senior management, to promote objectives and actions to fight on-campus racism and discrimination.

uOaccessible Advisory Board

At the beginning of the 2020-2021 academic year, the University's new uOaccessible Advisory Board held its first meeting. Meetings are held online every two weeks. The focus this year was to address accessibility-related needs for our campus community members with disabilities navigating remote working and learning settings and to create the uOaccessible Advisory Board framework. Board members provided high-quality advice in a short amount of time, under challenging conditions. They also met with Noël Badiou, director of the Human Rights Office, to discuss the Advisory Board uOaccessible Consultative Framework and with Alain Erdmer, director general of the Teaching and Learning Support Service, to advise on disability-inclusive remote learning approaches during the COVID-19 pandemic.

Transparent, concrete, and measurable outcomes

Sexual violence on campus this year

The Standing Committee on the Prevention of Sexual Violence (SCPSV) and the Human Rights Office (HRO) jointly present this report on activities taking place from May 1, 2020, to April 30, 2021.

The SCPSV was formed in 2016. Its mandate is a) to work in collaboration with the University community to foster a safe learning environment and b) to recommend relevant initiatives, strategies or programs that ensure and improve the continuity of services, policies, processes, and other preventative measures.

For its part, the HRO is responsible for responding to disclosures and complaints of sexual violence that concern members of the University community. The HRO offers a range of services to survivors, in addition to information on the options and processes that apply under the relevant policies. Finally, the HRO implements prevention, awareness, and educational initiatives.

Over the past year, the SCPSV and the HRO have worked together to fight against sexual violence at the University of Ottawa. Given the COVID-19 pandemic and changes in personnel, the 2020-2021 year posed a unique set of challenges, such as providing services through various virtual channels and a smaller HRO team. This report is divided into three sections.

See the 2020-2021 Report on Preventing Sexual Violence at the University of Ottawa

Accessibility on campus

Under the AODA, the University is required to take steps to make its goods, services, and employment opportunities accessible by 2025 and to report publicly on the status of these commitments. The Human Rights Office worked with various units as per Section 31 of Policy 119 — Accessibility to draft and publish the 2020-2021 status report. This report describes the progress on steps taken by the HRO and other designated units to implement the strategy set out in the 2019-2024 Multi-Year Accessibility Plan.

Experts attuned to partners' needs

Consultations
To help the University of Ottawa meet its obligations, the HRO offered consultations 853 times to units and faculties concerning the following regulations:

- 424 concerning Policy 67a — Prevention of Harassment and Discrimination
- 98 concerning Policy 67b — Prevention of Sexual Violence
- 155 concerning Policy 119 — Accessibility
- 19 concerning Academic Regulation I-16 — Academic Accommodations

The HRO also received requests related to employment equity and the student code of conduct, and over 151 requests outside the office's mandate.

New online form for sexual violence disclosure

Last year, the members of the SCPSV, as well as other partners on campus, raised the point that survivors may find it difficult to access services to disclose, or to obtain support in, circumstances involving sexual violence. This form, a collaboration between the HRO and the SCPSV, is now available on the Sexual Violence: Prevention and Support webpage, under the **Disclose/Report an Incident** tab. The form is presented during all training and workshops on sexual violence offered by the HRO. Ten requests were made using the online disclosure form during 2020-2021. The HRO will continue promoting this reporting option and will include it as a primary reporting option during the website restructuring.

Review of Mobilizing the Bystanders training

Over the 2020-2021 academic year, the HRO continued updating the workshop to include information gathered from the newest Statistics Canada reports and consultations with the Mashkawazìwogamig Indigenous Resource Centre (IRC).

This year, the HRO offered the workshop virtually to 40 participants. In a survey of participants after the workshop, 100% stated that they "Strongly Agree" or "Agree" with the statements "I intend to apply this new knowledge, skills and know-how" and "I feel able to use new knowledge, skills or know-how."

New online training on sexual violence prevention

In response to a request certain campus partners submitted to the HRO, the SCPSV received a proposal to implement online training in sexual violence prevention aimed at students. The HRO partnered with Concordia University to adapt Concordia's online training and make it available to members of the uOttawa community. This allowed us to train a greater number of people on topics such as sexual violence, consent, the bystander effect, the survivor-centred approach, services offered and Policy 67b. The training is now available to all students through Brightspace, and the HRO is working with multiple service partners, such as Health Promotion and Sports Services, to ensure that students can voluntarily register for the training. Certain faculties are also interested in making the training mandatory for students.

