



York Region District School Board



Human Rights Commissioner's Office (HRCO)

Annual Report 2018-2019

Statement of Accessibility

The Human Rights Commissioner's Office (HRCO) Annual Report (2018-19) is available in the following ways:

- **Online to the public:** Visit www.yrdsb.ca → [Human Rights Commissioner's Office](#) → [HRCO Engagement](#)
- **Online to YRDSB staff:** Login to the Board Wide Web (BWW) and under “Service”, search for [Human Rights Commissioner's Office](#) → Plans and Reports
- **By email (in an alternative format upon request):** Contact the Human Rights Commissioner's Office via human.rights@yrdsb.ca.
- **By phone (in an alternative format upon request):** Contact the Human Rights Commissioner's Office at 905-884-2046 ext. 255.

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Message from the Human Rights Commissioner

Within a school board environment, the promise of education must acknowledge the pivotal role of human rights in fostering a working and learning environment that is free of discrimination and harassment. While human rights remain central to individual social identities and the protection of the rights associated with those identities, York Region District School Board (YRDSB) must be especially vigilant in actualizing its moral, ethical and legal obligations towards fostering student success in its approaches to diversity, equity and inclusion through a human rights lens.

The terms 'diversity' and 'equity' describe an approach that values difference and the importance of treating individuals fairly, with dignity and respect. It also is about creating a culture that is free from harassment and bullying. The Human Rights Commissioner's Office (HRCO) is the first of its kind for an Ontario school Board. Though it, the YRDSB has instituted an innovative approach to addressing human rights matters by having a robust, transparent and fair complaints process, along with advancing human rights education. I believe that a diverse and inclusive educational culture at YRDSB is essential to building educational equity and making human rights principles a pillar to fostering an environment where everyone feels valued and can learn, work and dream to their fullest potential.

I recognize and accept the weight of responsibility that my role entails in ensuring that our Board continues to be a critical social vehicle for building new horizons, exploring multiple ways of seeing the world and transforming lives. However, because not everyone benefits in the same way, discrimination and harassment issues, marginalization, accessibility concerns, and systemic barriers demand that we work collaboratively to tackle issues of common concern. At the HRCO, we are committed to conducting ongoing systems reviews and sharing best practices that are vital in advancing educational equity.

I am excited that to have also set in motion important initiatives toward the goal of an accessible and barrier-free working and learning community as guided by [Policy #407](#). Our second annual report, covering the period from September 1, 2018 to August 31, 2019 is the HRCO's official statement highlighting key developments over its reporting period. The 2018-2019 period was defined by a greater focus on human rights education across the system, with the objective of pursuing a preventative rather than a reactive model, which is in alignment with the principles outlined in the [Director's Action Plan](#) (DAP) and the [Multi-Year Strategic Plan](#) (MYSP).

This Annual Report will provide an important snapshot on the vital an ongoing role that the HRCO plays in addressing human rights complaints under [Policy #240](#) and ensuring that the YRDSB meets its legal obligations under Ontario's Human Rights Code.

About the Human Rights Commissioner's Office

1.1 Introduction

The Human Rights Commissioner's Office (HRCO or "the Office") was established by York Region District School Board (YRDSB or "the Board") as an arms-length office in fall 2017 to address matters specific to the Human Rights Code ("the Code") and related issues. The two primary goals of the HRCO are:

1. To act upon complaints promptly, fairly, judiciously and with confidentiality; and
2. To support preventative actions through education and training for building respectful and accessible learning and working environments.

This is the second HRCO Annual Report, which provides a summary of all relevant activities within the jurisdiction of the HRCO during its second reporting period from September 1, 2018 to August 31, 2019.

1.2 Background

The establishment of the HRCO was the result of an external [Review of the YRDSB](#) which included a list of 22 [Minister's Directions to the YRDSB](#) on April 11, 2017. Specifically, Direction 6 stated the following:

That the Board establish a robust Human Rights Office properly staffed and resourced, that is responsible for human rights compliance, and processes and procedures to receive and respond to/investigate complaints of harassment and discrimination reported by staff, students and parents. The Human Rights Office will, on a permanent basis, report directly to the Director of Education.

Further:

- a. The office staff must include a director who has demonstrated expertise in human rights law and practice, with responsibility for developing and overseeing a new human rights and workplace harassment complaints policy and procedure.
- b. The office will take the lead in developing and implementing the board's employment equity strategies.
- c. The office will review staffing in French immersion schools.
- d. The office will report their data regarding complaints made to their office and progress on the employment equity plan to support the Board's equity related advisory committees.
- e. The office will take the lead on board compliance with the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and mandatory

- training for staff on the AODA and for institutional responsibilities arising from the Ontario government's strategies to end sexual violence and harassment.
- f. The office will undertake an audit of the board's compliance with the AODA and provide mandatory training for all staff on AODA.
 - g. The Board must immediately establish a process for receiving and investigating complaints of racism or any other prohibited ground(s) of discrimination that reassures the Minister of Education that it addresses the concerns identified in the Report.

Anthony Anirud was hired as the Human Rights Commissioner for YRDSB at the commencement of the 2017-18 school year.

I.3 HRCO Mandate

The mandate of the HRCO is to lead the YRDSB community in fostering inclusive and respectful learning and working environments for its students, staff, trustees and other Board community members.

