



# Office of Human Rights and Conflict Management

## Annual Report 2023–2024

If you require this document in an alternate format, please contact the Office of Human Rights and Conflict Management via email at [human.rights@umanitoba.ca](mailto:human.rights@umanitoba.ca) or phone at 204-474-6348.

# Table of Contents

- OHRCM Land Acknowledgement ..... 1
- A Message from the Executive Director, Office of Risk and Compliance ..... 2
- OHRCM Team ..... 3
- OHRCM Services..... 4
  - Our Vision ..... 4
  - Our Mission ..... 4
  - Our Mandate ..... 4
  - Policies and Procedure..... 4
  - Our Process ..... 5
  - Advisory Services ..... 5
  - Informal Resolution Process ..... 5
  - Formal Complaint and Investigation Process ..... 6
  - Conflict Management Services ..... 6
  - Commitment to Reconciliation ..... 7
  - Compliance with the Accessibility for Manitobans Act (AMA)..... 7
  - Consultations..... 8
- A Look at the Data ..... 8
  - A Word on Data..... 8
  - OHRCM Scope of Work and Major Activities ..... 8
  - Informal and Formal Complaints ..... 10
  - Complaints of Prohibited Conduct ..... 11
  - Formal Complaints ..... 12
  - Informal Complaints..... 16
  - Conflict Management Services ..... 19
- Education, Outreach and Collaboration..... 20
  - Activities in 2023–2024..... 20
  - Student Educator Program ..... 21
  - Committee and Partnerships Work..... 22
- Appendix A: Complaint Process ..... 23
- Appendix B: Definitions of Prohibited Conduct ..... 24
  - Human Rights-Based Discrimination and Harassment ..... 24
  - Sexual Harassment ..... 24
  - Personal Harassment ..... 25

Sexual Violence.....	25
Appendix C: Glossary of Terms .....	26

# OHRCM Land Acknowledgement

The Office of Human Rights and Conflict Management's offices are located on the original lands of Anishinaabeg, Ininewuk, Anisininewuk, Dakota Oyate and Denesuline, and the National Homeland of the Red River Métis. 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, 2023 to March 31, 2024.

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 Policy*, *Disclosures and Complaints Procedure* (the 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

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The following people were part of the OHRCM team during the period of this report between April 1, 2023 and March 31, 2024 (listed alphabetically):

<b>Crystal Bloomfield</b>	Student Educator, 2023-2024
<b>Megan Bowman</b>	Conflict Management Advisor, 2018–present
<b>Reem Elmahi</b>	Student Educator, 2022–2023
<b>Jennifer Ham</b>	Confidential Intake Officer, 2020–present
<b>Morgan Hanson-Oliveira</b>	Student Educator, 2022–2023
<b>Dr. Michele Lemonius</b>	Human Rights and Conflict Management Advisor, 2020–present
<b>Meghan Menzies</b>	Human Rights and Conflict Management Officer, 2020–present
<b>Felicia Sinclair</b>	Student Educator, 2023-2024
<b>Shelby Thomas</b>	Indigenous Rights Specialist, 2024–present

# OHRCM Services

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## 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 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 Procedure

The OHRCM works to address and prevent discrimination, harassment, and sexual violence at the UM by promoting, supporting, and administering the RWLE Policy, Sexual Violence Policy, and Disclosures and Complaints Procedure.



Figure 1: OHRCM's 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, harassment, sexual violence, and conflict management. Often the first step is a confidential intake consultation during which key information is gathered and options are explored.

Using a trauma-informed approach, 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 community 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 often to meet with an OHRCM staff member. The staff member can meet 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 individual, 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, harassment, sexual violence and human rights related concerns, where appropriate. Staff at the OHRCM facilitate resolution of informal complaints through conflict management coaching, restorative processes, conciliation, mediation and/or education on the obligations and expectations under the RWLE and Sexual Violence 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. The individual is not obligated to resolve their concerns informally and has the right to proceed with the filing of a formal complaint at any point in the process.

## Formal Complaint and Investigation Process

Under the RWLE and Sexual Violence policies and the 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 Procedure and whether or not the matter should proceed 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 it is possible that some formal complaints may be 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 processes.

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.

## Commitment to Reconciliation

The OHRCM is committed to the continued work of reconciliation with Indigenous people and ensuring UM Indigenous community members are appropriately supported. As a result of the Indigenous Senior Leadership work and with support and direction from the Office of the Vice-President (Indigenous), an Indigenous Rights Specialist position was created within the OHRCM in 2023–2024. The work of the Indigenous Rights Specialist includes:

- building connections with the UM Indigenous community, including students, staff and faculty;
- working to build a bridge for the UM Indigenous community to access the support and services of the OHRCM;
- fostering a better understanding of the challenges including identifying systemic challenges and patterns that Indigenous people are experiencing at the UM;
- supporting individuals through conflicts including discriminatory and harassment-related matters;
- educating the UM community about the rights, unique challenges and values and worldviews of Indigenous people;
- encouraging positive actions to better meet the needs of UM Indigenous community members; and
- meeting with Indigenous Elders and Knowledge Keepers to seek guidance on incorporating Indigenous worldviews, approaches, and ways of being, knowing and doing in the supports and services offered by the OHRCM.

## 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 conflict resolution options and the RWLE and Sexual Violence 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

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### 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 Sexual Violence policies and the Procedure.

### OHRCM Scope of Work and Major Activities

Figures 2–4 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, 2023 to March 31, 2024), 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. It is also worth noting that 2023–2024 saw a significant rise in the number of formal complaints processed.

