

URGE Complaints and Reporting Policy for the Royal Ontario Museum / University of Toronto

This is what was found by the UofT & ROM URGE Pod at the Royal Ontario Museum and University of Toronto on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

- **The link(s) to the reporting policy at Royal Ontario Museum are here:**
 - [Board Policies](#) are available publicly:
 - [Abuse, Harassment, Sexual Harassment, Discrimination, and Violence in the Workplace](#)
 - Policies are reviewed every ~2 years by an “internal report” from “executive committee”
 - [Management Policies](#) are available only on-site or via VPN, via the ROM’s Insite (insite.rom.on.ca)
 - “ROM Leadership will [...] Ensure employees and volunteers are informed of their rights and responsibilities as they apply to the Workplace Abuse, Harassment, Discrimination, and Violence policy and practice of the ROM and/or DMV, and review the Board policy and Management practice with their respective work/volunteer groups on an annual basis. The annual review will be documented and submitted to the Chief Human Resources Officer.”
 - Reporting rates not publicly available

- **The link(s) to the reporting policy at University of Toronto are here:**
 - University of Toronto reporting policies:
 - [Student Code of Conduct](#) - outlines acceptable behaviours, and includes procedures for reporting violations of the code
 - [Statement on Human Rights](#) - commits to ensuring a discrimination-free workplace and includes link to sexual harassment policy:
 - [Sexual Harassment Policies and Procedures](#)
 - [Equity offices](#):
 - [Anti-Racism and Cultural Diversity Office](#)
 - [Sexual Gender and Diversity Office](#) & [Sexual Violence Prevention and Support Centre](#)
 - [Accessibility Services](#)
 - [Personal Safety Resources](#)
 - EEB-specific reporting policies are not clearly posted
 - Are reporting policies regularly reviewed? What is the process for changing policy?
 - Reporting policies are currently being reviewed at SGS and at the department level: the process includes consultation with leaders in each

context, followed by consultation with particular focus groups (e.g. BIPOC persons, queer persons, disabled persons, etc.)

- Reporting rates not publicly available
- **What mechanisms are available at the Royal Ontario Museum for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Formal complaints can be made to Human Resources. Some volunteers and employees also act as advisors, and can help the complainant understand and navigate the reporting process. The names of advisors are out-of-date, but the available list, last updated September 2018, is as follows:
 - Human Resources:
 - Mara Gunner - 416 586-5789, marag@rom.on.ca
 - Linda Knox - 416 586-8071, lindak@rom.on.ca
 - Ellen Shaeen-Hanright - 416 586-5824, ellensh@rom.on.ca
 - Royal Ontario Museum Curatorial Association (ROMCA), Union:
 - Mary Burrige - 416 586-5531, maryb@rom.on.ca
 - Kevin Seymour - 416 586-5754, kevins@rom.on.ca
 - Ontario Public Service Employees Union (OPSEU):
 - Zoe McQuinn - 416 586-5807, zoem@rom.on.ca
 - Cheryl Nichols - 416 586-5889, cnichols@rom.on.ca
 - Service Employees International Union (SEIU):
 - Gus Cogliano - 416 586-5555, agostino@rom.on.ca
 - Joann Harper - 416 586-5555, joannh@rom.on.ca
 - Exempt Staff:
 - Amleet Mangat - 416 586-5835, amleetm@rom.on.ca
 - ROM Governors:
 - Kathryn De Carlo - 416 586-5745, kathrynd@rom.on.ca
 - Department of Museum Volunteers (DMV):
 - Deirdre DeClara - 416 586-5513, deirdred@rom.on.ca to reach one of the DMV advisors (Sharon Allan, Patty Yeomans, and Sue McMurty)
 - Who are the designated individuals/positions for reporting incidents?
 - HR representatives
 - Complainant's direct supervisor
 - Committee/Section Chair or President if applicable
 - Can reports be made online? Where? Anonymously?
 - Reports cannot be made anonymously, but complainants can maintain confidentiality when speaking to an advisor or an HR representative (for informal complaints)
 - There is no available information about online reporting
 - Who do in-person and online reports go to? Who has access to see reports?
 - In-person reports go to HR; it is unclear who has access, but policy states that "strict confidentiality will be maintained throughout the process by those involved"

- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Police are involved in investigations and/or formal written complaints when the behaviour in question is considered criminal. ROM leadership may choose to notify police as part of remedial actions in response to a complaint.