The general mandate of the HRCO is to:

- 1) Assist members of the YRDSB community through its confidential consultations process for addressing complaints of harassment, discrimination, sexual harassment, sexual violence and failure to accommodate matters with the goal of bringing greater understanding to the range of options available for responding to and resolving complaints.
- 2) Provide information, guidance and training to the YRDSB community to increase awareness about the importance of embedding human rights in alignment with the [Mission, Vision and Values](#) of YRDSB.
- 3) Provide timely advice and training to staff to increase awareness of issues specific to compliance with the Code and the AODA.

In carrying out this mandate, the HRCO is guided by:

- The Code and [Board Policy and Procedure #240; Human Rights Code-Related Harassment and Discrimination](#) (Policy #240); as well as
- The AODA and [Board Policy and Procedures #407, Accessibility](#) (Accessibility Policy #407).

I.4 Arms-Length Role

The arms-length nature of the HRCO is critical to ensuring that members of the YRDSB community are assured of a fair process which can act on addressing issues without interference or influence from any other department or unit at the Board. The Office operates independently with three (3) governing principles:

1. **Arm's Length:** While the Human Rights Commissioner reports to the Director of Education, the role is independent from the formal administrative structure and all other areas of YRDSB. This ensures that any matters brought to the attention of the Human Rights Commissioner are dealt with in an impartial and independent manner. HRCO staff are mindful of engaging in only professional interactions with limited social engagements, which could be seen to compromise the independence of the office.
2. **Confidentiality:** All dealings with the HRCO are deemed private and confidential. Confidentiality is important to ensure that members of the YRDSB community can discuss concerns without fear of repercussions and this confidentiality is protected to the full extent of the law. At the discretion of the Human Rights Commissioner, exceptions to confidentiality may occur to address imminent risk of serious harm. Consent from a party to a matter is always required before another matter is discussed with any other Board unit. All HRCO staff are required to sign a confidentiality agreement.
3. **Referral:** Matters deemed to be human rights complaints or concerns with overarching Human Rights Code implications are usually brought to the HRCO by way of referral from another area of YRDSB upon initial review and assessment. However, there are circumstances where a matter may be brought to the HRCO at First Instance by a party or by confidential Referral from someone associated with another area of the Board.



I.5 HRCO Budget and Staff

The budgetary allocation to the HRCO for its second year of operation was \$413,000.

In addition to the existing HRCO staff, two additional full-time employees were hired during the 2018-2019 reporting period:

1. Human Rights Commissioner
2. HRCO Administrative Assistant
3. Investigations Officer
4. Early Resolutions Officer (start date: October 24, 2018)
5. Accessibility Officer (start date: January 2, 2019)

The HRCO also has an AODA training budget of \$15,000 (an increase of \$5,000 from the previous reporting year) that is attached to the accessibility portfolio of YRDSB.

I.6 HRCO Website and Logo

Given the arms-length position of the HRCO, it was determined that the Office required its own presence on the Board website for providing important information on its complaints process as well as human rights and accessibility resources. The HRCO logo and webpages were designed and reviewed during the previous reporting period.

The HRCO logo was created to signify the unique nature of the Office's arms-length relationship within the administrative structure of YRDSB. At all times, the HRCO logo is to be featured with the YRDSB logo (as shown on the HRCO letterhead), with the latter having a prominent position so that it is clear that the HRCO, while operating at arms-length, is internal to the Board and subject to responsibilities and liabilities associated with YRDSB.



Human Rights Commissioner's Office

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The HRCO logo was officially introduced with the HRCO website (www.yrdsb.ca/hrco) launch on November 15, 2018, along with a comprehensive rollout and communication plan to the system. In January 2019, an accessibility sub-website (www.yrdsb.ca/hrco/accessibility) was launched under the HRCO website.

HRCO Case Management

The primary mandate of the HRCO is to receive individual concerns/complaints brought forward by a member of the YRDSB community that relate specifically to discrimination or harassment (including sexual harassment). All matters reported to the HRCO are categorized as one of the following:

Complaint: Matters requiring formal consultation and assessment to determine jurisdiction and whether or not it should be addressed under Policy #240; and

Advisory: Matter requiring guidance on addressing a general human rights concern or question.

Human rights complaints can be brought forward to the HRCO in one of two ways:

First Instance: Situations in which no other unit at the YRDSB has addressed the matter and the HRCO is the first point in which assistance is requested; or

Referral: Matters which have been first reviewed at another unit within the YRDSB (e.g., Superintendent, Union, Human Resources) and, with consent of the complainant, is referred to the HRCO.

All complaints are also categorized based on whether and/or how they connect to one or more of the 17 prohibited grounds under the Human Rights Code (i.e., Code grounds):

Code (or Code-based): Complaints of discrimination or harassment where the negative treatment is directly linked to one or more Code grounds;

Non-Code: Complaints of discrimination or harassment that do not relate to any Code ground and are deemed to be more appropriately addressed under another policy or through the grievance process; and

Other: Complaints that had already been dealt with and concluded under another process, or a parallel process was already underway in addressing the matter.

The HRCO received a total of 213 intake files during the reporting period of September 1, 2018 to August 31, 2019. Overall, this was a 24% decrease compared to the previous reporting year where a total of 271 intake files were received. A breakdown of the total HRCO files by month and category is presented in the following table with a comparison to the previous reporting period.

