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OHRCM Land Acknowledgement

The Office of Human Rights and Conflict Management’s offices are located on original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation. We recognize the sovereignty of the original people of these territories. The water that we drink comes from Treaty 3 and the hydroelectricity fueling the spaces we inhabit is sourced from Treaties 1, 2, 3, 4 and 5.

We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past and we commit to working proactively to mitigate current and ongoing harms and to enhance equity for these and other communities on our campuses.

We are constantly working to better understand the ongoing impact of colonization and systemic racism and our roles in addressing those impacts and disrupting that system.

We dedicate ourselves to move forward in partnership with Indigenous communities, recognizing our commitments and responsibilities as set out in the Truth and Reconciliation Commission’s Calls to Action and the National Inquiry into Missing and Murdered Indigenous Women and Girl’s Calls to Justice.

*We would like to thank Dr. Cary Miller for providing support to our office in drafting this land acknowledgement.*
A Message from the Executive Director, Office of Risk and Compliance

It is my pleasure to present this report to the University of Manitoba (UM) community, showcasing the work of the Office of Human Rights and Conflict Management (OHRCM) over the last year. It covers the reporting period of April 1, 2022 to March 31, 2023.

This report is part of ensuring our accountability to the UM community. It is also an opportunity to highlight the breadth of services provided by the OHRCM staff and the many ways in which they support the UM community in advancing equity and human rights.

As Executive Director, Office of Risk and Compliance, I have the privilege of working with a team of knowledgeable and dedicated staff who are driven by a common vision of a positive and equitable environment where every person’s dignity and rights are respected. The OHRCM puts this vision into practice by providing mechanisms for addressing human rights and conflict related complaints and concerns and by educating students, faculty, staff, and community members about their rights and responsibilities.

Conflict management services have been offered to the UM community by the OHRCM since 2014, and I am pleased to see that the data shows these services are well utilized. The OHRCM also engages in proactive work by advising on policies and processes, including compliance with the Manitoba Human Rights Code, and providing education opportunities on the Respectful Work and Learning Environment (RWLE) Policy, Sexual Violence (SV) Policy, Disclosures and Complaints Procedure, and conflict management.

The increased OHRCM presence across campuses through the various outreach and education activities, as well as the ongoing relationship building with other services that act as referral points to the OHRCM, show that community members are able to reach the office and access services when needed. Through Instagram takeovers, tabling events, and presentations to student groups, the OHRCM Student Educators have also significantly contributed to an overall awareness of the office and services available to UM students.

We are always endeavoring to improve our services and expand our reach within the community and the OHRCM is looking to enhance and expand its outreach and education activities in order to identify and remove any barriers to accessing services.

Karen Meelker
Executive Director, Office of Risk and Compliance
### OHRCM Team

The following people were part of the OHRCM team during the period of this report between April 1, 2022 and March 31, 2023 (listed alphabetically):

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Megan Bowman</td>
<td>Conflict Management Advisor, 2018–present</td>
</tr>
<tr>
<td>Reem Elmahi</td>
<td>Student Educator, 2022–present</td>
</tr>
<tr>
<td>Jennifer Ham</td>
<td>Confidential Intake Officer, 2020–present</td>
</tr>
<tr>
<td>Morgan Hanson-Oliveira</td>
<td>Student Educator, 2022–present</td>
</tr>
<tr>
<td>Dr. Michele Lemonius</td>
<td>Human Rights and Conflict Management Advisor, 2020–present</td>
</tr>
<tr>
<td>Meghan Menzies</td>
<td>Human Rights and Conflict Management Officer, 2020–present</td>
</tr>
</tbody>
</table>
OHRCM Services

Our Vision
The work of the Office of Human Rights and Conflict Management (OHRCM) is guided by the vision of a university community that values diversity, and where equity is part of the culture of every learning and working environment. We envision a University of Manitoba (UM) community where everyone is working together to uphold human rights and dignity for all.

Our Mission
The OHRCM works collaboratively with UM faculties, administrative offices, student services and the community to promote a respectful working and learning environment in which all individuals are treated equitably and are free from discrimination and harassment based on the protected grounds outlined in The Human Rights Code (Manitoba).

