SERVICE COMMITMENT

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Department/Unit: CHREI, The Centre, Ombuds Office

Service Commitment Overview

This Service Commitment outlines the central, base-funded services delivered by the Centre for Human Rights, Equity & Inclusion (CHREI), the Centre for Sexual Violence Response, Support & Education (SVRO), and the Ombuds office for the 2026–27 period. Together, these units support a safe, respectful, inclusive, and fair campus environment through coordinated advisory services, education and prevention initiatives, case response, and administrative fairness supports.

The services provided across the three units include confidential advisory and navigation support, mediation and early-resolution processes, formal investigations, training and capacity-building, survivor support and safety planning, policy interpretation, and implementation guidance, and independent impartial problem-solving. Each unit contributes to the University's commitments to human rights, equity, sexual violence prevention and response, and fairness in administrative decision-making. This Service Commitment establishes the shared expectations, service parameters, and central supports that Faculties, Divisions, and administrative units can rely on throughout the 2026–27 cycle.

Scope of Service

This Service Commitment outlines the central services delivered by the Centre for Human Rights, Equity & Inclusion (CHREI), the Centre for Sexual Violence Response, Support & Education (SVRO), and the Ombuds office for the 2026–27 budget cycle. Collectively, these units provide core institutional support related to human rights, equity, inclusion, sexual violence response and education, and administrative fairness.

These services include confidential advisory functions, case consultations, mediation and investigation services, education and training, early-resolution pathways, survivor support, policy navigation, and impartial problem-solving. All services uphold York University's commitments to safety, fairness, equity, inclusion, and compliance with legislated and policy-based obligations.

More specifically:

CHREI

CHREI provides centralized human rights advisory services; complaint intake and early resolution; mediation and investigation services; educational programming; and strategic leadership in equity, inclusion, anti-racism, accessibility, and human rights compliance. CHREI supports community members experiencing discrimination, harassment, or human rights-related issues and advises Faculties, administrative units, and leadership on policy interpretation, procedural fairness, and best practices.

SVRO

SVRO delivers confidential, trauma-informed survivor support and case coordination for students, staff, and faculty affected by sexual violence. The Centre leads prevention education, campuswide training initiatives, and policy navigation related to York's Sexual Violence Policy and Employee Sexual Misconduct Policy. Services include safety planning, coordination of academic or workplace accommodations, and support for units responding to disclosures.

Office of the Ombudsperson

The Ombuds Office provides independent, impartial, and confidential assistance to community members seeking fair resolution of concerns involving University administrative processes. The Office offers coaching, problem-solving, process navigation, and early-resolution support. It identifies systemic fairness issues, recommends administrative improvements, and educates the community on fairness principles.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
CHREI Mediation and Investigation Services	Centralized advisory, mediation, early resolution, and formal investigation services provided under York University's Workplace	• Confidential intake, triage, and case assessment to determine policy jurisdiction, safety

	Harassment Prevention Policy, Workplace Violence Prevention Policy, Human Rights Policy, Sexual Violence Policy, Employee Sexual Misconduct Policy Services provided to Faculties/Divisions/Individuals (students, staff, and faculty) and Individual support for those experiencing harassment Support to leadership (HR, Academic Leadership, Sr. Leadership) on responding to conflict Workplace harassment and human rights	considerations, and appropriate next steps. • Case consultations and guidance on policy interpretation and application for Faculties, administrative units, and student-facing departments. • Documentation review and advisory support in managing complex harassment, discrimination, sexual misconduct, or sexual violence concerns. • Mediation, facilitated conversations, and restorative approaches where appropriate and safe. • Trauma-informed, impartial formal investigations, including interviews, evidence review, findings analysis, and preparation of written reports consistent with procedural fairness.
Human Rights Advisory and Case Support	Advisory, consultation, and support services for community members and units managing human rights, harassment, or discrimination concerns. Services uphold human rights obligations and promote equitable, safe, and inclusive learning and working environments.	• Case consultations on discrimination, harassment, and accommodation matters. • Guidance on interpreting human rights–related policies and obligations. • Confidential support, navigation assistance, and referrals for students experiencing harassment and/or discrimination. • Advisory support for managers and academic leaders on policy compliance, legislative compliance, procedural fairness, and resolution pathways.