Month	Complaint	First Instance	Referral	Advisory	Code	Non-Code	Other	Informal Process	Formal Process
Sept	7	6	1	9	5	5	0	6	0
Oct	12	10	2	11	7	7	0	12	0
Nov	5	5	0	16	4	4	0	4	1
Dec	6	5	1	10	4	4	1	4	1
Jan	6	6	0	14	4	4	1	5	1
Feb	2	1	1	9	2	2	0	2	0
Mar	1	1	0	10	1	1	0	1	0
Apr	14	11	3	9	9	9	2	12	0
May	9	8	1	12	5	4	1	8	0
June	6	4	2	15	6	3	0	6	0
July	9	7	2	7	6	0	1	8	0
Aug	5	5	0	9	4	1	0	4	1
2018-19 Totals	82	69	13	131	57	25	6	72	4
2017-18 Totals*	109	85	19	162	76	27	7	102	2
Change	-24.8%	-18.8%	-31.6%	-19.1%	-25.0%	-7.4%	-14.3%	-29.4%	100.0%

*The full case management data chart is available in the [HRCO Annual Report 2017-2018](#).

The majority (62%) of the 2018-2019 intake files were Advisory in nature (131 total). By comparison, 82 of the 213 intake forms (38%) were determined to be Complaint matters requiring assessment through the HRCO complaint process.

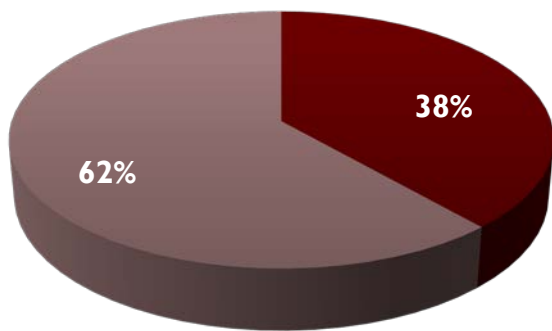
The percentage of HRCO Complaint versus Advisory files are consistent with the previous 2017-2018 reporting period where 60% of intake forms were deemed Advisory and 40% were assigned as HRCO Complaint Files.

The consistent proportion (60:40) of Advisory to Complaint files over the past two reporting years suggests an ongoing need to engage the HRCO for obtaining general information and/or advice on human rights matters.

The majority proportion of Advisory files may also speak to the continued education and learning needed about the jurisdiction of the HRCO given its relatively new status within the system. This finding may also be supported by the fact that 28% of HRCO intake files were deemed non-Code and outside of the jurisdiction of this Office.

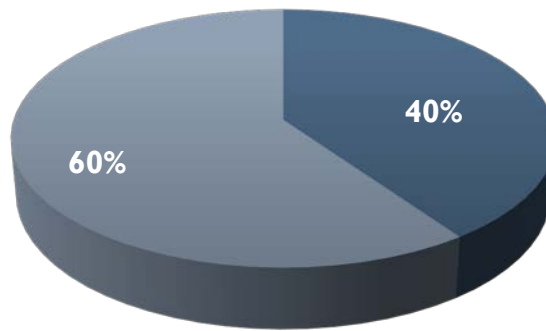
2.1 Complaint vs. Advisory Files

**HRCO Complaint vs. Advisory Files
(Sept. 2018 - Aug. 2019)**



■ Complaint Files ■ Advisory

**HRCO Complaint vs. Advisory Files
(Sept. 2017 - Aug. 2018)**



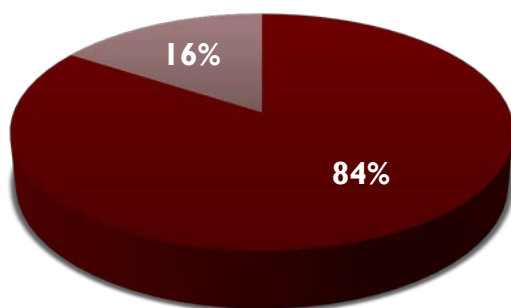
■ Complaint Files ■ Advisory

Complaint Files

Matters requiring formal consultation and assessment to determine jurisdiction and whether or not they should be addressed under Policy #240.

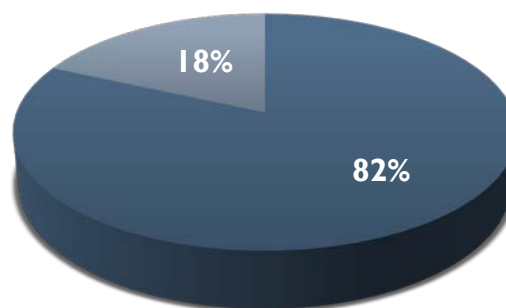
From the 82 Complaint files, 69 files came to the HRCO at First Instance (84%) while 13 files come through Referral (16%). These percentages are also consistent with the previous reporting year where 82% of Complaint files were received at First Instance and 18% came to the HRCO by way of Referral from another Board unit.