Our Mandate
The OHRCM works to address and prevent discrimination, harassment, and sexual violence at the UM by promoting, supporting, and administering the UM’s Respectful Work and Learning Environment (RWLE) Policy, Sexual Violence (SV) Policy, and the Disclosures and Complaints Procedure. The office is a confidential and private space for individuals to discuss their concerns, seek advice and assistance on human rights related matters, and access the various complaint resolution processes, including consultation, mediation, conciliation, one-on-one conflict coaching, and formal complaint investigation.

Policies and Procedures
The OHRCM works to address and prevent discrimination, harassment, and sexual violence at the UM by promoting, supporting, and administering the following policies and procedure:
Our Process

The OHRCM provides a range of options to help students, faculty, staff, and the community address concerns relating to human rights, sexual violence, and conflict management. Often the first step is a confidential intake consultation during which key information is gathered and options are explored.

Staff at the OHRCM work collaboratively with the individual bringing the complaint forward to determine the best course of action. Formal and informal resolution options are discussed, depending on the type and severity of the incident and the individual’s wishes. Our process balances centering the person’s goals and wishes, protecting privacy and confidentiality within the limits of the law, and complying with the UM’s obligation to investigate and take action when there is a risk to the individual and/or the community. Depending on the situation, the OHRCM may also work with individuals who would like to bring forward a complaint as a group.

The OHRCM also supports institutional work to identify and remove barriers to equity by advising on policy and compliance, participating in key stakeholder activities such as working groups and committees, and providing education across the UM community.

Advisory Services

The first step in the complaint resolution process is to meet with an OHRCM staff member. The staff member meets with the complainant in person, online, or by phone as many times as needed to gather information on the nature of the complaint and to advise on the process, applicable policies, and resolution options available. In many cases, inquiries are resolved when the individual receives information about their rights and options.

The staff member may also consult with other UM offices, with the consent of the complainant, and/or make a referral to other services within and/or outside the UM. While most case files stay as advisory, others develop into more specific categories explained below.

Informal Resolution Process

The OHRCM provides a variety of informal resolution options to address conflict and human rights related concerns, where appropriate. Staff at the OHRCM facilitate resolution of informal complaints through conflict management coaching, conciliation, mediation and/or education on the obligations and expectations under the RWLE and SV policies. Informal/alternative resolution can also take the form of clarifying and educating individuals about the relevant policies and procedures and/or helping them communicate with the parties/UM offices involved in order to reach a satisfactory resolution.
When a matter cannot be resolved informally, or if the behaviour continues, the individual has the option of proceeding to a formal complaint. A complainant is not obligated to resolve their concerns informally and has the right to proceed directly to a formal complaint at any point in the process.

**Formal Complaint and Investigation Process**

Under the RWLE and SV policies and the *Disclosures and Complaints Procedure*, any person who believes that they have been subjected to harassment, discrimination, or sexual violence in the course of UM-related employment, study, training, or activities may submit a formal complaint requesting that the matter be investigated.

All formal complaints should be submitted to the OHRCM in writing, ideally as close to the alleged incident as feasible (although it is understood that this may not always be possible). Upon submission, formal complaints are usually assessed by the Human Rights and Conflict Management Officer to determine applicability under the policies and whether or not the matter proceeds to an investigation. Occasionally, some of these preliminary assessments may be completed by an individual external to the UM, depending on the matter and OHRCM workload.

While some formal complaints are investigated internally, most formal complaints that proceed to an investigation are handled by independent, third-party investigators external to the UM. The OHRCM requires that all external investigators have relevant investigation experience as well as specific training in trauma-informed investigation practices. Investigators must also abide by the OHRCM’s Investigator Guidelines as well as UM policies and procedures, including the *Conflict of Interest Policy*.

**Conflict Management Services**

Conflict management is a voluntary, participant-driven, and cooperative process for addressing and resolving disputes between individuals and within small groups. Conflict management services are provided in cases where members of the UM community request assistance with interpersonal conflict or challenging dynamics, including difficulty communicating needs, boundaries, and feedback.