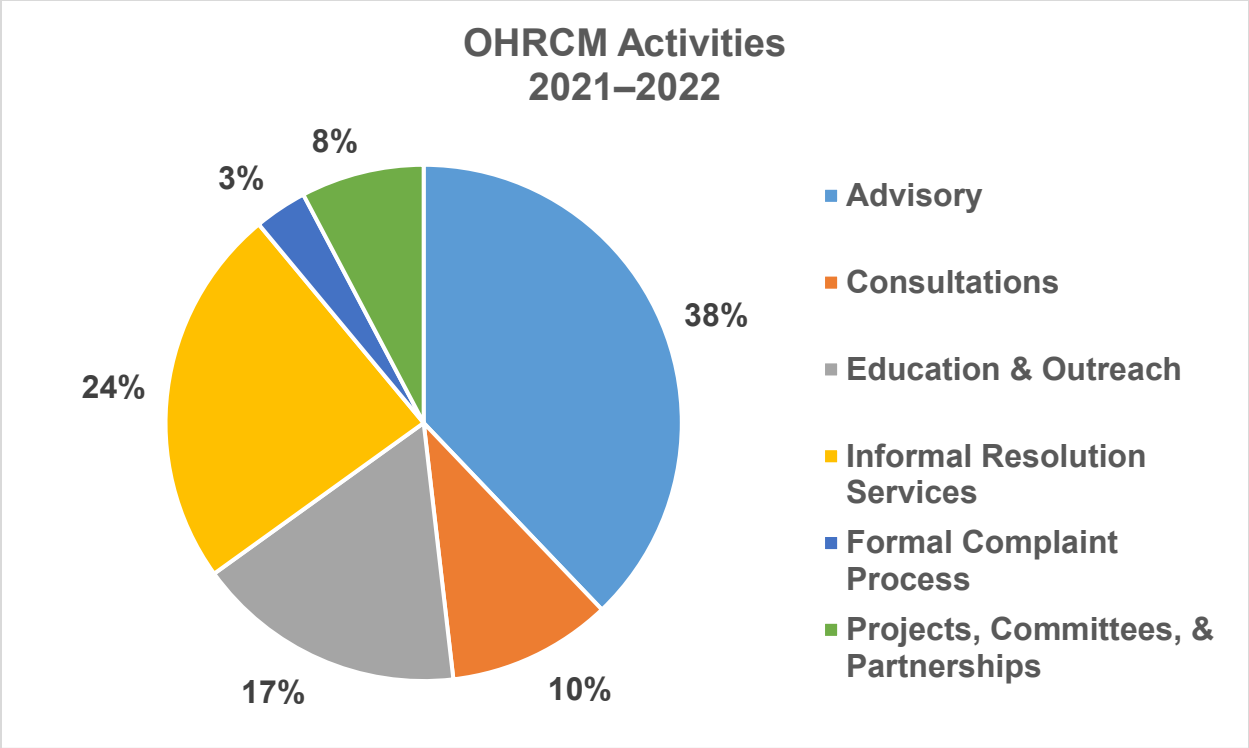


Figure 2: OHRCM Activities, 2021–2022

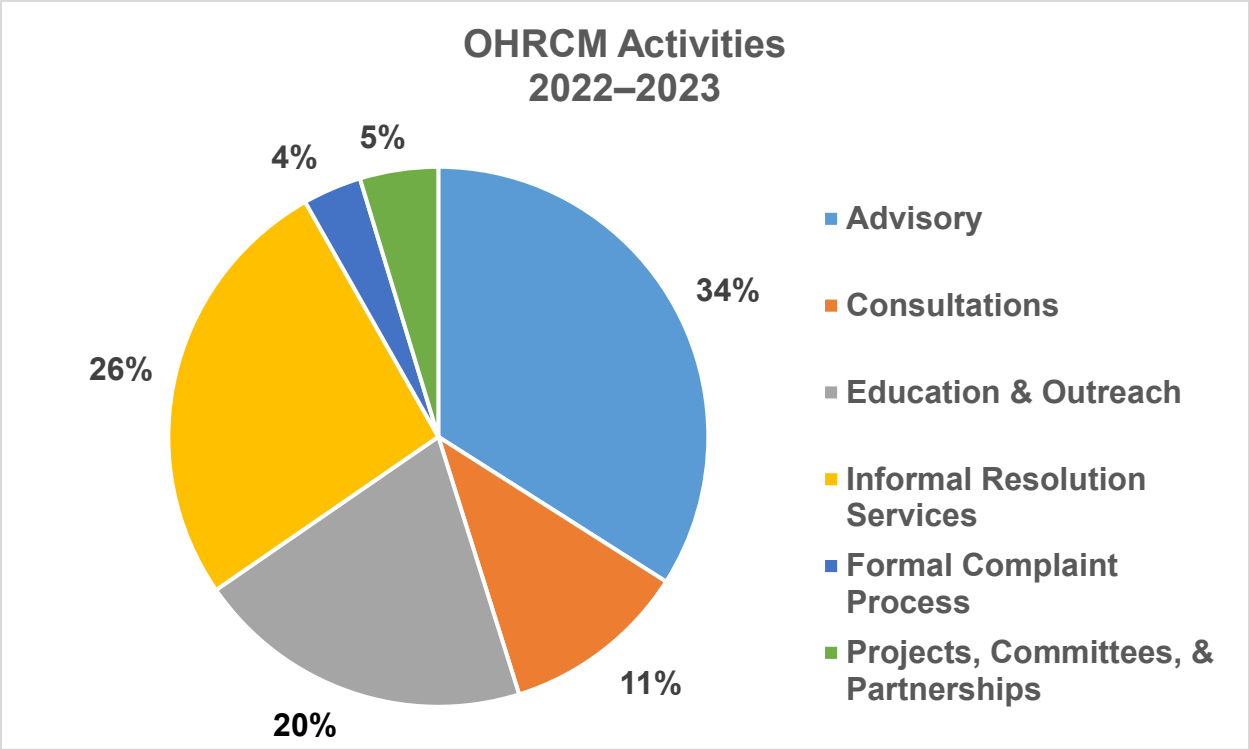


Figure 3: OHRCM Activities 2022–2023

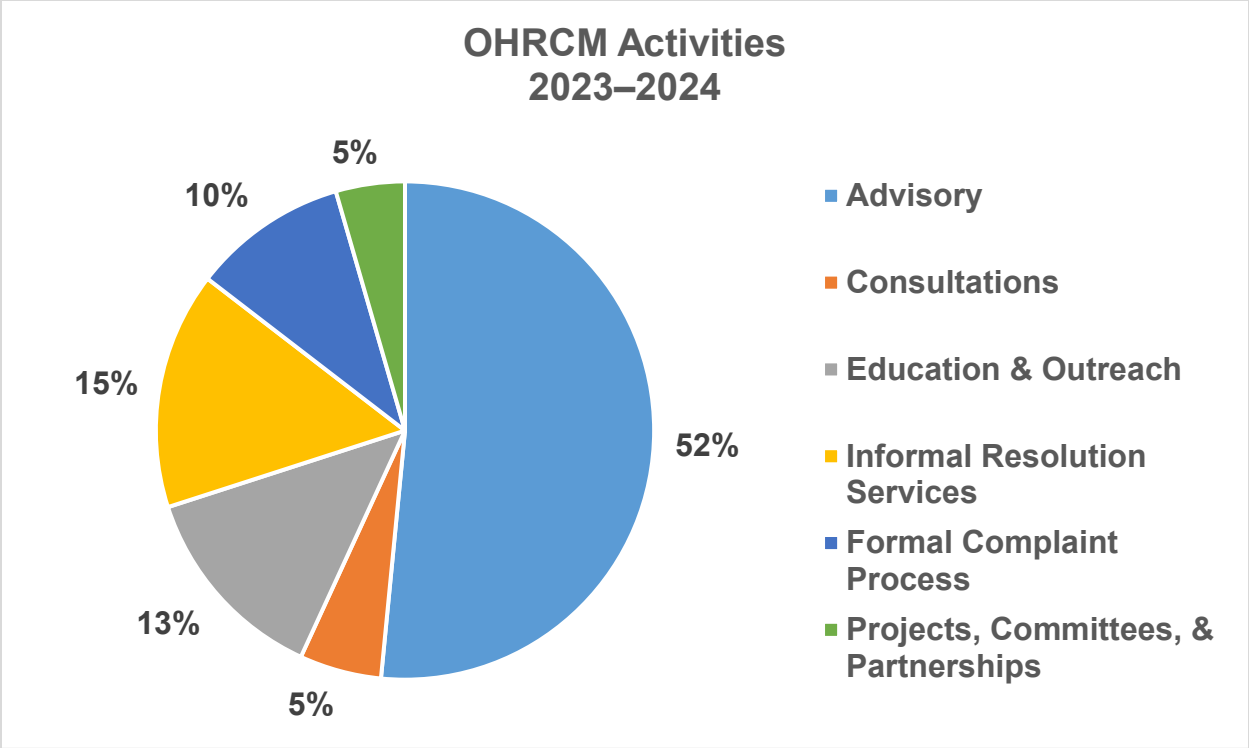


Figure 4: OHRCM Activities 2023-2024

### Informal and Formal Complaints

The OHRCM is a confidential office and staff strive to ensure it is a safe space where, as much as possible, its processes (i.e. formal or informal complaint) are driven by the individual(s) attending the OHRCM for support.

Figure 5 depicts the number of formal and informal complaints processed by the OHRCM each fiscal year from 2021 to 2024. The data shows an increase of formal complaints and a decrease of informal complaints for 2023-2024.