**Complaint File Type
(Sept. 2018 - Aug. 2019)**



■ First Instance ■ Referral

**Complaint File Type
(Sept. 2017 - Aug. 2018)**

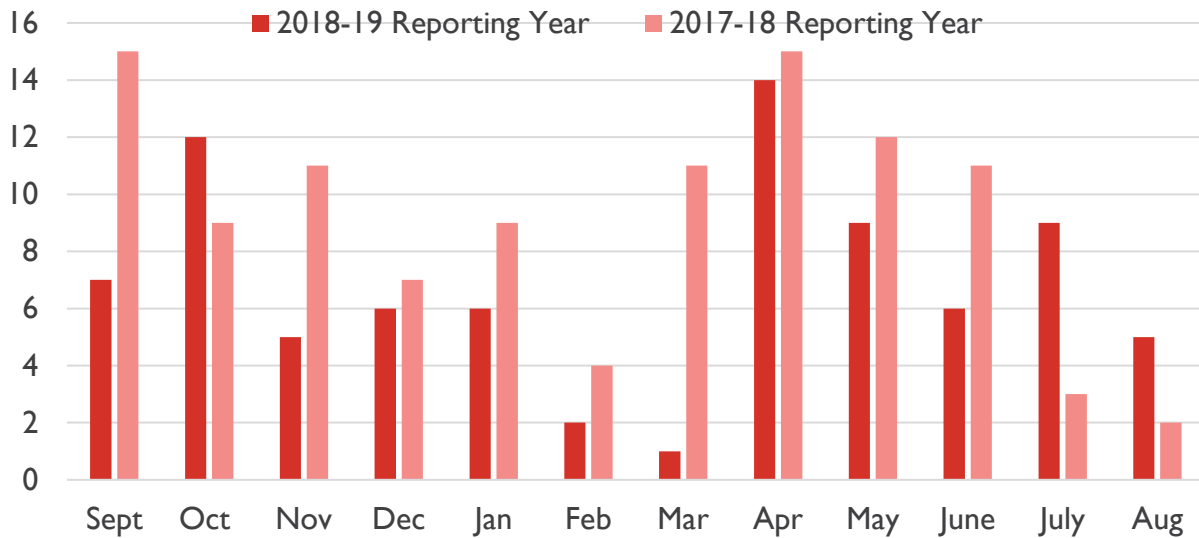


■ First Instance ■ Referral

The consistent proportion (80:20) of intake files received at First Instance versus through Referral over the past two reporting years suggests an ongoing reluctance and/or lack of awareness within the system to address human rights matters with the HRCO at the immediate point of incident and/or occurrence.

In terms of monthly intake, the HRCO received an average of 6.83 Complaint files per month during the 2018-2019 reporting year. By comparison, an average of 9.08 Complaint files per month were received during the previous reporting year.

HRCO Complaint Files by Month



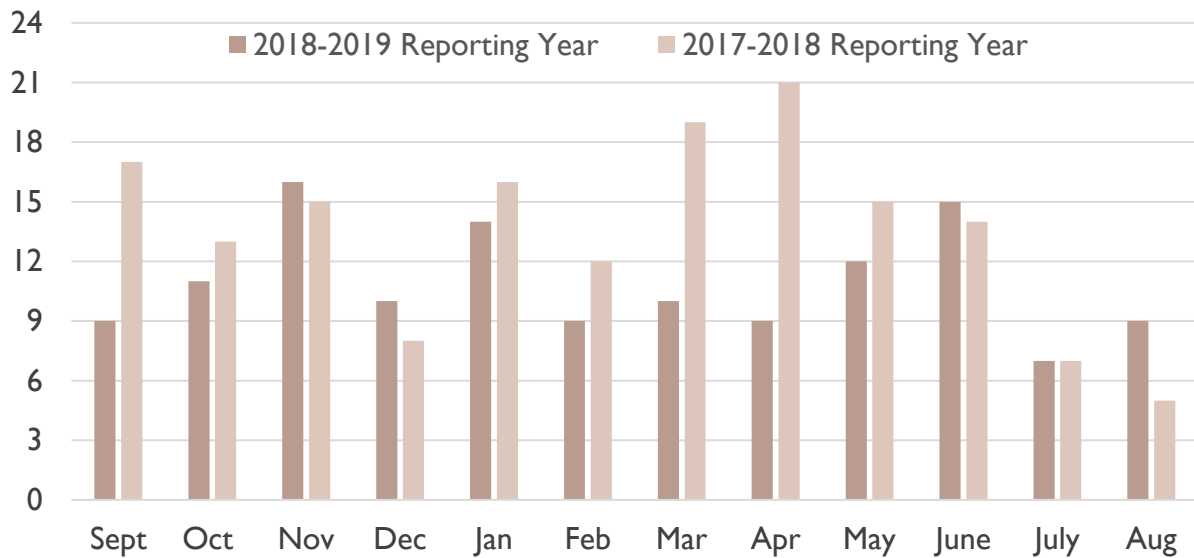
The highest number of HRCO files received during a single month was April 2019 with 14 intake files received. The month of April 2018 for the previous reporting year also received the highest number of files, along with September 2017 (15 intake files each).

The months of February and March 2019 were the periods in which the least number of HRCO files were received. This is a change from the previous reporting year in which lowest intake months reflected the winter break (December) and summer months (July and August) where schools were closed to student learning and many staff were on vacation.

Advisory Files

Matters requiring guidance on addressing a general human rights concern or question.