Conflict management is facilitated by OHRCM staff and may take the form of conflict coaching, conciliation, mediation, facilitated group dialogue, or restorative justice forums.

These options often allow for mutually desirable outcomes for participants, and thus can de-escalate conflicts and help foster better relationships. Most of the conflict management strategies, with the exception of conflict coaching, involve all parties in a conflict. When addressing a matter through conflict coaching, however, an individual will meet one-on-one with a trained coach (OHRCM staff) to help improve their ability to manage interpersonal conflicts.
Compliance with the Accessibility for Manitobans Act (AMA)

The Human Rights and Conflict Management Officer, along with the Associate Vice-President (Human Resources), co-chair the UM’s AMA Steering Committee, which is tasked with ensuring that the UM is meeting its obligations under the AMA.

The OHRCM is also represented on the Manitoba Accessibility Advisory Network (MBAAN), an ad hoc advisory group to the Manitoba Accessibility Office of the Province of Manitoba. This group shares expertise in creating accessibility within and across Manitoba organizations, and is comprised of representatives from government agencies, post-secondary institutions, the United Way, Manitoba’s Crown corporations, and community disability organizations.

Consultations

Consultations are meetings with members of the UM community to discuss the RWLE and SV policies, including their interpretation, wording, and options for addressing matters. Consultations are generally peer-to-peer. For example, a staff member may call the office for policy advice or guidance with handling certain situations within their department or unit. Consultations are stand-alone as opposed to conversations that are related to an ongoing file.

A Look at the Data

A Word on Data

The OHRCM’s data collection process follows the UM’s best practices, guidelines, and related standards. The data collection process includes, but is not limited to, gathering and reviewing the number of activities performed by the OHRCM each year. Strong and accurate data collection practices are critical to ensuring accountability to the UM community, quality of services, and efficacy of the RWLE and SV policies and the Disclosures and Complaints Procedure.

For the 2022–2023 year, our report statistics will include, where possible, four full fiscal years of data (2019–2023) to capture the COVID-19 pandemic and year prior. This report typically looks at three fiscal years of data, but we felt it necessary to include this additional data set for comparison as the UM’s closure and shift to remote work and learning during the pandemic impacted the OHRCM’s activities. For formal complaint statistics, an additional set of data was included as the 2019–2020 fiscal year saw an unusually high number of formal complaints.

OHRCM Scope of Work and Major Activities

Figures 2–5 show the range of OHRCM activities on UM campuses and the proportion of each activity category within the overall scope of work. During this fiscal year (from
April 1, 2022 to March 31, 2023), advisory services continued to represent most of the OHRCM’s client interactions, while informal resolution services and education and outreach represent another significant portion of the work.

Figure 2: OHRCM Activities, 2019–2020
Figure 3: OHRCM Activities, 2020–2021

Figure 4: OHRCM Activities, 2021–2022
Informal and Formal Complaints

The OHRCM is a confidential office and staff strive to ensure it is a safe space that is complainant driven; that is, as much as possible, the direction the complainant wishes to go with their issue (i.e. formal or informal complaint) is up to them.

Figure 6 depicts the number of formal and informal complaints processed by the OHRCM each fiscal year from 2018 to 2023. An additional data set (2018–2019) was added to this figure as the 2019–2020 fiscal year saw an unusually high number of formal complaints. The data shows that informal complaints decreased slightly during the COVID-19 pandemic and UM closure and have now returned to pre-pandemic numbers.
Complaints of Prohibited Conduct

Any person, whether they are a member of the UM community or not, may contact the OHRCM to raise a concern regarding discrimination, harassment or sexual violence or to make a formal complaint. These forms of behaviour are considered prohibited conduct under the RWLE and SV policies.
Figure 7 shows the number of complaints processed regarding all matters of prohibited conduct under the RWLE and SV policies from 2019 to 2023. Over the course of 2022–2023, 53 of the 102 complaints reported to the OHRCM were allegations of prohibited conduct under the RWLE and SV policies. Most of the complaints of prohibited conduct received by the OHRCM involved sexual harassment, followed by human rights-based harassment and discrimination, multiple types, personal harassment, and sexual assault.