- **What mechanisms are available at the University of Toronto for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents?
 - University: Various equity offices (see above)
 - EEB: Graduate Chair & Department Chair
 - Can reports be made online?
 - University - reports/requests for consultation can be made via email, but not anonymously
 - EEB - no
 - Who do in-person and online reports go to? Who has access to see reports?
 - University - various equity offices; unknown who has access, but would depend on what course of action complainant chooses to take
 - EEB - reports go to department or graduate chair; unknown who has access to reports
 - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Campus/municipal police are involved when personal safety is an immediate concern; specific procedures as related to formal complaints and reporting offices are unknown

- **What are the Royal Ontario Museum outcomes or consequences for reported individuals?**
 - Possible remedial actions can include verbal or written apologies; formal written reprimands to be kept on file; suspension; termination; or “other action as deemed appropriate”
 - Who decides the outcomes/consequences? What is the process?
 - Where the Chief Human Resources Officer recommends disciplinary action, ROM leadership determines remedial actions
 - Are reports tracked? How are they tracked? By who?
 - All members of ROM leadership and HR to whom complaints are made (either formal or informal) are encouraged to keep a written record.
 - When formal written complaints are made to a supervisor or section chair/president, HR must be notified. They will then take up the case, and help the complainant decide whether to see mediation or investigation
 - Are repeated complaints escalated to a disciplinary board? What is the process?
 - unclear

- **What are the University of Toronto outcomes or consequences for reported individuals?**
 - Follow-up by graduate/department chair, HR, or other equity office
 - If a formal investigation is conducted, disciplinary action may be used
 - Outcomes decided by an arbiter following formal investigation
 - Are reports tracked?
 - Unknown
 - Are repeated complaints escalated to a disciplinary board? What is the process?
 - If a complainant chooses, they may request a formal investigation through HR or the Sexual Violence Prevention and Support Centre; unclear whether there are situations in which investigations are automatically triggered by repeated reports at a university level; department-level process is largely informal

- **What resources are available at the Royal Ontario Museum for individuals reporting?**
 - Complainants are encouraged to notify their union stewards, and have the right to be represented by their union during the process; however, graduate students are not represented by a ROM-affiliated union
 - Employee/volunteer advisors can assist complainants by identifying resources; helping to resolve the complaint; providing moral support; helping to prepare formal complaint
 - “Threats of reprisals or retaliation against anyone participating in the complaints resolution process... may be subject to disciplinary action”

- **What resources are available at the University of Toronto for individuals reporting?**
 - Equity offices (see above) and HR provide support to individuals making reports and navigating reporting systems
 - [Health and Wellness](#) offers counseling and support groups
 - [Accessibility Services](#) advisors can help students ensure their needs are met, including accommodations for assessments
 - At the department level, the graduate & department chairs (informally) find solutions to ensure complainants remain safe at work

- **What resources are available to groups at the Royal Ontario Museum raising issues or proposing changes?**
 - The review process involves review of the code by various work/volunteer groups throughout the museum which are then submitted to the Chief Human Resources officer in the form of a report. Reports are made annually, and review is done on a biennial basis.

- **What resources are available to groups at the University of Toronto raising issues or proposing changes?**
 - University:
 - Contact Andrea Gill, Research Equity and Diversity Strategist for the Division of Research and Innovation: <https://research.utoronto.ca/equity-diversity-inclusion/equity-diversity-inclusion>
 - Contact HR: <https://hrandequity.utoronto.ca/inclusion/>
 - Currently, SGS is actively seeking input from department chairs
 - EEB
 - Allyship Committee: currently in development as a venue to support members of the department making reports
 - **BREWS**: a discussion group that regularly makes reports to the department regarding EDI issues
 - Wellness Committee: working group actively seeking input from all department members about how to improve department culture, with a particular focus on marginalized members of the community
 - Regular cultural surveys from wellness community & student leadership

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