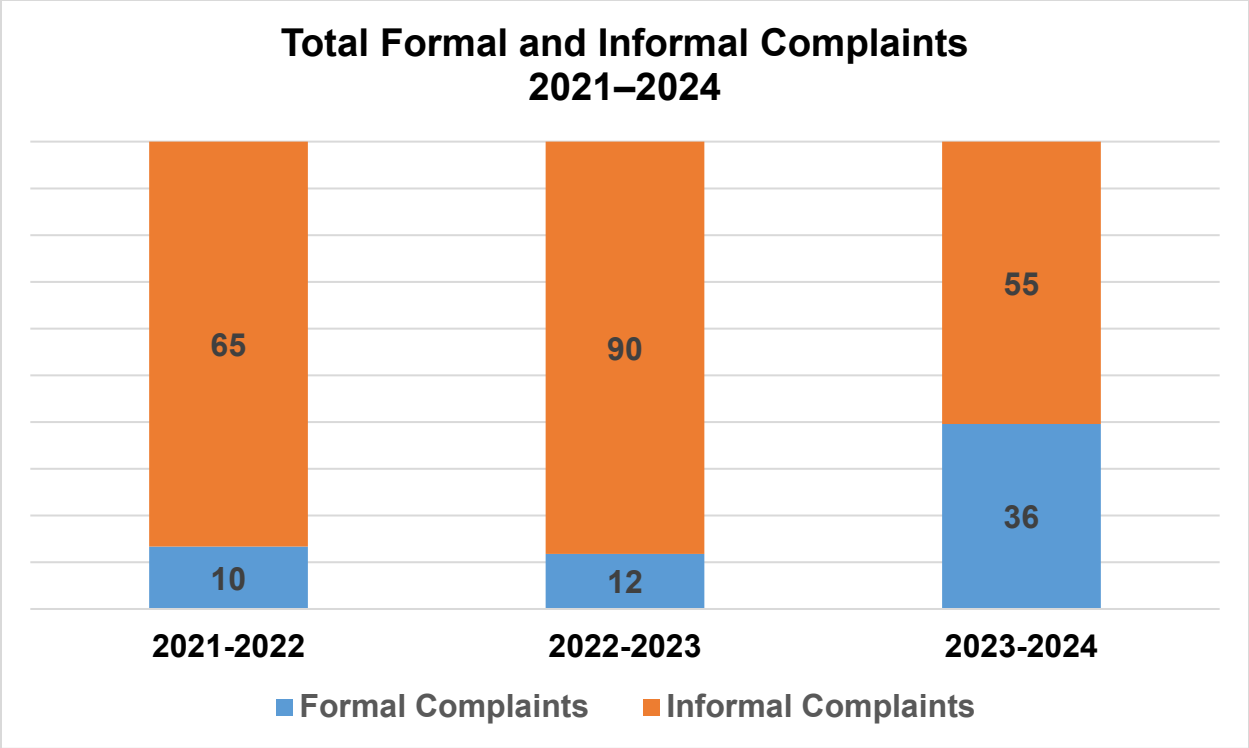


Figure 5: Total Formal and Informal Complaints, 2021–2024

### 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 Sexual Violence policies. In order for formal complaints to move forward they must fall within the jurisdiction of the OHRCM.

Figure 6 shows the number of complaints processed regarding all matters of prohibited conduct under the RWLE and Sexual Violence policies from 2021 to 2024. Over the course of 2023–2024, 50 of the 91 complaints reported to the OHRCM were allegations of prohibited conduct under the RWLE and Sexual Violence policies. Most of the complaints of prohibited conduct received by the OHRCM involved human rights-based harassment and discrimination, followed by multiple types of prohibited conduct, personal harassment, sexual harassment, and sexual assault.

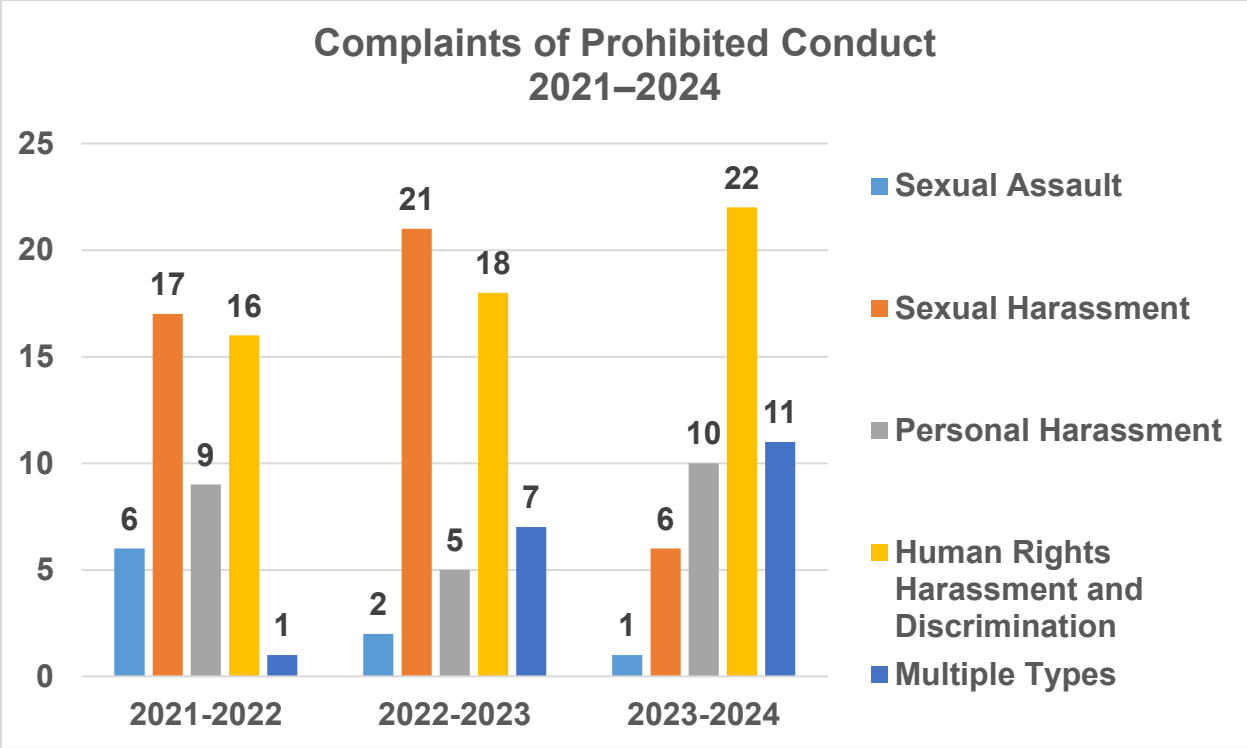


Figure 6: Complaints of Prohibited Conduct, 2021–2024

### Formal Complaints

Figures 7 and 8 show the total number of formal complaints received by type and processed by the OHRCM in the period spanning 2021–2024. During the 2023–2024 fiscal year, 36 of the 50 complaints of prohibited conduct were formal complaints.