**Formal Complaints**

Figure 8 shows the total number of formal complaints processed by the OHRCM in the period spanning 2018–2023 (note that an additional year of data was included in this figure as well due to the unusually high number of formal complaints in 2019–2020). During the 2022–2023 fiscal year, 12 of the 53 complaints of prohibited conduct were formal complaints.
In accordance with section 2.36 of the Disclosures and Complaints Procedure, all 12 formal complaints were assessed within 30 working days of receipt. The breakdown of these complaints are as follows: two complaints were assessed not to proceed to an investigation and ten complaints proceeded to an external investigation (note that two of these complaints were carried forward from the previous year). Of the ten formal complaints that proceeded to an investigation, a breach of the RWLE and/or SV policies was found in five complaints, no breach was found in one complaint, and decisions had not been rendered in four complaints.

In the 2022–2023 fiscal year, the majority of formal complaints were categorized as sexual harassment (five), followed by three complaints involving multiple protected characteristics and two complaints of sexual assault. Additionally, there was one complaint of personal harassment and one complaint of human rights-based harassment and discrimination.

Formal complaints under investigation are normally completed within 90 working days of the complaint being assigned to an investigator. In some cases, the investigator may apply to the OHRCM for an extension of up to 30 working days. An investigator may make multiple applications for extensions, but extensions may only be granted if reasonable in the circumstances and at a maximum of 30 working days at a time. The OHRCM informs the complainant and respondent in writing of any extensions granted.

The OHRCM maintains a neutral and trauma-informed approach in addressing all matters. As a result, the majority of the formal investigations are completed by external
investigators. In 2022–2023, all formal complaints that proceeded to an investigation were conducted by external investigators.

Data regarding complainant and respondent roles was first reported in 2021–2022. Therefore, only two data sets are available. In 2022–2023 students represented the majority of complainants for formal complaints and faculty and staff represented the majority of respondents.

Figure 9: Formal Complaints, Complainant and Respondent Roles, 2021–2022
Informal Complaints

Figure 11 shows the number of allegations of prohibited conduct under the RWLE and SV policies reported to the OHRCM that were addressed through an informal resolution process. During 2022–2023, 41 of the 53 complaints of prohibited conduct under the RWLE and SV policies reported to the OHRCM were addressed using an informal resolution process. Over the past four fiscal years, 2022–2023 has the highest number of alleged sexual harassment and human rights-based harassment and discrimination complaints addressed through an informal resolution process. The data also shows that complaints of personal harassment have decreased over time.
The OHRCM continues to provide information to both complainants and respondents regarding the opportunities and resources available to facilitate informal resolution of an alleged breach.

Beginning in 2021–2022, the OHRCM also collected data on the particular roles of complainants and respondents (i.e., student, staff, faculty, etc.) for informal complaint files. Much like the prior fiscal year, Figure 13 shows that the majority of complainants and respondents were students, followed by staff and faculty. There were also complaints received from the general public, alumni, and individuals who occupy both staff and student roles at the UM.
Figure 12: Informal Complaints, Complainant and Respondent Roles, 2021–2022

Figure 13: Informal Complaints, Complainant and Respondent Roles, 2022–2023
Conflict Management Services

The OHRCM continues to provide the UM with a wide range of conflict management options to address matters that may not be related to the RWLE and SV policies. In 2022–2023, the OHRCM conducted mediations, one-on-one coaching, and varied informal resolution processes to resolve and/or develop strategies to resolve conflict situations. Figure 14 displays the number of conflict management services performed during the 2022–2023 fiscal year (see Appendix C for a glossary of services).

Informal resolution may include, but is not limited to, mediation or facilitated conversations, conflict coaching, apologies, impact statements or letters, expectation letters or agreements, or restorative justice processes.

