

# SERVICE COMMITMENT

## Document Control

**Document Owner:** Amy Gaukel, Senior Executive Officer

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**Document Title:** Office of the Vice-President Equity, People and Culture

**Period of Agreement:** May 1, 2026 to April 30, 2027

**Department/Unit:** Office of the Vice-President Equity, People and Culture

## Service Commitment Overview

The Office of the Vice-President Equity, People and Culture (VPEPC) supports the operational success of the Division in addition to several service functions, units, and institutional frameworks and strategies.

There are two distinct units: the office of the VP EPC and the York-TD Community Engagement Centre.

Distinct service areas include:

- Divisional support for operations, including institutional processes
- Leadership of institutional strategies and frameworks (DEDI Strategy, Black Inclusion Framework and Action Plan, Anchor YorkU Framework)
- Employment Equity
- Community engagement

We serve the entire University community (staff, faculty, students, alumni, retirees) and the hyper-local community of the Jane-Finch neighbourhood.

## Scope of Service

The Office of the VP EPC connects and supports units from across the division to advance university and divisional priorities and to ensure smooth operations for the division. It supports community partnerships and engagement in collaboration with appropriate partners. It delivers a number of university-wide initiatives and events. The community engagement centre has in its scope community partnerships, community-based student learning opportunities, community-engaged research and knowledge mobilization pathways. The OVPEPC advances and champions York's anchor institution commitments.

## Service Offerings and Descriptions

| Service Area                 | Service Description                                                                                                                                                                                                                           | Service Offering                                                                                                                                                                                                                                                                                                    |
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| <b>Divisional Operations</b> | Provides strategic leadership, direction, oversights and supports for divisional operations and to advance the priorities of the division and the vice-president. Advances institutional priorities that fall into the scope of the division. | <ul style="list-style-type: none"><li>• Leads, advances and supports the implementation of institutional strategies e.g. DEDI Strategy, Anchor York U Framework, Framework &amp; Action Plan on Black Inclusion</li><li>• Services to the division of EPC include support for institutional processes and</li></ul> |

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|                                                                                          |                                                                                                                                                                                 | <p>planning (e.g. budgets, forecasting, IRP, PBRA, etc.); supports for leaders of units to advance the division; culture setting initiatives for the division; facilities management/space planning, etc.</p> <ul style="list-style-type: none"> <li>• Active Service – Years of Service Recognition Program – lead, support, implement for the University, including the annual university event for long-standing service recognition at the 30+ years level</li> <li>• Relationship management with YURA (YU Retirees' Association); CPMEA (CPM Employee Association); and the affinity group YUBSN (YU Black Staff Network)</li> <li>• Annual Retiree luncheon event</li> <li>• Co-Lead the University's activities for National Day for Truth and Reconciliation</li> <li>• Provide leadership and/or support for various equity-focused committees/councils /advisory bodies</li> <li>• Administer funds for the Open &amp; Respectful Dialogue Program and the York Accessibility Fund.</li> </ul> |
| <b>Community Engagement Centre – a hyperlocal centre in the Jane-Finch neighbourhood</b> | Builds and sustains relationships with community organizations, residents, and local institutions; connects York units to community partners and supports partnership planning. | <ul style="list-style-type: none"> <li>• Partnership intake and consultations</li> <li>• Matchmaking and introductions between York and community partners</li> <li>• Partnership planning support (roles, expectations, timelines)</li> <li>• Support for community advisory approaches and community accountability practices</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                                                          | Supports York units and community partners to design, coordinate, and deliver meaningful community-based learning opportunities, including                                      | <ul style="list-style-type: none"> <li>• Placement and partner onboarding support (where applicable)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|  | placements and experiential education.                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• Orientation resources on community context, expectations, and safety</li> <li>• Troubleshooting and relationship support during placements</li> <li>• Linkages to York experiential education and academic partners</li> </ul>                                                                                                                                   |
|  | Supports pathways for community-engaged research by connecting partners to appropriate research supports and promoting accessible knowledge mobilization practices.                                     | <ul style="list-style-type: none"> <li>• Pre-consultations for community partners exploring research with York</li> <li>• Connections to research offices and supports (e.g., ethics, grants, KMB)</li> <li>• Co-design support for research engagement plans and community benefit considerations</li> <li>• ResearchYU-style capacity building workshops and resources (as scheduled)</li> </ul>        |
|  | Advances York's anchor institution commitments by strengthening local relationships and supporting community wealth-building approaches, including supplier connections and community benefit practices | <ul style="list-style-type: none"> <li>• Referrals and coordination for local vendor and supplier connections</li> <li>• Support for local hiring, internship, and supplier engagement conversations (as applicable)</li> <li>• Convening partners to advance shared priorities across York and community</li> <li>• Support for showcasing impact stories and learning for internal audiences</li> </ul> |
|  | Community programming, convening, and space coordination (subject to space availability and approvals)                                                                                                  | <ul style="list-style-type: none"> <li>• Planning and delivery of CEC-led workshops, panels, and community sessions</li> <li>• Booking coordination, basic room setup guidance, and user orientation (where applicable)</li> <li>• Facilitation support for small-to-medium sessions (within capacity)</li> <li>• Guidance on accessibility, inclusion, and community-informed engagement</li> </ul>      |