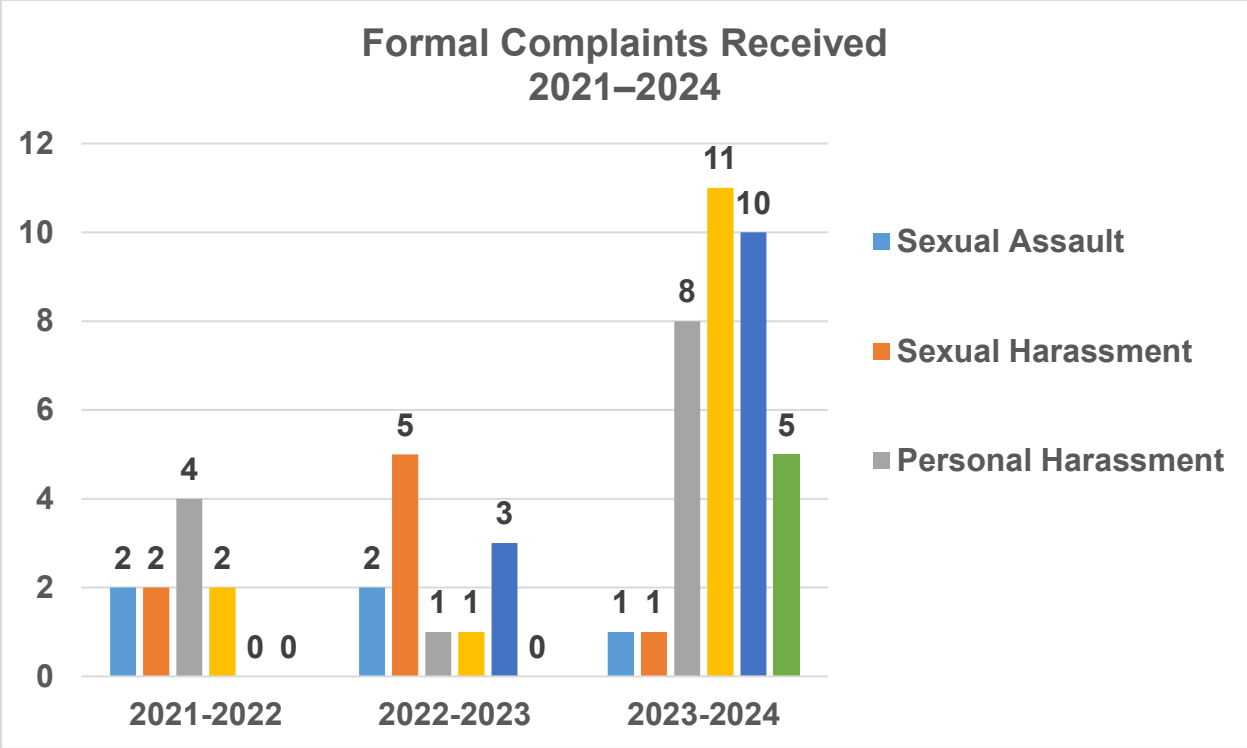


Figure 7: Formal Complaints Received 2021–2024

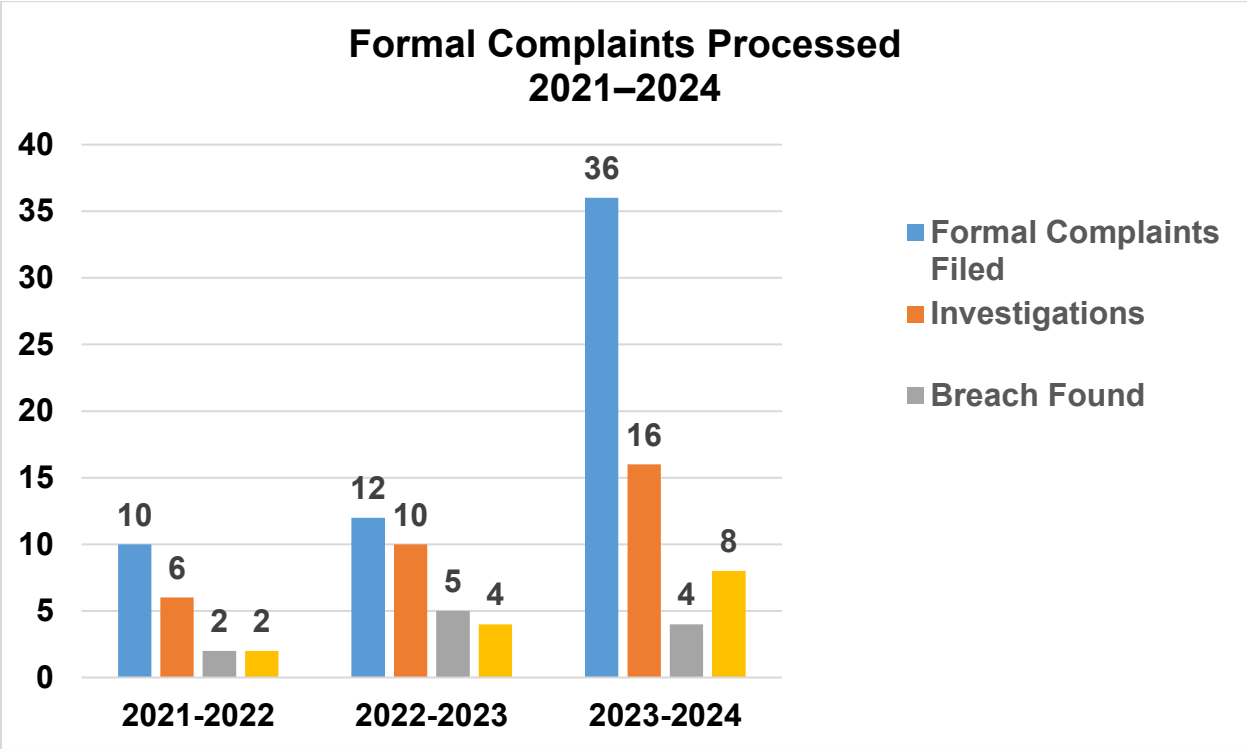


Figure 8: Formal Complaints Processed 2021–2024



In the 2023–2024 fiscal year, the majority of formal complaints were categorized as human rights-based (11), followed by 10 complaints involving multiple category types, eight complaints of personal harassment, five complaints categorized as “other,” one complaint of sexual assault, and one complaint of sexual harassment.

The breakdown of formal complaints processed for 2023–2024 are as follows: 20 complaints were assessed not to proceed to an investigation and 16 complaints proceeded to an external investigation (note that four of these complaints were carried forward from the previous year). Of the 16 formal complaints that proceeded to an investigation, a breach of the RWLE and/or Sexual Violence policies was found in four complaints, no breach was found in two complaints, one complaint was retracted, and one complaint was resolved informally. At the time of reporting, decisions had not been rendered in eight complaints.

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 works to maintain an impartial and trauma-informed approach in addressing all matters. As a result, the majority of the formal investigations are completed by external investigators. In 2023–2024, all formal complaints that proceeded to an investigation were conducted by external investigators.

In 2023–2024 students represented the majority of complainants for formal complaints and faculty and staff represented the majority of respondents. Figures 9 to 11 show the breakdown of complainant and respondent roles from 2021 to 2024.