The HRO will be consulting with Concordia University to create similar training for uOttawa community members who are not students during the coming year.

Collaboration between the University of Ottawa and survivor support organizations

For some years now, the University of Ottawa has partnered with two external agencies that specialize in providing support to survivors of sexual violence, namely, the Ottawa Rape Crisis Centre and the CALACS francophone d'Ottawa. The SCPSV believes in the importance of ensuring sustainable funding so that University community members have access to services for those affected by sexual violence. Moreover, the number of requests for such services has increased over the past few years, which demonstrates the importance of adequately funding such agencies to properly support University community members.

The HRO continues to explore partnerships with off-campus community services to provide support to community members who identify as survivors.

Involvement in the community

ACCESS-EDU network management

The ACCESS-EDU network (formerly CADSPPE-L) is a free distribution list maintained by the University of Ottawa to facilitate the exchange of knowledge and information on providing services that are accessible, equitable and inclusive in Canadian postsecondary institutions.

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Post-Secondary Education Standards Development Committee

The senior accessibility policy officer within the HRO is a member of the Post-Secondary Education Standards Development Committee of the Ontario Ministry for Seniors and Accessibility, which aims to eliminate barriers to accessibility in Ontario's postsecondary institutions.

Ontario university AODA counsellors' ad hoc group

The HRP senior accessibility policy officer and director are members of this group, which shares best practices with other Ontario accessibility experts.

Senior Equity Officers Reference Group

The director is a member of the Senior Equity Officers Reference Group, made up of senior equity officers in Ontario universities and colleges who meet regularly and discuss best practices in relation to EDI and human rights in postsecondary institutions.

COU EDI Reference Group

The director is a member of a newly formed COU EDI Reference Group whose mandate and terms of reference are in development. The goal is to elevate and advance sector-wide initiatives to foster EDI objectives.

A sensitive response to trauma and intersectionality

Under the legal framework established by the Ontario Human Rights Code, the University has obligations with respect to harassment and discrimination and, under the Occupational Health and Safety Act, with respect to harassment in the workplace. It must also meet its obligations under the Ministry of Training, Colleges and Universities Act, the Occupational Health and Safety Act and the Human Rights Code with respect to sexual violence, sexual harassment, and sexual harassment in the workplace. In some situations, discrimination, harassment, and sexual violence may be considered criminal acts under the Criminal Code of Canada. The collective agreements applicable to various groups of university employees, and the professional and ethical obligations of learners and professors in the Faculty of Medicine, also include provisions on harassment, discrimination, and sexual violence.

A trained team

The continuing education training sessions our staff attended and participated in over the past year included:

- Addressing Racism, hosted by the Somerset West Community Health Centre.
- Anti-Black Racism, hosted by Desmond Cole and co-sponsored by the uOttawa Faculty of Law and uOttawa Black Law Students Association.
- Digital Violence Against Women and Hate Motivated Violence, hosted by Abigail Curlew and Cynthia Khoo of Technoslaw.ca, Carleton University.
- Anti Oppression Update Training, hosted by the Windz Institute.
- Trauma Informed Approach to Disability, hosted by Dr. Kaley Roosen and the Knowledge Hub.
- The Intersection of BIPOC Students and Accommodation, hosted by the University of Windsor Faculty of Law.
- Principles of Credibility in Investigations and Privacy Issues for Workplace Investigators, hosted by Rubin Thomlinson LLP.

- Drawing the Line: Defining the Nexus to Campus when Off-campus Incidents Occur, hosted by Mile Komlen and CAPDHHE.
- Obligations of Universities towards Human Rights, hosted by Ena Chadha et al. and CAPDHHE.

Disclosure and complaint handling

Sexual violence

In all, between May 1, 2020, and April 30, 2021, the HRO received 98 requests from the University community for services related to sexual violence. This number includes 64 consultations (follow-up on files opened in previous years, requests for accommodation, disclosures, etc.), 21 requests for information (referrals to internal or external services, information about Policy 67b and services or complaint procedures, etc.) and 12 cases that led to complaints.

Of these service requests, the HRO received a total of 56 new disclosures from the community involving the following types of sexual violence: Sexual assault —11; Sexual harassment — 16; Domestic violence — 2; Online harassment — 6; Other — 57 (including requests for accommodation under Policy 67b).

