



**AGENDA OF THE OPEN SESSION
OF THE BOARD OF GOVERNORS**

Thursday, September 28, 2023, at 4 p.m.
Room GM 410 (Board of Governors meeting room)
SGW Campus

Time	Item	Presenter(s)	Action
4:00 p.m.	1. Call to order 1.1 Approval of the Agenda	H. Antoniou H. Antoniou	Approval
CONSENT AGENDA			
	2. Approval of June 15, 2023 Minutes		Approval
	3. Professional liability waiver for an in-house architect (Document BG-2023-7-D1)		Approval
	4. Borrowing from Financement-Québec (<i>Régime d'emprunts à long terme</i>) (Document BG-2023-7-D2)		Approval
	5. Environmental Legislation & Health & Safety (EH&S) Compliance Report (Document BG-2023-7-D3)		Information
REGULAR AGENDA			
4:03	6. Business arising from the Minutes not included on the Agenda.		
4:05	7. President's report (Document BG-2023-7-D4)	G. Carr	Information

- | | | | |
|------|---|-------------|-------------|
| 4:15 | 8. Annual report from the Ombuds Office
(Document BG-2023-7-D5) | A. Fish | Information |
| 4:30 | 9. Other business | | |
| 4:35 | 10. Adjournment | H. Antoniou | |

MINUTES OF THE OPEN SESSION
OF THE MEETING OF THE BOARD OF GOVERNORS
AND OF THE CORPORATION

Thursday, June 15, 2023, at 4 p.m.
Room GM 410 (Board of Governors meeting room) SGW Campus

PRESENT

Governors: Helen Antoniou (Chair), Kenneth Brooks (attended remotely), Graham Carr (President and Vice-Chancellor), Jarrett Carty (attended remotely), Gina P. Cody, Daniel Cross, Selvadurai Dayanandan (attended remotely), Rana Ghorayeb, Caroline Jamet (attended remotely), Claude Joli-Cœur (Vice-Chair), Frederica Martin (Vice-Chair), Duraichelvan Raju, Ted Stathopoulos, Robert Soroka, Cathy Wong (attended remotely)

Also attending: Philippe Beauregard, Dominique Bérubé, William Cheaib, Paul Chesser, Denis Cossette, Michael Di Grappa, Nadia Hardy, Frederica Jacobs, Lisa Ostiguy, Anne Whitelaw

Alternate Governor: Nassim Boutalbi

ABSENT

Governors: Francis Baillet, Françoise Bertrand, Gary N. Chateram, Pat Di Lillo, Adriana Embiricos, Kim Fuller, Fawaz Halloum, Claudine Mangen, Paul John Murdoch, Philippe Pourreaux

Non-voting observer: Jonathan Wener

1. Call to order

The Chair called the meeting to order at 4:22 p.m.

1.1 Approval of the Agenda

Upon motion duly moved and seconded, it was unanimously RESOLVED:

R-2023-4-1 That the Agenda be approved, including the items on the Consent Agenda.

CONSENT**2. Approval of May 18, 2023 Minutes**

R-2023-4-2 *That the Minutes of the meeting of May 18, 2023, be approved.*

3. CUPFA & CUCEPTFU health plans (Document BG-2023-4-D1)

R-2023-4-3 *Renewal effective September 1, 2023 for CUPFA and CUCEPTFU health plans*

That, on recommendation of the Part-Time Employee Benefits Committee, the Board of Governors approve the renewal of Group Insurance Plans, effective September 1, 2023, with the following conditions:

- *No premium adjustment for both the Comprehensive and RAMQ plans;*
- *Maintain the Health Care large claims pooling threshold at \$25,000 and no change in the pooling fees and other fees charged by Sun Life; and*
- *Transfer of the surplus generated in plan year 2022-2023, i.e. \$61,711, for investment by the Concordia University Foundation as part of the surpluses held for the CUPFA & CUCEPTFU Health Care policies.*

Continuation of the telemedicine service Lumino Health Virtual Care effective September 1, 2023 for CUPFA and CUCEPTFU members

That, on recommendation of the Part-Time Employee Benefits Committee, the Board of Governors approve the continuation of the telemedicine service Lumino Health Virtual Care for CUPFA & CUCEPTFU members, for a one-year period beginning on September 1, 2023, to be funded from the surpluses available for the CUPFA & CUCEPTFU Health Care policies.