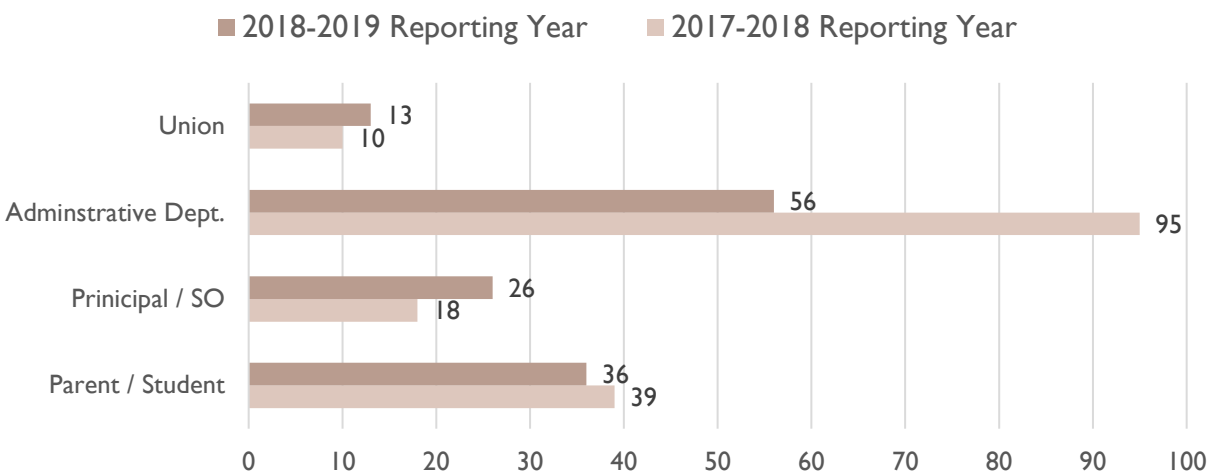
HRCO Advisory Files by Month



An average of 10.92 HRCO Advisory files were received per month during the 2018-2019 reporting period. This is a 23.6% decrease from the average of 13.50 Complaint files received per month during the previous reporting year.

The number of Advisory files were highest in the months of November (16), June (15) and January (14). The lowest number of Advisory files were received in the month of July (7). Despite the overall lower number of Advisory files received in comparison to the previous reporting year, 2018-2019 Advisory files were received on a more consistent basis each month.

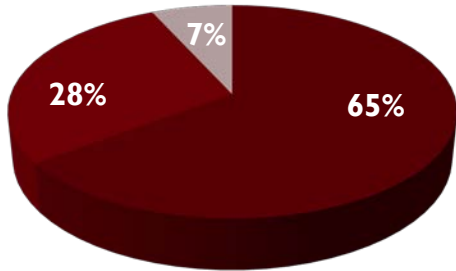
HRCO Advisory Files by YRDSB Constituency



In terms of the source of Advisory inquiries, 56 of the 131 Advisory files have come from Board administrative departments, which comprised 42.7% of the total Advisory files received during the 2018-2019 reporting year. Consistent with the previous reporting period, parent/students (36), principals/superintendents (SOs) (26) and unions (10) submitted similar numbers of Advisory files.

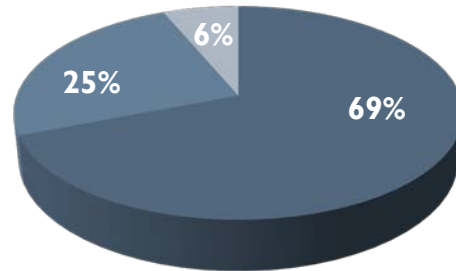
2.2 Code vs. Non-Code

**Code vs. Non-Code Files
(Sept. 2018-2019)**



■ Code ■ Non-Code ■ Other

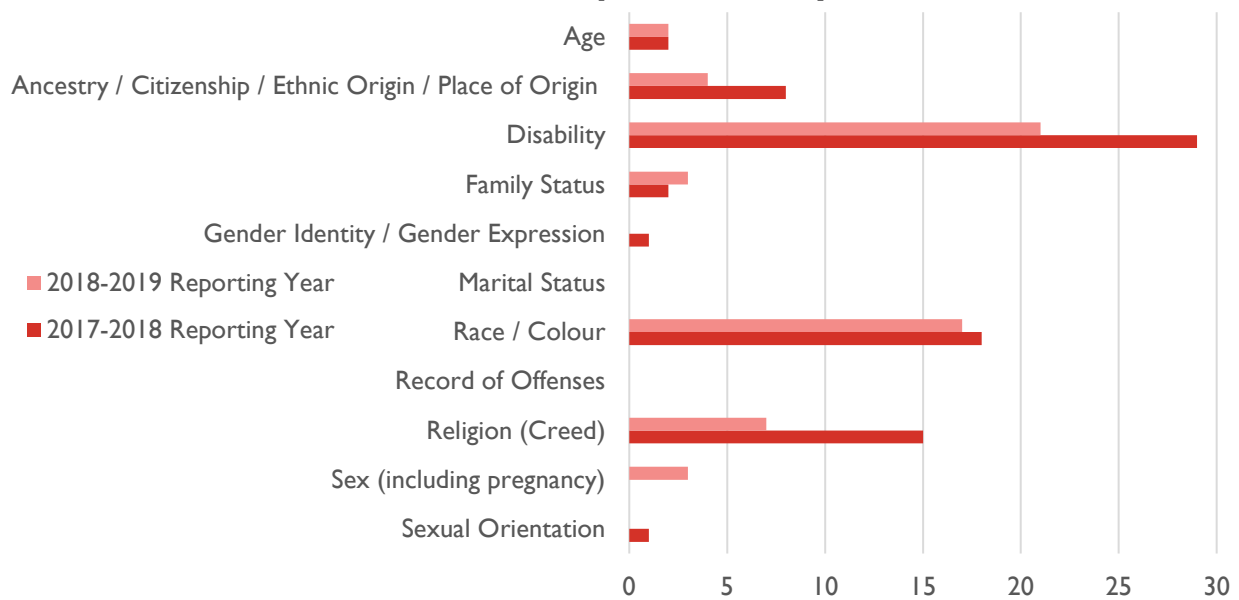
**Code vs. Non-Code Files
(Sept. 2017-2018)**



■ Code ■ Non-Code ■ Other

The majority (65%) of the 82 HRCO case files during the reporting period were determined to be Code-based (57), whereas 28% of files were determined to be non-Code-based (25). A small percentage (7%) of files were categorized as “other” (6). These proportions are consistent with those of the previous reporting period and may support the need for continued education and learning regarding the distinction between Code and non-Code matters, as well as the scope of the HRCO which focuses on Code-related harassment and discrimination as per Policy #240.