During the period covered by this report, the HRO assisted students in requests for accommodations 33 times. Such accommodations included postponing assignment deadlines or exams; course changes; in-class preventive measures; letters of support for various appeals; requests for tuition fee reimbursement; and justifications for absences from class.

Finally, of 12 complaints received, 4 led to external investigations, 3 were resolved through informal or alternative measures and 1 was withdrawn. Four complaints did not meet Policy 67b requirements, including one that was resolved by referral to the relevant faculty.

For detailed statistics, see Appendix 1

Harassment and discrimination

The mandate of the Human Rights Office includes receiving complaints pertaining to workplace harassment. We receive different types of workplace harassment complaints. The first type is complaints where the grounds of the workplace harassment include one or more of the "protected grounds" outlined in Policy 67a — Prevention of Harassment and Discrimination, such as disability, race or family status. The second type is where the workplace harassment does not include any of these "protected grounds." These are often referred to as "personal harassment" or "non-Code based harassment." Another type of workplace harassment is workplace sexual harassment. The common feature of all these complaints is that the harassment is alleged to have take place in the workplace.

While the "workplace" for many uOttawa community members over the past year was virtual, incidents of workplace harassment were consistently brought to our attention by way of requests for consultations, informal resolution processes, formal complaints, and investigations.

Due to the inherently nuanced nature of workplace harassment incidents and the legal test for non-Code based workplace harassment, the time devoted to such incidents in the preliminary phase of our process (the preliminary review) is often very extensive, as there are complex and unique factors at issue.

We observed that the type of workplace harassment incidents varied during the pandemic from what we had previously observed. For example, some incidents were exacerbated by the nature of the "virtual workplace." However, it was noted that overall, the core issues often remained consistent with issues we had observed previously in the traditional on-campus workplace setting.

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We also observed a significant increase in complaints of workplace harassment incidents that took place using virtual workplace platforms. These incidents took multiple forms. In some, the person posting allegedly harassing comments was identifiable and in others, not.

We welcome the continued interest of all uOttawa community members, and particularly that of faculty and staff, in informing themselves regarding their obligations to provide a safe workplace for all uOttawa community members. The HRO offers consultations and training sessions on this topic.

The HRO formally and informally handled 424 complaints and requests related to harassment and discrimination involving the University population, services, and faculties with the following Code grounds:

Age, ancestry, criminal record, citizenship, beliefs, gender expression, disability, gender identity, place of origin, sexual orientation, ethnic origin, race, sex, family status.