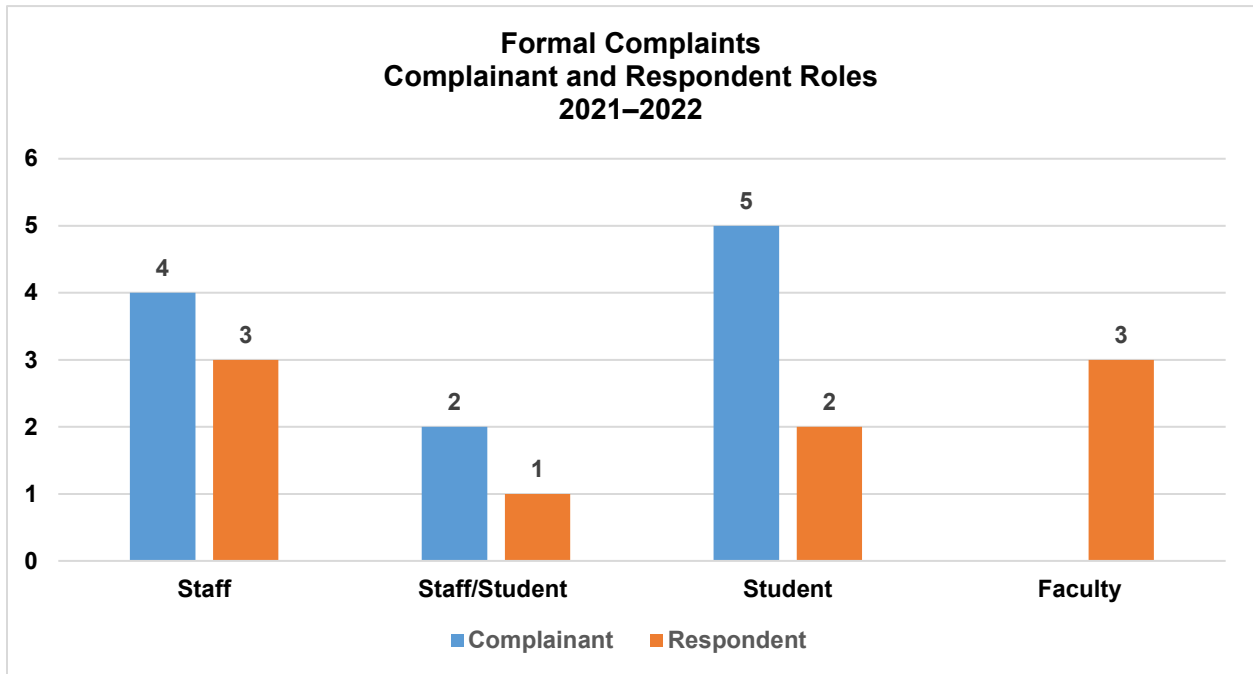


Figure 9: Formal Complaints, Complainant and Respondent Roles, 2021–2022

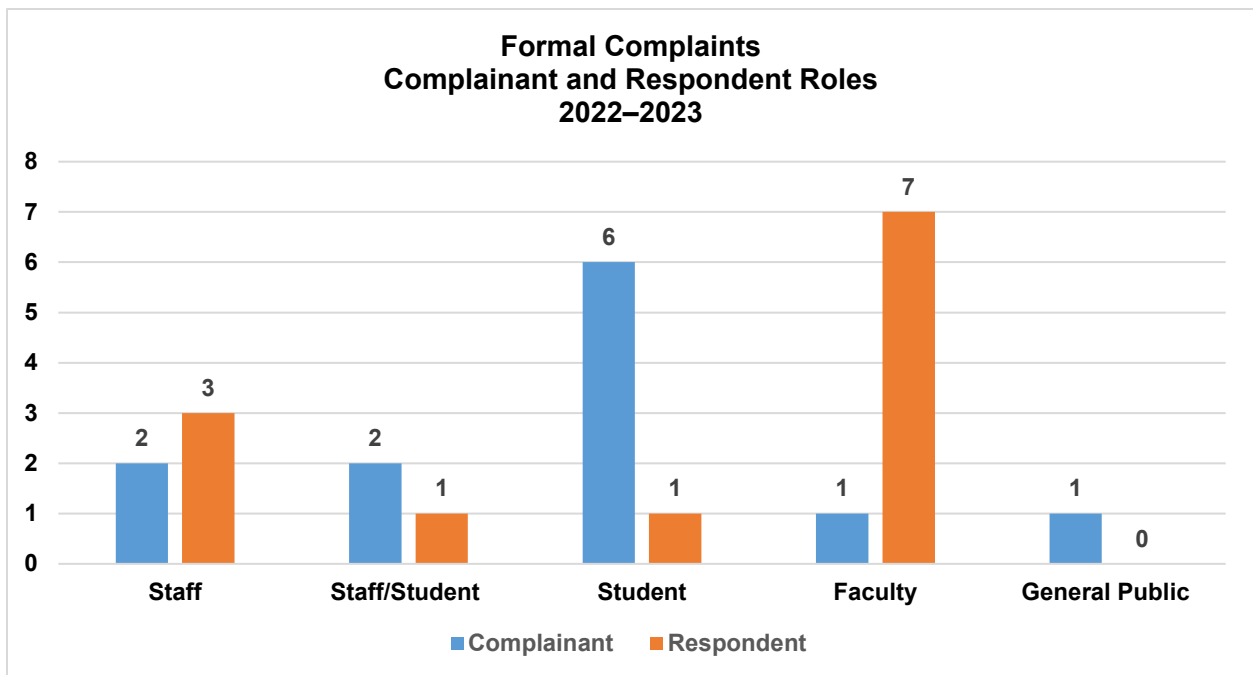


Figure 10: Formal Complaints, Complainant and Respondent Roles, 2022–2023

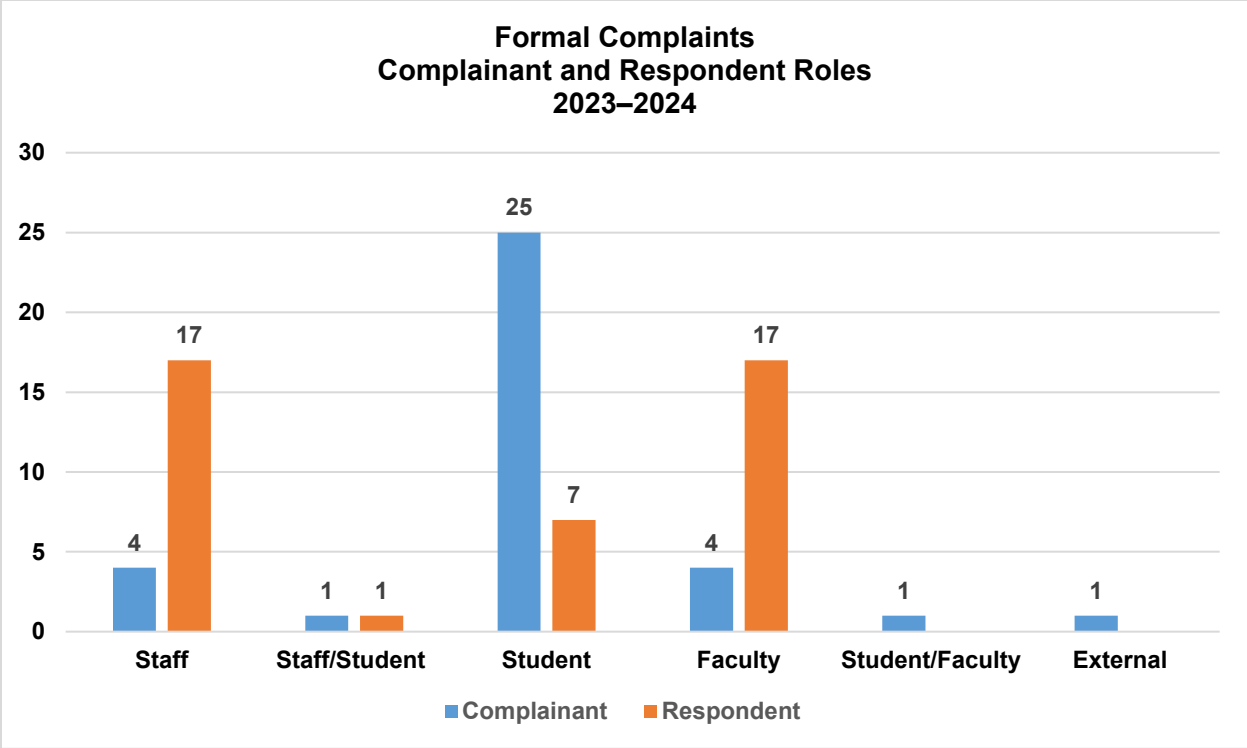


Figure 11: Formal Complaints, Complainant and Respondent Roles, 2023–2024

### Informal Complaints

Figure 12 shows the number of allegations of prohibited conduct under the RWLE and Sexual Violence policies reported to the OHRM that were addressed through an informal resolution process. During 2023–2024, 19 of the 50 complaints of prohibited conduct under the RWLE and Sexual Violence policies reported to the OHRM were addressed using an informal resolution process.