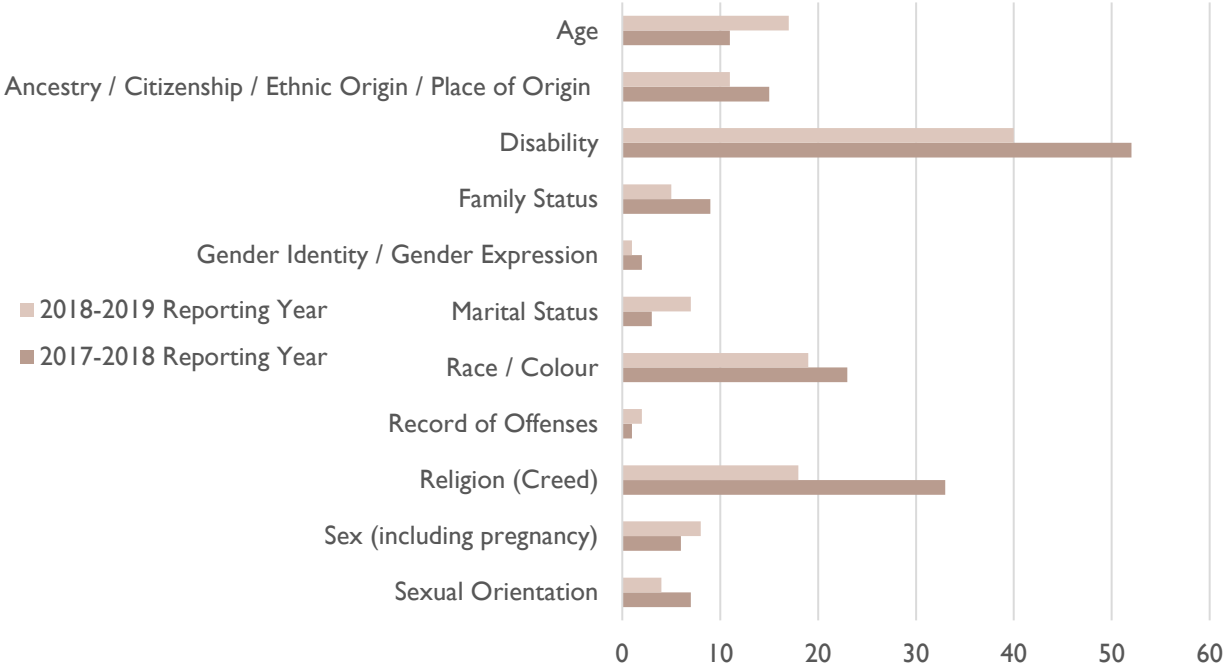
HRCO Code-Based Complaint Files by Code Ground



From the 57 HRCO files that were determined to be Code-based, the highest number (21) of files fell, once again, within the Code ground of Disability which represented 37% of all Code-

based Complaint files. This was consistent with the 2017-2018 reporting period where Disability represented 38% of all Code-based Complaint files. Similar to the previous reporting period, the Code grounds of Colour / Race (30%) and Religion or Creed (12%) were the second and third highest Code-based complaints, respectively. Similar proportions of Code-based Advisory files were received by the HRCO, with Disability representing 32% of all Code-based Advisory files during the 2018-2019 reporting period.

HRCO Code-Based Advisory Files by Code Ground



2.3 Analysis and Interpretation

During the 2018-19 reporting period, overall human rights complaints files were fewer (82) than compared the previous 2017-2018 reporting period (109). An evidence-based rationale for this decrease in case files would require further research to better interpret the quantitative case management data provided in this Annual Report.

However, the 2018-2019 case management data does reveal that the overall proportions between Complaint and Advisory, First Instance and Referral, as well as Code and Non-Code remained consistent in comparison to the previous reporting period. This consistency was illustrated through the various charts and graphs included through this section that suggest the continued need for human rights education, learning and training.

As a result, the 2018-2019 reporting period was characterized by a greater focus on human rights education across the system with the goal of pursuing more human rights processes. The next section of this report will outline the wealth of human rights education and engagement carried out over the course of the 2018-2019 reporting period.

Human Rights Education and Engagement

During the reporting period of September 1, 2018 to August 31, 2019, the HRCO conducted human rights education, engagement and/or training to the following departments or units of YRDSB:

Senior Leadership

- Coordinating Council of Superintendents (CCS): December 5, 2018
- Systems Leadership Session for Superintendents: December 19, 2018
- Senior Team 3-Part Series: October 1, 2018; March 4, 2019; and March 25, 2019

Trustees

- Trustee Briefing Session (TBS): September 25, 2018

Principals, Vice-Principals, Managers

- CEC Central Joint Advisory Meeting (JAM): November 22, 2018
- CEC West JAM: November 27, 2018
- CEC East JAM: November 28, 2018
- CEC North JAM: November 28, 2018
- Corporate Management and Professional Staff (CMPS): September 20, 2018