Please note that several of these complaints and consultations involved concerns about social media postings and interactions where issues of academic freedom and freedom of expression were involved.
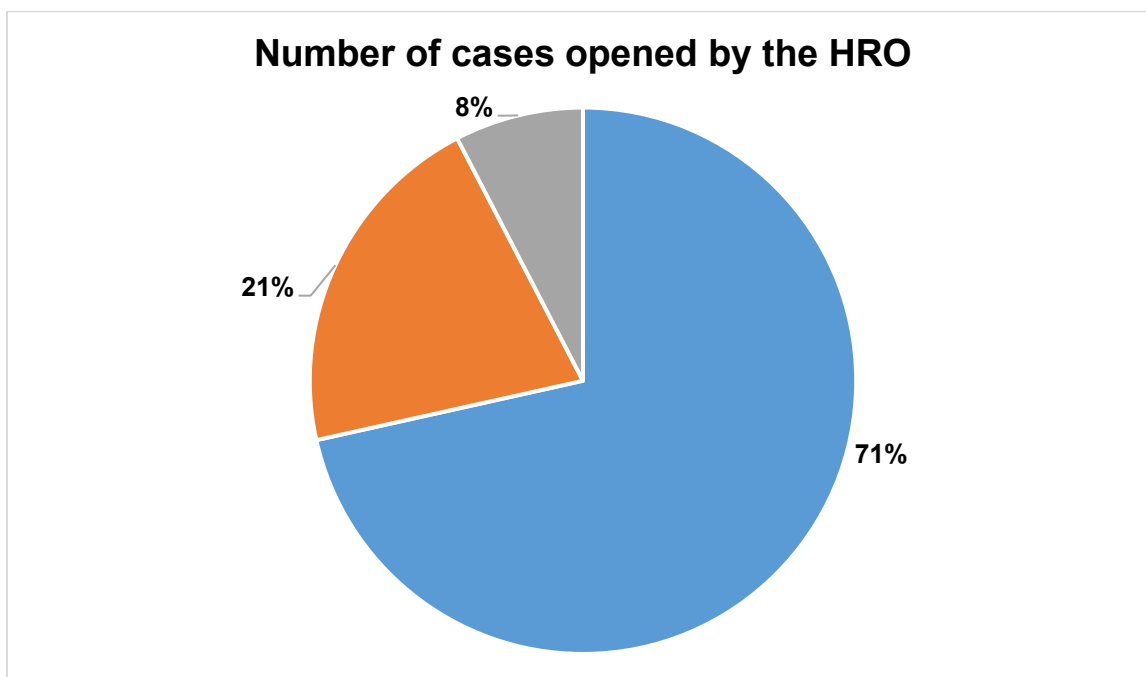
For detailed statistics, see Appendix 1.
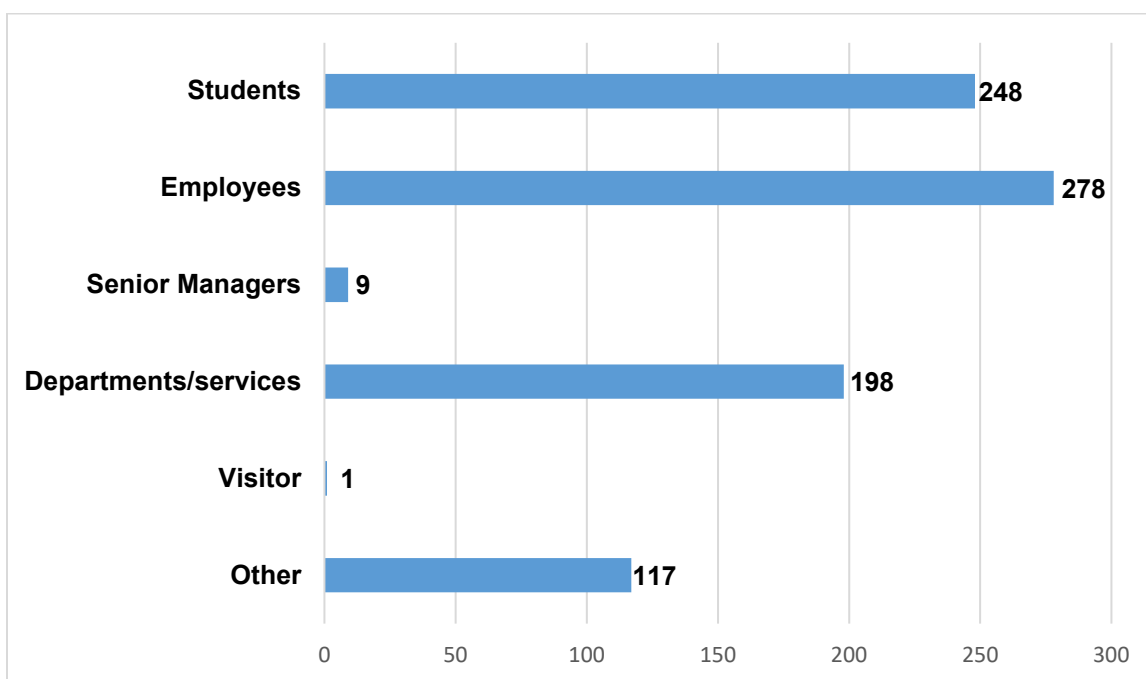
Many thanks to our partners