4. Amendments to the Mandate and Memberships of Senate Committees (Document BG-2023-4-D2)

R-2023-4-4 *That, following approval and recommendation of Senate, the Board of Governors approve the revisions to the Membership and functions of Standing Committees of Senate, as provided for in the attached document.*

5. Request for the use of Concordia's name (Document BG-2023-4-D3)

R-2023-4-5 *That, subject to the conditions set out in the Policy on the Use of Concordia University's Name, Logo and Related Insignia, and the Governance of its Visual Character and Digital Presence (SG-4) and its related Procedures, the Board of Governors approve the request by the following group to use the Concordia name and logo:*

- *Association of Graduate Students in Psychology*

6. Tribunal Pool nomination (Document BG-2023-4-D4)

R-2023-4-6 *That the appointment of Barry Robinson as a member of the Administrative and Support Staff Tribunal Pool for a term beginning on September 1, 2023, and ending on August 31, 2025, be approved.*

7. Environmental Legislation & Health & Safety (EH&S) Compliance Report
(Document BG-2023-4-D5)

8. Sundry Fee report (Document BG-2023-4-D6)

These reports were provided for information purposes only.

REGULAR

9. Business arising from the Minutes not included on the Agenda

There was no other business to bring before the meeting that was not included on the Agenda.

10. President's report (Document BG-2023-4-D7)

As complementary information to his written report, G. Carr's remarks are summarized as follows:

- Dr. Carr began by noting that everyone was looking forward to Convocation next week. A record number of students are registered for Convocation, including over 500 for some of the ceremonies. He thanked everyone who was involved in the organization of the ceremonies and again thanked faculty, staff for their work during the academic year.
- Announcement of new Zone d'Innovation for the Green Energy Transition in the Mauricie region of Québec took place recently; it was an opportunity to meet with Premier Legeault, Ministers Fitzgibbon and Boulet, as well as Minister François-Philippe Champagne from the Government of Canada. Several hundred people were in attendance, and it was a great opportunity to promote Concordia as a leader in battery development.
- British minister of State for Science, Innovation and Technology, George Freeman, was hosted at Loyola Campus recently. This visit was a result of the relationship between Concordia and the UK government around synthetic biology that was cultivated around 2014.
- Earlier this week at the Conference de Montréal, the Concordia Africa Initiative was announced. Dr. Carr thanked W. Cheaib for all of his work in bringing this initiative into fruition, as well as Hawa Keita, the Lead on the Initiative. The African continent is the youngest continent of the world, and it is an enormous, brimming pool of talent.

Over the last years, Concordia has been working with the Association of Universités Africaines Francophones, the Association of Commonwealth Universities, and others to develop a strategy for promoting youth entrepreneurship, developing leadership and mobility opportunities between African and Canadian universities, and fostering leadership development within African universities. The most recent meeting focused on the entrepreneurship piece. There was a pitch session for young African entrepreneurs which attracted over 400 participants. The top five participants (from Kenya, Sénégal, Nigeria, Morocco) were invited to present their businesses at the Conference de Montréal. This was a nice contrast to the recent work in extending Concordia's reach to Shawinigan and the Mauricie; in addition to expanding its reach within Québec, Concordia is also extending its reach globally to Africa.

- Dr. Carr also shared his participation at the National Conference of U Sports. This year, a young member of Concordia's Men's Hockey Team, Tyler Hylland, who was a member of the Canadian National Hockey team at the University Games in Lake Placid this winter, delivered the motivational speech. He shared a remarkable story of courage and determination to represent the Stingers and Canada despite the sudden death of his mother at the height of the Varsity season and just prior to the world championships.

C. Wong spoke to the opportunity that franco-African countries could bring to Concordia's international strategy. Dr. Carr agreed and noted that while the original pitch had been pan-African, the new thrust was now going to be the African countries of the Francophonie.

11. Other business

There was no other business to bring before the meeting.

12. Adjournment

The Chair declared the meeting adjourned at 4:35 p.m.

K. Singh
Karan Singh
Secretary of the Board of Governors



**BOARD OF GOVERNORS
OPEN SESSION
Meeting of September 28, 2023**

AGENDA ITEM: Delegation of the authority to approve professional liability insurance for architects

ACTION REQUIRED: For approval

SUMMARY: The Board of Governors (the “Board”) is being asked to delegate the authority to confirm professional liability insurance coverage for architects employed by Concordia University to the relevant Vice-Presidents (collectively the “Authorized Signatories”).