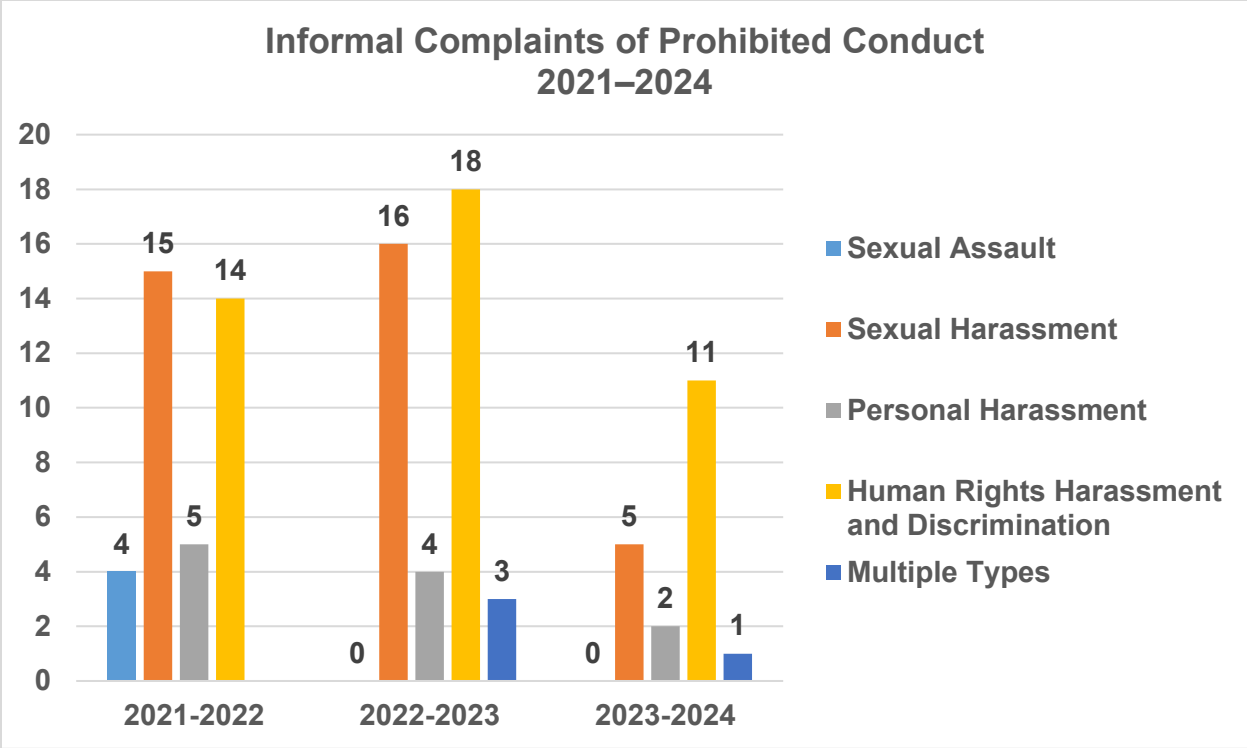


Figure 12: Informal Complaints of Prohibited Conduct, 2021–2024

The OHRM continues to provide information to both complainants and respondents regarding the opportunities and resources available to facilitate informal resolution of an alleged breach.

The OHRM also collects 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 15 shows that the majority of complainants and respondents were students, followed by faculty and staff. There were also complaints received from external staff/contractors, the general public, alumni, and individuals who occupy multiples roles at the UM.