- University of Ottawa Students' Union (UOSU)
- Womxn's Resource Centre
- University of Ottawa Graduate Students' Association (GSAÉD)
- Student Life
- Housing Service
- Mashkawazìwogamig Indigenous Resource Centre
- Communications Directorate
- International Office
- Health Promotion Service
- Food Services
- Protection Services
- CALACS francophone d'Ottawa
- Ottawa Rape Crisis Centre (ORCC)
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Carleton University
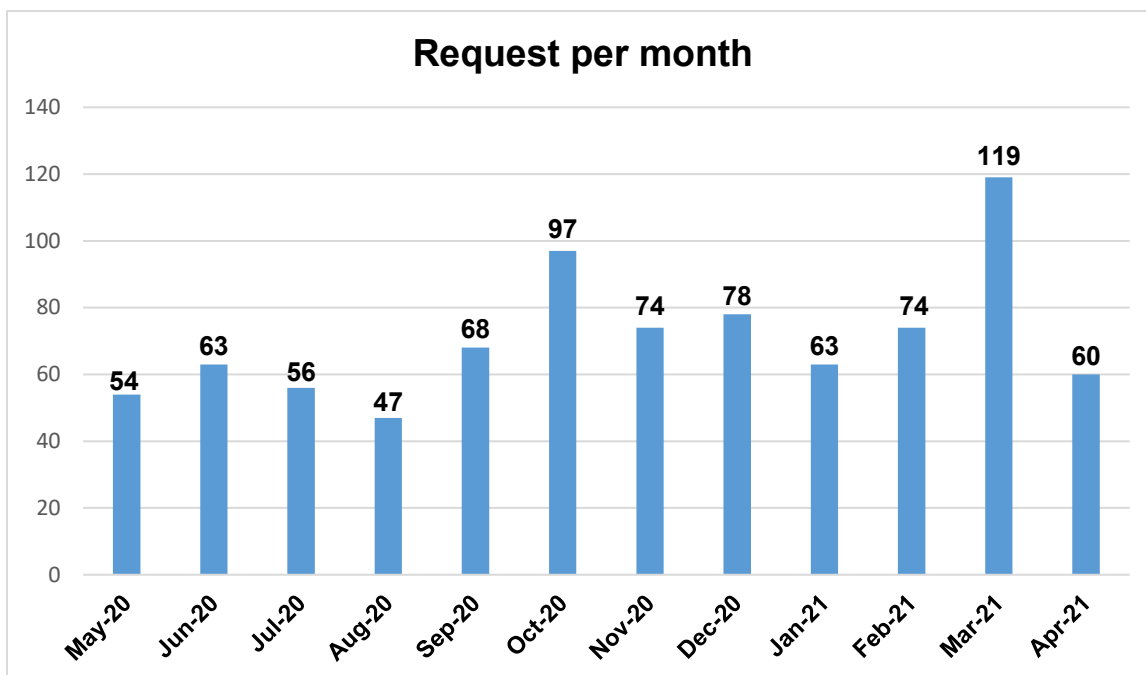- Algonquin College
- La Cité

Appendix 1

The HRO received a total of 853 requests between May 2020 and April 2021. Of this number, 610 requests led to consultations, 178 to requests for information and 65 to complaints, including 2 of a systemic nature. This covers all areas of HRO activity: accessibility, harassment and discrimination, sexual violence, equity and inclusion.
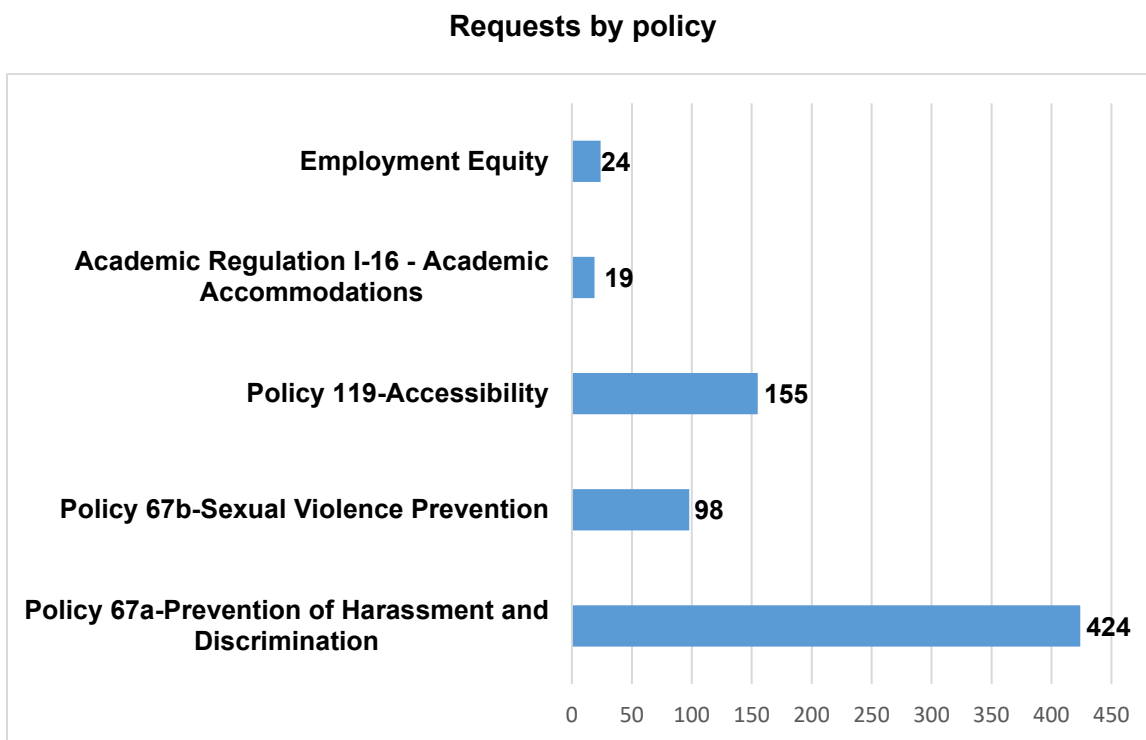
Number of cases opened by the HRO