YRDSB Departments and Committees

- Non Union Administrative Staff: October 19 and 24, 2018
- Inclusive School and Community Services (ISCS): November 30, 2018
- Joint Equity and Inclusivity Committee (EIAC) / Parent, Family and Community Engagement Advisory Committee (PEAC): December 13, 2018
- Special Education Advisory Committee (SEAC): January 10, 2019

Unions

- Canadian Union of Public Employees (CUPE) 1734: October 3, 2018
- Ontario Secondary School Teachers' Federation (OSSTF): October 10, 2018
- Canadian Union of Public Employees (CUPE) 1196: October 11, 2018
- Ontario Public Service Employees Union (OPSEU): October 18, 2018
- Professional Students Services (PSSP): November 29, 2018

Introduction to Human Rights (Human Rights 101 and/or 102)

Training sessions designed to provide participants with a foundational understanding of the Human Rights Code, various concepts related Code-based complaints, and how the Board's human rights complaints process works to create working and learning environments free from discrimination and harassment.

During the 2018-2019 reporting year, three (3) human rights learning sessions were held for each of the following Board staffing groups:

Senior Team & Trustees

- December 18, 2018
- January 31, 2019
- April 29, 2019

Principals, VPs, CMPS

- January 25, 2019
- April 16, 2019
- May 17, 2019

Unconscious Bias Training

A half-day training session provided by the HRCO in collaboration with Inclusive School and Community Services to provide participants with an introduction to better understanding their biases and how they can minimize the impact of these biases during decision-making and hiring processes.

In alignment with the Employment Equity Plan, all Principals, Vice-Principals (VPs) and Corporate Management and Profession Staff (CMPS) are required to participate in mandatory unconscious bias training.

Principles, VPs, CMPS

- February 7, 2019
- March 27, 2019 (2 sessions: AM and PM)
- April 12, 2019 (2 sessions: AM and PM)
- June 7, 2019

VP Selection Committee

- September 28, 2018
- October 2, 2018

Human Rights Presentations

Quest Conference 2018 (November 12, 2018)

The Human Rights Commissioner presented to international delegates/educators from the Netherlands on the role of an arms-length office that handles cases of discrimination and harassment within YRDSB that fall under the Human Rights Code. The presentation provided comparison and commentary on the College voor de Rechten van de Mens (The Netherlands

Institute for Human Rights; NIHR) and types of cases that were decided at the Human Rights Tribunal of Ontario over a three year reporting period. The legislative structure of the human rights process in Ontario was explained and how some aspects of the Board's complaint process could be incorporated in Dutch schools. Additionally, the presentation provided context and comparison to European Union law where the human rights body of a member state, such as the NIHR, is accorded with the legal mandate to address discrimination.

Osgoode Hall Law School Professional Development (February 2, 2019)

YRDSB was invited by Osgoode Hall Law School (Professional Development) to assist in developing a human rights certificate course for education professionals. In providing practical strategies and solutions from experts and multi-disciplinary faculty, the program provided an overview of key human rights issues in education. The first Certificate in Human Rights Law for Education Professionals ran for four (4) days in two (2) modules as follows:

Module 1 (February 1 and 2, 2019)

- Theories of Rights
- The Human Rights Revolution
- Understanding Theories of Discrimination
- The Bigger Picture: Exploring the Substantive Purposes of Human Rights in Canada The Canadian Human Rights System: An Analysis of How New Human Rights Laws are Administered in Canada

Module 2 (March 1 and 2, 2019)

- Disability Rights: Accommodation and Accessibility
- The Duty to Accommodate: Theory and Practice
- Intersectionality
- Competing Rights
- Handling Human Rights Complaints
- Significant Pressure Points in Public Education
- Cross-Board Issues and Solutions
- Bringing Board Action Plans to Life: Strategies for Success

The Canadian Human Rights System: An Analysis of How Human Rights Laws are Administered across Canada (May 29, 2019)

The YRDSB Human Rights Commissioner was invited to join the faculty for a second course by Osgoode Hall Law School (Professional Development) entitled "Human Rights Theory and Practice (May 27-31). The Human Rights Commissioner delivered a presentation on May 29 outlining Canadian Human Rights and providing a comparative review of human rights legislations both provincially and territorially as well as between federal human rights legislation.

Other Professional Development and Learning

The HRCO participated and engaged in the following professional development conferences, committees and/or forums during the 2018-2019 reporting period:

Anti-Islamophobia Training

The National Council of Canadian Muslims (NCCM) was engaged to design an Anti-Islamophobia training for YRDSB. The NCCM liaised and consulted with the Human Rights Commissioner, Anthony Anirud, on the content of the training.

All YRDSB Principals, Vice-Principals, CMPS and members of Senior Team, in addition to a number of Board Trustees, participated in the anti-Islamophobia half-day training sessions delivered by the NCCM with an introduction by the Human Rights Commissioner. Below is a record of all training sessions conducted from the period of October 2018 to May 2019:

- Session 1: October 19, 2018
- Session 2: November 9, 2018
- Session 3: November 30, 2018
- Session 4: January 14, 2019
- Session 5: Feb 19, 2019
- Session 6: April 2, 2019
- Session 7: May 24, 2019
- Session 8: May 27, 2019
- Session 9: May 30, 2019
- Session 10: May 31, 2019

CASHRA Conference 2019 (June 26-27, 2019)

The Canadian Association of Statutory Human Rights Agencies (CASHRA), established in 1972, serves as an umbrella organization for the federal, provincial and territorial human rights commissions. CASHRA provides opportunities for members to exchange information about human rights laws in Canada and also undertakes public education projects that promote and advocate for human rights in Canada and abroad. The 2019 conference took place in Prince Edward Island on June 26 – 27, 2019 and was attended by the YRDSB Human Rights Commissioner. This was the first time that a school board was represented at CASHRA.