Education, Outreach and Collaboration

Education is a key element in promoting a safe and inclusive space for UM community members. The OHRCM provides a variety of educational activities, engaging students, faculty, staff, and community members in learning about human rights and conflict management strategies, sometimes in collaboration with other units or departments as discussed below.
Activities in 2022–2023

The OHRCM delivered educational presentations focused on the RWLE policy, SV policy and conflict management strategies. These presentations were delivered as part of student and staff orientations, tabling events, as well as interactive workshops and unit-specific presentations that engage members of the UM community in thinking and learning about their rights and responsibilities under the RWLE/SV policies. These sessions also provide opportunities to build knowledge and skills around conflict resolution and respectful communication. Most of this training is conducted by OHRCM staff. Increasingly, training is delivered in collaboration with other units and departments, such as Learning and Organizational Development, Human Resources, Student Advocacy, Student Accessibility Services, Equity, Diversity and Inclusion for the Rady Faculty of Health Sciences, the Faculty of Graduate Studies and the Centre for the Advancement of Teaching and Learning.

In the 2022–2023 fiscal year, the OHRCM delivered a total of 69 different educational sessions to over 2000 individuals within the UM community, including students, faculty, and staff. The number of annual presentations delivered declined during the COVID-19 pandemic; however, these numbers are trending upward as more community members have returned to work and study on UM campuses.

Examples of presentations include standard 15 to 30-minute-long orientations for students, faculty, and staff, as well as customized workshops and seminars of one to three hours designed to meet specific learning needs and objectives.

For the last five years, the OHRCM has taken part in the delivery of the Responding to Disclosures of Sexual Violence training offered to staff and faculty members. The training team includes representatives from Student Affairs, Student Residence, and

Figure 15: Education Sessions Delivered 2019–2023
Employee Health and Wellness. These sessions are well-attended and provide opportunities for practice and group discussion.

In addition to the educational sessions listed above, in 2022–2023 presentations were also provided to key decision makers associated with the formal complaint process. In these sessions, the OHRCM’s Standard Operating Procedures were reviewed to ensure all parties are aware of their roles and responsibilities.

In 2022–2023, the Human Rights and Conflict Management Advisor also provided educational services on a visit to the Northern Social Work Program, located in Thompson, Manitoba.

**Student Educators**

The OHRCM continues to be committed to building relationships with diverse groups on UM’s campuses to ensure we are accessible, inclusive, and culturally responsive in our outreach and education delivery.

Following the success of previous Student Educator positions and their recommendations to continue with a peer-to-peer approach to engage and disseminate information regarding OHRCM services and policies, the OHRCM recruited two UM undergraduate students for the Student Educator positions in September 2022. Their key objectives were to:

- Engage with the UM student community (including student groups and organizations on all UM campuses) and provide education on the RWLE and SV policies and the *Disclosures and Complaints Procedure*; and
- Assist the OHRCM in identifying gaps or barriers in education delivery to students and work together to develop solutions from a student-focused and equity lens.

The Student Educators focused on in-person and online presentations, social media engagements, and in-person outreach at the UM and provided the following feedback:

- Many UM students still need to learn about the OHRCM and the services offered, particularly conflict management.
- Some UM students who are aware of the OHRCM are unsure of when to reach out, how the complaint process works, and the difference between confidentiality and anonymity.
- OHRCM’s office is obscure and there is a need for clear signage and wayfinding.
- OHRCM should continue partnering with other UM services to promote their services. The social media or Instagram takeover to promote the OHRCM's services reached over 30,000 accounts. Thus, the Student Educators recommended that the OHRCM continue to engage with social media (Instagram takeovers) to promote OHRCM’s services, including upcoming workshops and presentations.
The Student Educators affirmed previous feedback, including that the OHRCM should consider using infographics to simplify the RWLE and SV policies and procedures for students, and reiterated the need for peer-to-peer conflict management.