More than 248 students and 278 employees used our services during the period covered.

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The HRO experienced periods of heavy workflow, such as in March 2021, when requests reached 119. The busiest months often are the start or end of a term.

Request per month

Month	Requests
May-20	54
Jun-20	63
Jul-20	56
Aug-20	47
Sep-20	68
Oct-20	97
Nov-20	74
Dec-20	78
Jan-21	63
Feb-21	74
Mar-21	119
Apr-21	60

Harassment and discrimination, along with sexual violence and accessibility, remain the most common subjects of requests to the HRO.

Requests by policy

Policy	Requests
Employment Equity	24
Academic Regulation I-16 - Academic Accommodations	19
Policy 119-Accessibility	155
Policy 67b-Sexual Violence Prevention	98
Policy 67a-Prevention of Harassment and Discrimination	424

Many requests concerned discrimination under the *Ontario Human Rights Code* based on disability (91) or race (76).
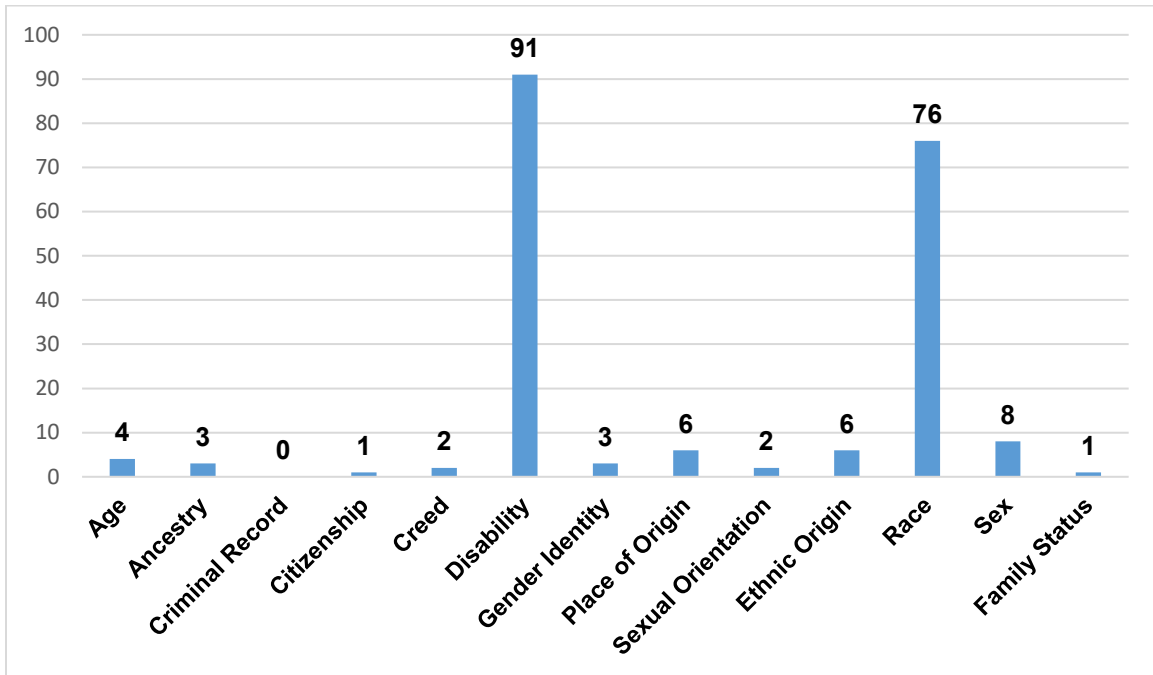
Among these service requests, the HRO received a total of 91 from the University community, which include the types of sexual violence specified in the chart below.

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