BACKGROUND:

The *Règlement sur l’assurance de la responsabilité professionnelle des membres de l’Ordre des architectes du Québec* (CQLR, A-21, r. 1.1.) requires that all architects carry mandatory insurance with the *Ordre des Architectes du Québec* (the “OAQ”).

An architect employed exclusively by a university may however be exempted from carrying such insurance through the OAQ. Such exemption can be obtained if the university confirms that the architect is covered by the university’s insurance for the work done by the architect during their employment at the university and that the university stands surety for them.

In the past, at the time of the hire of an architect, the Board was requested to provide approval and confirmation that the relevant architect would be covered by the university’s insurance policies.

As the validation of the architect’s employment and insurance coverage is a standard process managed by Human Resources reporting to the Vice-President, Services and Sustainability and the Corporate Risk Management team reporting to the Chief Financial Officer respectively, the Board is being asked to approve the delegation of this authority to the Authorized Signatories.

This delegation will enable the Authorized Signatories to effect all the necessary verifications regarding the relevant architect, including, but not limited to the verification of their status with the OAQ, the verification of the architect’s coverage under Concordia University’s general liability insurance policies and to confirm the status of the insured architect to the OAQ.

The Authorized Signatories may also sign any declaration to this effect for the benefit of the OAQ and provide copies of its insurance certificates to the OAQ in support of the

declaration. An example of such a declaration to the OAQ is provided with this memo and draft resolution.

The delegation of authority shall remain in effect unless and until a new delegation is adopted by the Board.

DRAFT MOTION:

WHEREAS, the *Ordre des architectes du Québec* requires architects to carry professional liability insurance in relation to all their professional activities;

WHEREAS, in certain situations the *Ordre des architectes du Québec* may waive certain insurance requirements for architects working exclusively for a university, as long as such professional architect can provide confirmation that they have adequate insurance coverage from their employer;

WHEREAS, certain professional architects employed by Concordia University may receive insurance coverage, under the University's general liability insurance policy.

PURSUANT TO THE FOREGOING, the Board of Governors hereby approves the delegation of authority to the Vice-President, Services and Sustainability and the Chief Financial Officer, subject to the verification requirements outlined in this memo, thereby providing them with the authority to:

- confirm on behalf of the Board of Governors, that Concordia University guarantees and agrees to take responsibility and be financially liable for the consequences of any errors or omissions that may occur as a result of any acts of a professional architect, during the course of such professional architect's employment at Concordia University;
- confirm to the relevant professional body when such professional architect is no longer in the employment of Concordia University;
- provide the necessary documentation in support of any insurance claims; and
- sign all necessary documents in relation to declarations required by the *Ordre des architectes du Québec*.

PREPARED BY:

Name: Karan Singh, with input from Alex Goupil

Date: September 18, 2023

Annex

DÉCLARATION DE L'ORGANISME ET CERTIFICAT

Déclaration à transmettre à l'OAQ par l'architecte qui se trouve dans la situation décrite à l'article 3, alinéa 6, du Règlement sur l'assurance de la responsabilité professionnelle des membres de l'Ordre des architectes du Québec.

Déclaration

Considérant que M., Mme _____ (prénoms et noms de l'architecte), architecte, est au service exclusif de l'Université Concordia,

Le soussigné ou la soussignée, dûment autorisé(e) par le conseil d'administration de l'Université Concordia pour ce faire en vertu de la résolution **BG-2023-7-D1**, déclare aux fins du règlement sur la souscription obligatoire au Fonds d'assurance responsabilité professionnelle de l'Ordre des architectes du Québec que L'Université Concordia se porte garant et s'engage à prendre fait et cause et à répondre financièrement des conséquences de toute erreur ou omission de M., Mme _____ (prénoms et noms de l'architecte) dans l'exercice de ses fonctions professionnel d'architecte à l'Université Concordia.

CERTIFICAT

Le soussigné ou la soussignée, déclare que le contenu de la présente est exact et déclare avoir l'autorité nécessaire pour faire telles déclaration en vertu de la résolution **BG-2023-7-D1**, adoptée par le conseil d'Administration de l'Université Concordia le _____ (date) et que cette résolution est toujours en vigueur dans son intégralité.