Committee and Partnerships Work

OHRCM staff were involved on the following committees during the 2022–2023 reporting year:

- Accessibility Audit Committee
- Co-Chair, AMA Steering Committee
- Co-Chair, Conflict of Interest Advisory Committee
- EDI Centralized Approach Team
- EDI Community of Practice
- Indigenous Connect
- Indigenous Homecoming Planning Committee
- Indigenous Senior Leadership Committee
  - Lead, Priority 4 (Supportive Environment for Indigenous Students, Faculty, Staff and Guests)
- Manitoba Accessibility Advisory Network (MBAAN)
- Mental Health First Aid UM Community of Practice
- Path Forward Implementation Committee
- Max Rady College of Medicine Professionalism Sub-committee on Admissions
- RWLE/SV Policy Review Committee
- Sexual Assault and Violence Steering Committee (Formerly the Sexual Assault Working Group)
  - Sexual Assault Response Guide Sub-Committee
- University of Manitoba Black Alliance (UMBA)
Appendix A: Complaint Process

THE OFFICE OF HUMAN RIGHTS AND CONFLICT MANAGEMENT
Policy, Process and Services Flowchart

Respectful Work and Learning Environment (RWLE) POLICY
- Human Rights Based Discrimination
- Human Rights Based Harassment
- Personal Harassment

Sexual Violence (SV) POLICY
- Sexual Harassment
- Sexual Violence

Interpersonal and Group Conflict
Examples:
- Disagreements
- Misunderstandings
- Personality Differences

Disclosures and Complaints Procedure

Formal Complaint Process

Formal Complaint Filed
Complainants are encouraged to file as soon after the reported incident as possible.

Preliminary Assessment
Conducted by the Human Rights and Conflict Management Officer (HRCMO)

Written Notice to Complainant
From the HRCMO stating whether or not the matter will proceed to investigation

WILL NOT proceed to investigation

WILL proceed to investigation

Investigation of Formal Complaint
- Respondent receives copy of complaint
- Investigator interviews complainant, respondent and witnesses

Investigation Report
Investigator issues report with findings to the Designated Officer

RWLE/SV Breached

RWLE/SV Not Breached

Formal Notice
Letter to both parties from The Designated Officer stating findings of investigation

Potential Discipline

Informal Processes
Where appropriate

Services include:
- Conflict Coaching
- Mediation
- Conciliation (Shuttle Mediation)
- Restorative Justice/Processes
- Facilitated Group Dialogue

Complaint/Conflict Resolved?

Yes

No

Formal Complaint
Under the Disclosure and Complaint Procedure

Education
On RWLE/SV and/or other rights and responsibilities

Office of Human Rights and Conflict Management (OHRCM) • Human.Rights@umanitoba.ca • 204-474-6348

Figure 16: OHRCM Policy, Process and Services Flowchart
Appendix B: Definitions of Prohibited Conduct

Human Rights-Based Discrimination and Harassment

Human rights-based discrimination and harassment are prohibited under The Human Rights Code (Manitoba) (the “Code”) and the UM’s RWLE policy.

**Human rights-based discrimination** is differential treatment, whether intentional or not, of individuals or groups based on the protected characteristics set out in the Code and the UM’s RWLE policy. Failure to provide reasonable accommodations based on the protected characteristics is also considered to be a breach of the Code. These characteristics include:

- ancestry, nationality or national origin, ethnic background or origin, religion or creed, age, sex, including pregnancy, gender identity, sexual orientation, marital or family status, source of income, political belief, association or activity, physical or mental disability and social disadvantage.

Discrimination imposes burdens on, or denies opportunities to, individuals or groups and is unfair because it is not based on actual academic or job performance, or any other form of competence. Instead, it is based on the assumption that a particular individual shares attributes, usually negative, stereotypically associated with a group to which they are perceived to belong.

**Human rights-based harassment** is prohibited under the Code and the UM’s RWLE policy. Human rights-based harassment is either one severe single incident, or a series of incidents, of objectionable and unwelcome comments or actions, based on any of the characteristics protected in the Code and the UM’s RWLE policy, directed towards a specific target which serves no legitimate work or academic related purpose and has the effect of creating an intimidating, humiliating, hostile or offensive environment.

