



Practices of Inclusion and Respect

(This list is just a beginning! The Equity and Human Rights office welcomes your suggestions for additional ways to contribute to respectful and inclusive environments. Please contact us with your ideas.)

Individual

- Be open to and accept different experiences, perspectives and points of view.
- Refrain from blaming, threatening or name calling even when you are hurt.
- Take training on conflict resolution.
- Support colleagues or friends, who are being harassed, discriminated against or treated disrespectfully.
- Find ways to welcome newcomers or people who seem to be on the margins.
- Make an effort to establish genuine connections with people who are different from you (age, gender, sexuality, race, culture, faith, disability, etc.).
- Educate yourself about diversity without expecting people different from you to assume that task.
- Seek to understand the ways privilege and discrimination have played out in your own life and in your family history. Often it is more work to understand our own privilege than it is to understand oppression.
- Consider attending a Creating Spaces workshop.
- Treat everyone as you wish to be treated.
- Do not laugh at sexist, racist, heterosexist or otherwise demeaning humour.
- Know that offensive comments often come from lack of knowledge or learned biases. Identify your own biases and stereotypes. Resist acting on them and take steps to inform yourself and unlearn them.

Use of Language

- Accept that this is fluid and evolving and that you will make mistakes. At the same time listen to the words used by diverse groups and make efforts to keep up with changing terminology.
- Correct mistakes and move on. Apologize if appropriate.
- What is experienced as offensive varies from individual to individual. If someone challenges you listen to what they have to say and try to understand their perspective. Thank people for guidance.

Organizational Practices

- Remember that 'majority rule' is not an excuse for exclusion. Ensure that policies and procedures are in place to accommodate difference.
- Make sure all members are aware of the duty to accommodate.
- Strive to make inclusive language the norm.
- Create opportunities for people to tell their stories.
- Aspire to a level of inclusion and accessibility that makes accommodation unnecessary. Learn about universal access/design and related concepts.
- Promote the fact that inclusion and diversity benefit everyone.
- Hold events in fully accessible locations. Consider providing sign language interpretation.
- Wherever possible make materials and information available in a range of formats and languages.
- Be mindful of the dominance of Christian holidays in western culture and learn about and acknowledge other traditions and celebrations.
- Identify and remove barriers to participation for any groups or individuals.
- Seek to incorporate flexibility and alternatives in ways of operating.
- Acknowledge difference without making people uncomfortable. Invisibility can be excluding.
- Look for and question assumptions.
- Distinguish between impact and intent. Address the impact.
- Resist tokenism. Know that true inclusion and diversity require genuine openness to change.
- Create an environment where differing perspectives are welcomed and people speak up and out.
- Encourage discussion and genuine dialogue on human rights and diversity.
- Conduct meetings with people seated in circles. Create space for silence in meetings and ensure all participants have an opportunity to speak.
- Consider the impact of change on people with little or less power in the organization.
- Use an 'equity lens' to review policy and practices.
- Provide confidential and anonymous avenues for people to give feedback and information on their experience in the organization. If possible consider the data that comes from groups that may be marginalized.
- Download the addition to the Outlook or Entourage calendar that contains recognized [days of religious observance](#) (days of no work or no study) for a range of faiths and avoid scheduling important events on these days.
- Consider the use of preferential, limited or equity planning hiring when vacancies arise.
- Encourage mentoring of people new to the organization (either formally or informally).



For Instructors/Teachers:

- Invite your students to let you know (if for any reason) they do not understand what is going on in the classroom (either at that moment or during your office hours).
- Include a statement on accommodation (for visible/invisible disabilities, religion, etc.) in your course outline; refer to [university policies](#).
- Use multiple methods to convey information (written, verbal, graphic, etc.).
- Provide alternative assignment options (different ways of demonstrating knowledge of course material).
- Avoid scheduling exams or other important class events on [days of religious observance](#).
- Encourage a diversity of perspectives, thereby creating an environment where differences are welcome.