YPT Human Rights Forum

In light of common issues affecting the three largest school Board's in Ontario, the YRDSB Human Rights Commissioner brought together fellow Human Rights Commissioners/Senior Managers to establish the York-Peel-Toronto (YPT) Human Rights Forum.

The purpose of the YPT Human Rights Forum was to create an informal roundtable for sharing best practices, devising consistent practices, leveraging subject matter expertise and reviewing new research. Its goal was to serve students in their educational journey and to foster a culture of inclusion that is free from discrimination and harassment. YPT discussions focused on reviewing processes for developing procedures on tackling discrimination and harassment

issues, marginalization, accessibility concerns, systemic barriers, and other issues of common concern to the respective boards. During the reporting period, four (4) YTP meetings were held on the following dates:

- January 7, 2019
- February 20, 2019
- April 11, 2019
- June 20, 2019

Mental Health at Work Committee (Guarding Minds)

- April 2, 2019
- April 16, 2019 (Staff Mental Health Steering Committee)
- May 6, 2019
- June 6, 2019

Municipal Diversity and Inclusion Group (MDIG)

- November 1, 2019
- April 16, 2019
- June 18, 2019

Resolve Tracking Management System (see [Appendix A](#))

- October 25, 2018
- January 18, 2019
- February 8, 2019
- February 14, 2019
- February 26, 2019
- March 19, 2019
- April 5, 2019
- May 7, 2019

Accessibility Portfolio

The accessibility portfolio for YRDSB falls under the Human Rights Commissioner’s Office (HRCO). The AODA Advisory Committee (formerly the Accessibility Working Committee) was established in January 2018 under the direction of the HRCO to champion accessibility and provide education and leadership on all matters related to AODA compliance and implementation.

As a part of demonstrating the Board’s commitment to accessibility, the position of “Accessibility Officer” was created and filled in January 2019. This position resides within the HRCO and includes the role of Vice-Chair, AODA Advisory Committee. In this capacity, the Accessibility Officer acts as liaison between the HRCO and each subcommittee and working group within the AODA Advisory Committee.

3.1 AODA Advisory Subcommittees and Working Groups

To best operationalize the work of the AODA Advisory Committee, seven (7) specialized subcommittees and working groups were created to advance various areas of accessibility at YRDSB:

1. Built Environment and Planning Services Subcommittee
2. Barrier Buster Subcommittee
3. Student Services Subcommittee
4. Human Resources Subcommittee
5. Digital Media, Website Management and Learning Working Group (D5G)
6. Curriculum Working Group
7. Accessibility Policy Review Subcommittee (ad hoc)

For additional information about the mandate and achievements of each subcommittee and working group for the 2018-2019 reporting period, refer to the [YRDSB Annual Accessibility Report 2018-2019](#).

3.2 Accessibility Policy

Over the course of the reporting period, the existing Accessibility Policy and related procedures were revised and updated as part of the Board’s cyclical policy review process. A jurisdictional scan was conducted with the purpose of identifying exemplary accessibility policies which were analyzed, examined and used to inform significant revisions to the Accessibility Policy.

The Accessibility Policy and its related procedures were reformatted to align with the Integrated Accessibility Standards Regulation (IASR). These revisions effectively addressed a

specific recommendation from the externally-conducted [Employment Systems Review](#) “that the Accessibility Policy be updated to fully address the requirements of the AODA.” Subject experts were consulted from various departments and units across the Board to ensure content was consistent with all related policies, procedures and practices of YRDSB.

In July 2019, the revised [Accessibility Policy #407](#) was adopted as a working document for six (6) school months, during which time it was open for public comments and feedback.

3.3 Accessibility Compliance Training

In compliance with the AODA, there are three (3) accessibility training modules which are part of the Board’s mandatory compliance training. Strategies were developed over the course of 2018-2019 reporting year to improve the monitoring and tracking of accessibility compliance training for current and new employees. Additionally, each accessibility training module was refreshed and modernized.

The refreshed accessibility training modules are to be rolled out to the system at the beginning of the next reporting period.

3.4 Accessibility Awareness Training

During the 2018-2019 reporting period, the Accessibility Officer conducted accessibility education, engagement and/or training to the following departments or units of YRDSB:

- CEC Central Joint Advisory Meeting (JAM): November 22, 2018
- CEC West JAM: November 27, 2018
- CEC North JAM: November 28, 2018
- CEC East JAM: January 24, 2019
- Trustee Briefing Session: April 29, 2019

Appendix A: Resolve Tracking Management System

What is Resolve?

The HRCO was involved in championing a human rights complaints issues tracking system as one component of confidential tracking of issues within a larger Board Issues Management System.

Resolve was designed to provide a simplified and improved process for receiving and investigating complaints of racism or any other prohibited ground(s). It has the ability to provide data and other resources to the HRCO to support deliberations, and also offers training to support senior staff who oversee and engage with the complaint process.

Stakeholders

Internal

- All Staff
- Director's Office
- Human Rights Commissioner's Office
- Education and Community Services
- Principals/Managers
- CEC Offices/Superintendents
- Trustees
- Student Services
- Human Resource Services
- Inclusive School and Community Services

External

- Parents/Guardians
- Students
- Communities
- Community Partners