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|                                                           | Provides advisory input to strengthen partnership-based proposals and collaborative initiatives connected to the TD CEC's mandate.                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Letters of support and partnership confirmations (where appropriate)</li> <li>• Advisory input on project alignment, feasibility, and community engagement plans</li> <li>• Support to identify potential collaborators and delivery partners</li> <li>• Post-award check-ins for CEC-supported initiatives (within capacity)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Employment Equity Data, Reporting &amp; Compliance</b> | The OVPEPC is responsible for the compliance of the Federal Contractors Program, management of the Employment Equity Survey and annual statistical reports.                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• Employment Equity Statistical Report</li> <li>• CUPE 3903 Representation data</li> <li>• YUSA Representation data</li> <li>• YUFA unit representation data</li> <li>• JCAA Annual Report</li> <li>• FCP Compliance Report (every 3 years)</li> <li>• Ad hoc data requests</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Employment Equity Program Management</b>               | This service area promotes equity, diversity and inclusion across the University, particularly as it relates to employment. The OVPEPC is responsible for managing various employment equity programs, including the YUFA Affirmative Action and the Employment Equity program at the University. This included collecting, analyzing and reporting on employment equity data and programs, facilitating various educational opportunities across the organization and engaging in strategic planning and implementation of key initiatives. | <ul style="list-style-type: none"> <li>• Develop employment equity related programs and policies</li> <li>• Collect and report on employment equity data</li> <li>• Develop initiatives and programs designed to eliminate biases and barriers in all aspects of the employment life cycle</li> <li>• Manage the University's reporting responsibilities under Federal legislation</li> <li>• Provide consultation and make recommendations to University leaders on matters of policy and practice concerning employment equity</li> <li>• Building organizational capacity by participating in a practitioner community to leverage leading practices across the University sector in employment equity</li> <li>• Develop and lead related professional development</li> </ul> |

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|  |  | and educational initiatives<br>pan-University |
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*[\*note: Additional details such as FTE or Budget per Service area may be included in the above table if desired (optional)]*

### Additional Metrics Specific to Each Division/Unit (optional)

[Enter any metrics specific to your dept/unit and service area that you wish to use to assess service level and performance (i.e. #service tickets closed / day)]

#### Employment Equity:

# of trainings facilitated regarding employment equity

# of JCAA meetings supported annually

# of institutional committees with employment equity representation

% of equity data requests fulfilled within 10 business days

#### Community Engagement:

- Number of partnership intake consultations completed (annual)
- Number of active community partnerships supported (annual)
- Number of student placements / community-based learning engagements supported (annual)
- Number of community-engaged research consultations or referrals completed (annual)
- Number of convenings/workshops delivered and total participants reached (annual)
- Community partner satisfaction and feedback (qualitative and/or survey-based, when feasible)
- Number of social procurement or local vendor connections facilitated (annual)

### General Contact Information

<https://www.yorku.ca/vpepc/office-of-the-vp-equity-people-and-culture/>

### Service Commitment Review and Renewal

The service renewal and review will be performed annually and will align with budget approval. Any review will consider the needs of the community and will align with the Universities academic and strategic priorities. We will align our service quality with the resources available to ensure we meet the institution's needs.