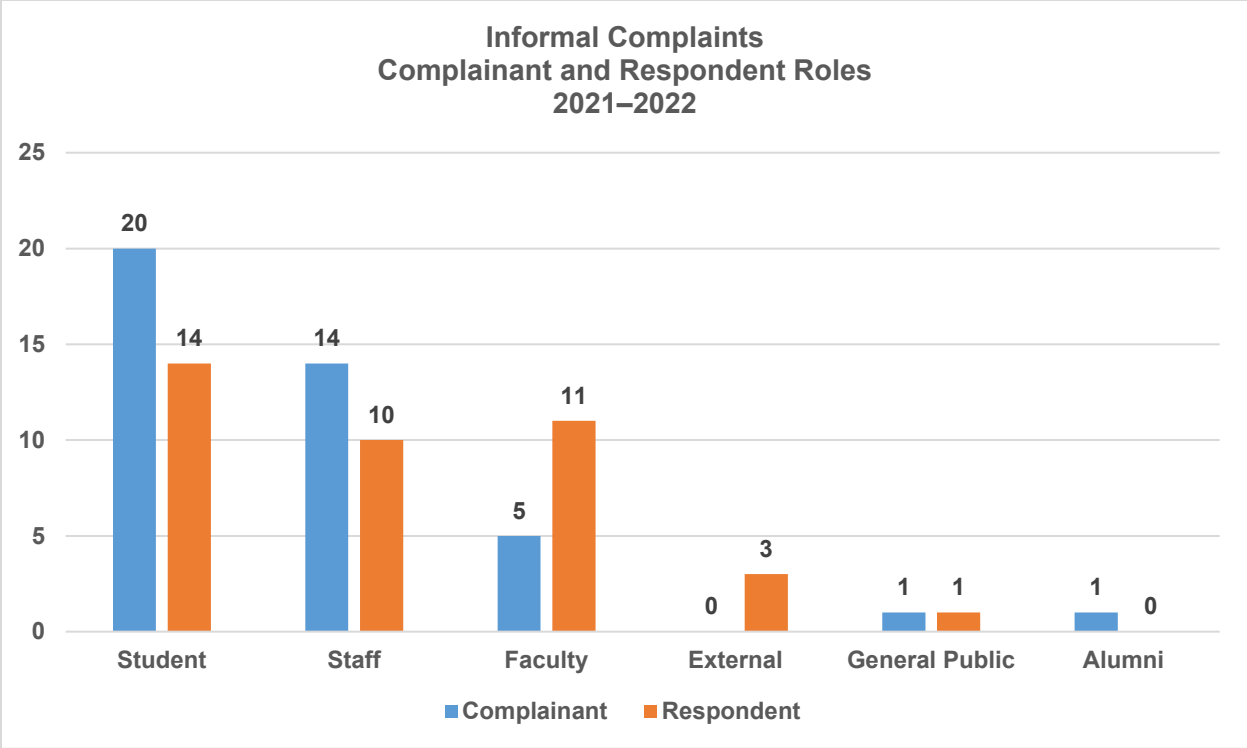


Figure 13: Informal Complaints, Complainant and Respondent Roles, 2021–2022

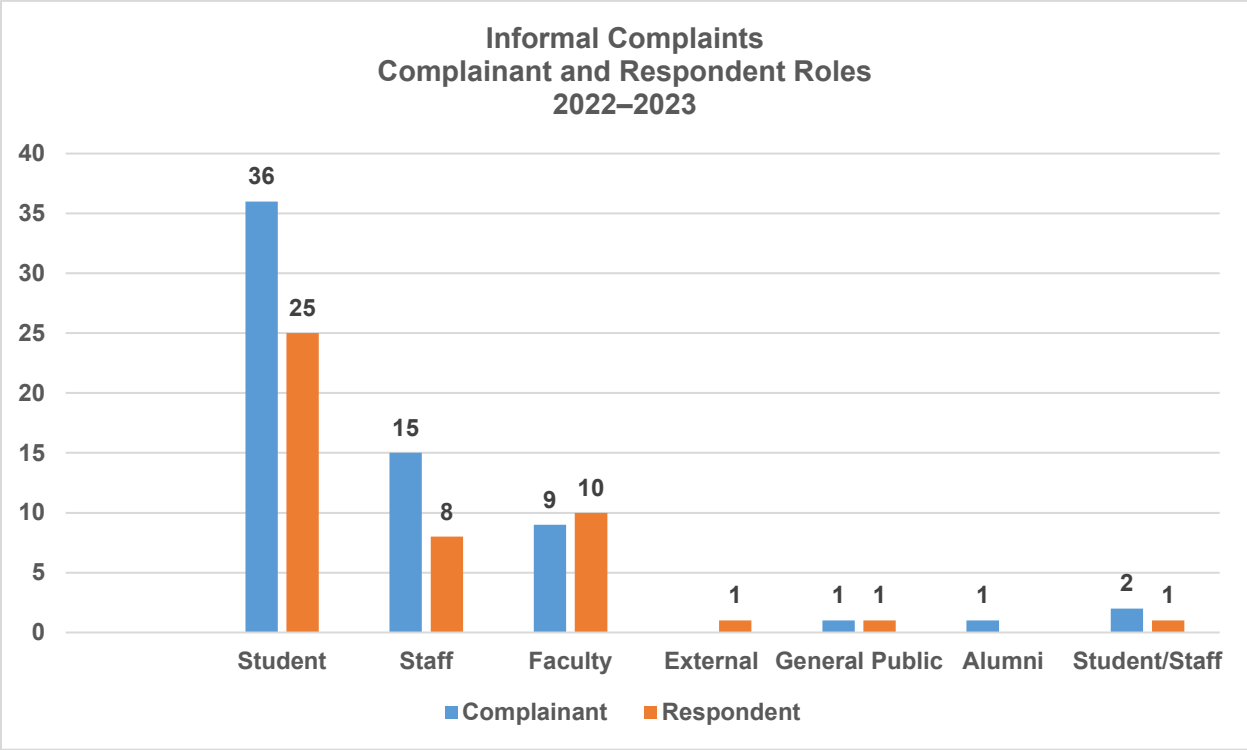


Figure 14: Informal Complaints, Complainant and Respondent Roles, 2022–2023

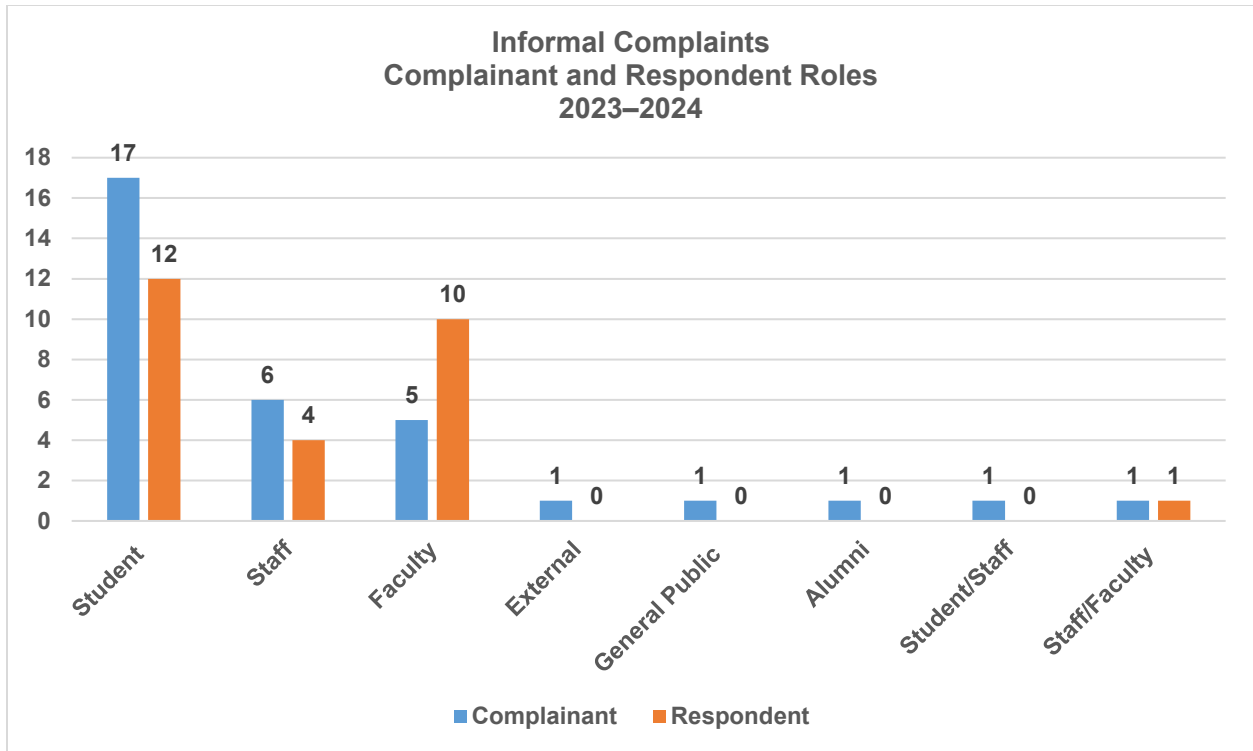


Figure 15: Informal Complaints, Complainant and Respondent Roles, 2023–2024

## 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 directly related to the RWLE and Sexual Violence policies. In 2023–2024, the OHRCM conducted mediations, one-on-one coaching, and varied informal resolution processes including restorative justice processes to resolve and/or develop strategies to resolve conflict situations. Figure 16 displays the number of conflict management services performed during the 2023–2024 fiscal year (see Appendix C for a glossary of services).

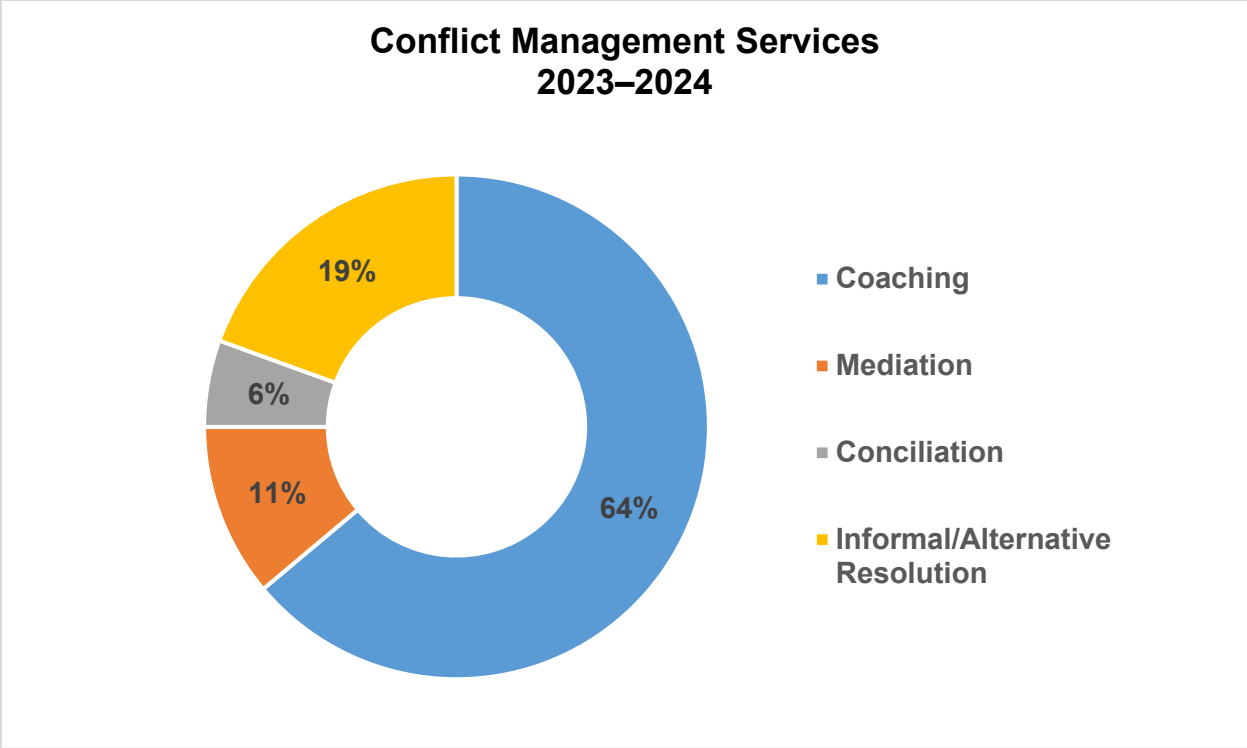


Figure 16: Conflict Management Services, 2023–2024

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 2023–2024

The OHRCM delivered educational presentations focused on the RWLE Policy, the Sexual Violence Policy, Accessibility legislation 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/Sexual Violence 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, including Learning and Organizational Development, Human Resources, Student Advocacy, Student Accessibility Services, the Office of Equity Transformation, the Office of Equity, Access and Participation at the Rady Faculty of Health Sciences, the Office of Professionalism at the Rady Faculty of Health Sciences, the Faculty of Graduate Studies, the Centre for the Advancement of Teaching and Learning and various faculties and colleges across the UM.