**Sexual Harassment**

Sexual harassment is prohibited under the Code and the UM’s RWLE policy. Sexual harassment is a form of human rights-based harassment and refers to a course of objectionable and unwelcome conduct or comments undertaken or made on the basis of the protected characteristics: sex (including sex-defined characteristics) gender identity, and/or sexual orientation. Sexual harassment includes but is not limited to:

i. Unwanted sexual attention, including persistent invitations for dates, by a person who knows or ought reasonably to know that such attention is unwanted or unwelcome;

ii. Gender-based abusive or unwelcome conduct or comments that would objectively have the effect of creating an intimidating, humiliating, hostile or offensive work or learning environment;
iii. Sexist jokes or remarks, including comments regarding a person’s appearance or clothing;

iv. Leering, ogling, or other sexually oriented gestures;

v. Questions about a person’s sexual history, sexuality, sexual orientation, or sexual identity by a person who knows or ought reasonably to know that the questions are unwanted or unwelcome;

vi. Offensive physical contact by a person who knows or ought reasonably to know that the contact is unwanted or unwelcome;

vii. A single sexual solicitation or advance or a series of solicitations or advances made by a person who is in a position to confer any benefit on or deny any benefit to the recipient, and who knows or ought reasonably to know that the solicitation or advance was unwanted or unwelcome; or

viii. A reprisal for rejecting a sexual solicitation or advance.

**Personal Harassment**

Personal harassment is prohibited under the Workplace Safety and Health Regulation of Manitoba and the UM’s RWLE policy. Personal harassment is either one severe incident, or a series of incidents, of objectionable and unwelcome comments or actions directed towards a specific target that serve no legitimate work or academic related purpose and have the effect of creating an intimidating, humiliating, hostile or offensive environment. Examples of personal harassment include repeated or continuous incidents of yelling, screaming or name calling, repeated or continuous threats to terminate employment or contracts for reasons unrelated to performance, repeated or continuous threats to withdraw funding, scholarships or advancement opportunities for reasons unrelated to performance.

**Sexual Violence**

All forms of sexual violence are prohibited conduct under the Sexual Violence Awareness and Prevention Act of Manitoba the SV policy. 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, but is not limited to, sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation. Sexual violence can occur in many contexts, including in person, in writing, online, on social media, through digital communication or via other technology.
Appendix C: Glossary of Terms

Formal Complaint

A formal complaint should be done in writing and should contain, at minimum, the following information: (i) the name of the complainant and contact information for the complainant; (ii) a description of the alleged breach; (iii) the approximate date of the alleged breach, being within one year from the date of the most recent alleged incident unless, in the discretion of the Human Rights and Conflict Management Officer, extenuating circumstances would warrant an extension of time; (iv) the name of the respondent; (v) contact information for the respondent, if known; (vi) an indication that the complainant desires the complaint to be the subject of an investigation; and (vii) the complainant’s signature.

Investigations

If an investigation is found to be warranted, the Human Rights and Conflict Management Officer will arrange for the appointment of an investigator. Having regard to the seriousness and nature of the formal complaint, the Human Rights and Conflict Management Officer may appoint either an employee of the UM or an external consultant to act as the investigator for a particular complaint, provided that the investigator: a) has skills and/or experience desirable in the circumstances; b) would be able to conduct the investigation in an unbiased manner; and c) would not be placed in a conflict of interest.

Breach

A breach refers to any conduct, behaviour, action or omission that is prohibited under the RWLE policy, the SV policy, or the Disclosures and Complaints Procedure, including but not limited to, discrimination, harassment, sexual violence, and reprisals.

Informal Resolution

Informal resolution may include, but is not limited to, a restorative justice process, mediation or facilitated conversation between the participants, conflict coaching, an apology, a recognition of impact statement or letter, or an expectation letter or agreement.

Mediation

Mediation involves bringing together all parties in a conflict for a face-to-face meeting to discuss the situation and try to develop a plan for moving forward that is acceptable to everyone involved.
One-on-One Coaching

One-on-one coaching involves specific preparation for difficult conversations, managing responses to conflict, and more general coaching on communication skills and conflict styles.