Education, Training, and Capacity Building	Centralized training, educational programming, and capacity building initiatives that advance human rights, equity, accessibility, antiracism, and sexual violence prevention across the University.	• Development and delivery of elective workshops and training programs. • Sexual violence prevention education, anti-racism programming, and inclusive practice workshops. • Customized sessions for Faculties, Divisions, departments, student groups, and leadership teams.
Workplace restoration	Workplace Restoration services support teams and units experiencing conflict, harm, tension, or the aftermath of incidents involving harassment, discrimination, workplace violence, or interpersonal breakdown. The focus is on rebuilding trust, improving communication, restoring psychological safety, and reestablishing a healthy, functional working and learning environment. These services align with human rights-based and trauma-informed principles and are designed to help units move forward following individual or systemic concerns.	• Workplace climate assessments, including interviews, focus groups, and thematic analysis to identify root causes of conflict or dysfunction. • Facilitated team discussions to address conflict, rebuild communication, and support mutual understanding. • Restorative approaches, including circle processes or structured dialogue sessions, to acknowledge harm and support collective repair where appropriate. • Action planning and team agreements, codeveloped with units to support sustainable behavioural, cultural, or procedural improvements. • Targeted training or capacity building to address identified issues such as communication, conflict management, inclusion, or respect in the workplace. • Advisory support to leaders on managing team dynamics, rebuilding trust, and implementing follow-up steps to maintain a healthy workplace climate

SVRO Survivor Support and Case Coordination	Trauma-informed, survivor-centered support including safety planning and case coordination. Confidential, trauma-informed support for students, staff, and faculty who have experienced sexual violence, with a focus on safety, autonomy, and coordinated access to supports.	• Survivor-centered case coordination, safety planning, and navigation support. • Assistance with academic and workplace accommodations. • Accompaniment to meetings and support in understanding available reporting options. • Coordination with internal and external service providers, including community agencies.
Policy Navigation and Unit Support	Support for Faculties and administrative units in understanding and fulfilling obligations under York's Human Rights, Sexual Violence, and Employee Sexual Misconduct policies.	• Guidance on responding to disclosures and determining appropriate, safe referral pathways. • Support in interpreting policy expectations, roles, and responsibilities. • Advisory services to ensure unit responses are trauma-informed, equitable, and compliant with institutional requirements. • Consultation for leadership on best practices and procedural considerations.
Ombuds Office Independent Advice and Fairness Support	Independent, impartial, and confidential assistance for community members navigating University administrative processes, grounded in principles of fairness and accessibility	• One-on-one coaching and problem-solving related to academic and administrative concerns. • Assistance in navigating University policies, procedures, and dispute resolution pathways. • Early resolution facilitation to help resolve concerns without formal escalation. • Outreach and education on fairness principles and effective navigation of university systems.

Systems Level Fairness and Process Improvement	Identification and review of systemic patterns and fairness concerns within university processes, with recommendations aimed at improving consistency, transparency, and accessibility.	• Analysis of emerging systemic issues and fairness trends raised through case work. • Recommendations to senior leaders to improve administrative processes and policy clarity. • Collaboration with units to strengthen fairness, accessibility, and consistency in practices. • Development of resources that support fair and transparent administrative procedures.

*[*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)

Units may assess their service delivery using metrics such as:

- Number of consultations or cases supported
- Number of training sessions delivered and community reach
- Time-to-first contact for intake or inquiries
- Number of workplace intervention engagements
- Number of systemic fairness issues identified and addressed
- Volume of survivor support requests and education programming hours

General Contact Information

Enter Website or Contact information for the department / unit for service inquiries.
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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.