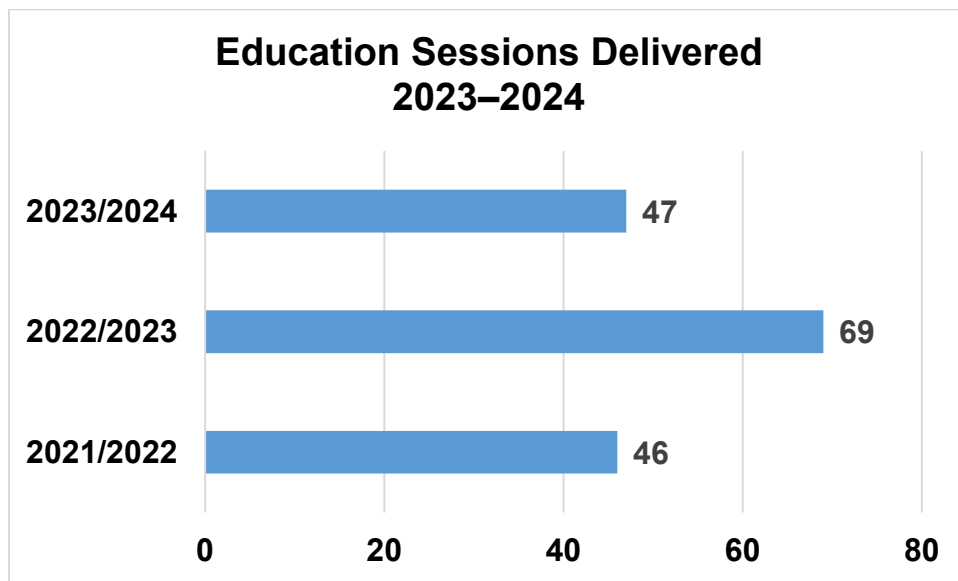


Figure 17: Education Sessions Delivered, 2023–2024

In the 2023–2024 fiscal year, the OHRCM delivered a total of 47 different educational sessions to over 1500 individuals within the UM community, including students, faculty, and staff.

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 seven 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, the Sexual Violence Resource Centre, Student Residence, and Employee Health and Wellness. These sessions are well-attended and provide opportunities for practice and group discussion.

## Student Educator Program

The OHRCM continues to be committed to building relationships with diverse groups on UM’s campuses to ensure we are accessible, equitable, 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 2023. 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 Sexual Violence policies and the 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, policy review, outreach events, and various research projects that included topics such as Indigenous methods of conflict resolution and student engagement.

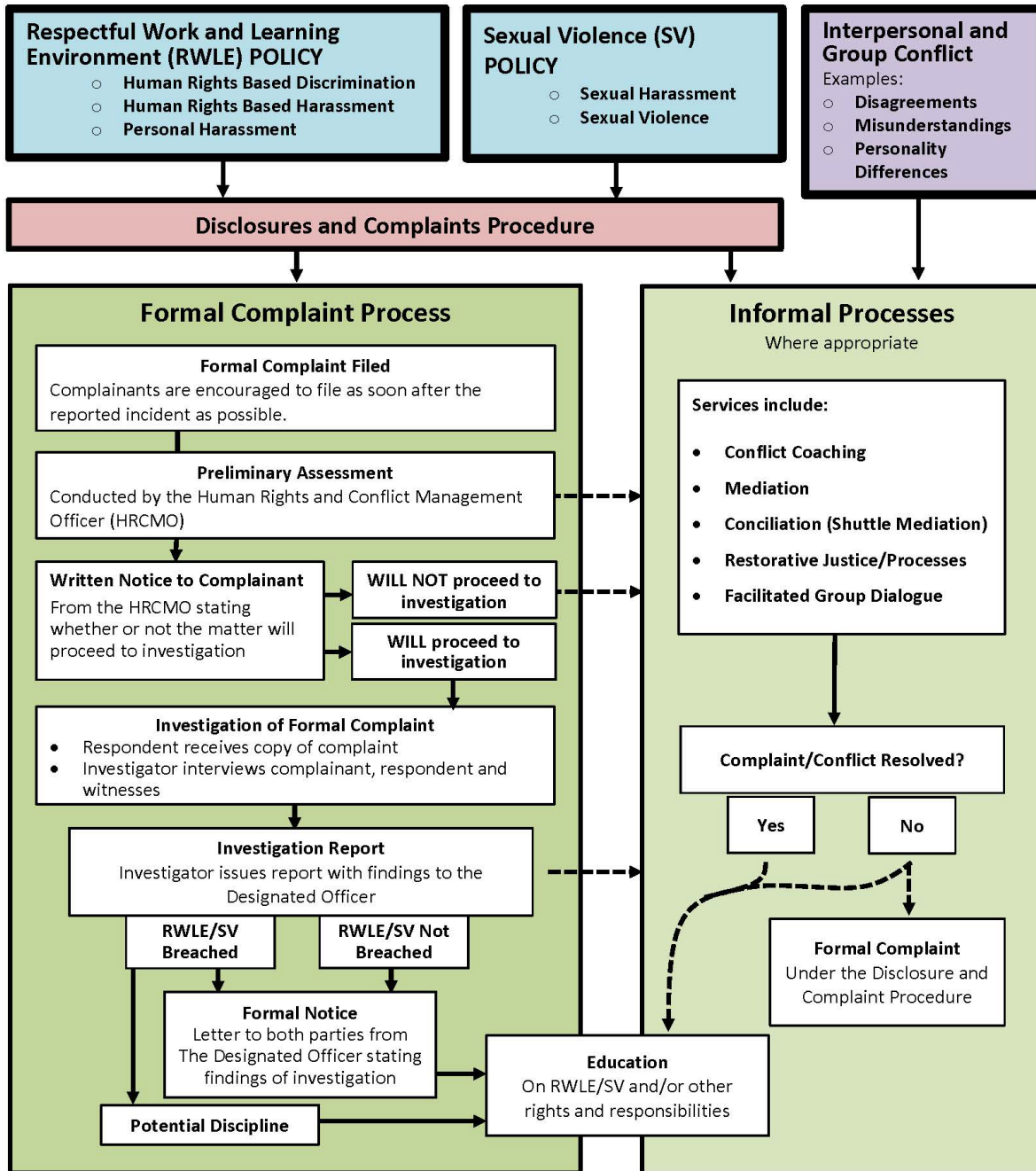
## Committee and Partnerships Work

OHRCM staff were involved on the following committees during the 2023–2024 reporting year:

- Accessibility Audit Committee
- Anti-Racism Policy Advisory Committee
- Co-Chair, AMA Steering Committee
- EDI Centralized Approach Team
- EDI Community of Practice
- Indigenous Connect
- Indigenous Homecoming Planning Committee
- Manitoba Accessibility Advisory Network (MBAAN)
- Manitoba Post-Secondary Institute working group on Sexual Violence Matters
- Mental Health First Aid UM Community of Practice
- Path Forward Implementation Committee
- Max Rady College of Medicine Professionalism Sub-committee on Admissions
- RWLE/Sexual Violence 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



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

Figure 18: 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 Sexual Violence 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 Sexual Violence 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.