À Montréal, le _____.

Par :

Titre :



**BOARD OF GOVERNORS
OPEN SESSION
Meeting of September 28, 2023**

AGENDA ITEM: Borrowing from Financement-Québec (*Régime d'emprunts à long terme*)

ACTION REQUIRED: For approval

SUMMARY: The Board of Governors is being asked to authorize the establishment of a borrowing plan by which the University could conclude, from time to time up to March 31, 2024, borrowing transactions for an amount not to exceed \$38,840,181.00, as set out by Financement-Québec (see attached letter).

BACKGROUND: Grant bonds and long-term borrowing are used by the government as a financing mechanism. Please note that the wording of the motion is set by Financement-Québec.

DRAFT MOTION:

ATTENDU QUE, conformément à l'article 78 de la *Loi sur l'administration financière* (RLRQ, chapitre A-6.001), l'Université Concordia (l'« Emprunteur ») souhaite instituer un régime d'emprunts, valide jusqu'au 31 mars 2024, lui permettant d'emprunter à long terme auprès de Financement-Québec, pour un montant n'excédant pas 38 840 181,00 \$;

ATTENDU QUE, conformément à l'article 83 de cette loi, l'Emprunteur souhaite prévoir, dans le cadre de ce régime d'emprunts, que le pouvoir d'emprunter et celui d'en approuver les conditions et modalités soient exercés par au moins deux de ses dirigeants;

ATTENDU QU'il y a lieu d'autoriser ce régime d'emprunts, d'établir le montant maximum des emprunts qui pourront être effectués en vertu de celui-ci, ainsi que les caractéristiques et limites relativement aux emprunts à effectuer et d'autoriser des dirigeants de l'Emprunteur à conclure tout emprunt en vertu de ce régime et à en approuver les conditions et modalités;

ATTENDU QUE la ministre de l'Enseignement supérieur (la « Ministre ») a autorisé l'institution du présent régime d'emprunts, selon les conditions auxquelles réfère sa lettre du 31 juillet 2023;

il est résolu :

1. QU'un régime d'emprunts, valide jusqu'au 31 mars 2024, en vertu duquel l'Emprunteur peut, sous réserve des caractéristiques et limites énoncées ci-après, effectuer des

emprunts à long terme auprès de Financement-Québec, pour un montant n'excédant pas 38 840 181,00 \$, soit institué;

2. QUE les emprunts à long terme effectués par l'Emprunteur en vertu du présent régime d'emprunts soient sujets aux caractéristiques et limites suivantes :
 - a) malgré les dispositions du paragraphe 1 ci-dessus, l'Emprunteur ne pourra, au cours de chacune des périodes de **douze mois** s'étendant du 1^{er} avril au 31 mars et comprises dans la période visée au paragraphe 1, effectuer des emprunts qui auraient pour effet que le montant total approuvé pour l'Emprunteur, pour une telle période, par le Conseil du trésor au titre de la programmation des emprunts à long terme des établissements universitaires, soit dépassé;
 - b) l'Emprunteur ne pourra effectuer un emprunt à moins de bénéficier d'une subvention du gouvernement du Québec conforme aux normes établies par le Conseil du trésor, au titre de l'octroi ou de la promesse de subventions aux établissements universitaires, ainsi qu'aux termes et conditions déterminés par la Ministre et pourvoyant au paiement en capital et intérêt de l'emprunt concerné même si, par ailleurs, le paiement de cette subvention est sujet à ce que les sommes requises à cette fin soient votées annuellement par le Parlement;
 - c) chaque emprunt ne pourra être effectué qu'en monnaie légale du Canada auprès de Financement-Québec;
 - d) le produit de chaque emprunt ne pourra servir, outre le paiement des frais inhérents à l'emprunt concerné, qu'aux fins suivantes :
 - i) le financement des dépenses d'investissement faites par l'Emprunteur aux termes d'un plan d'investissement approuvé par le gouvernement du Québec, financées par marge de crédit auprès de Financement-Québec; ou
 - ii) le refinancement d'une partie ou de la totalité d'emprunts à long terme antérieurs contractés pour ces dépenses, qui seront échus d'ici le 31 mars 2024.
3. QU'aux fins de déterminer le montant total auquel réfère le paragraphe 1 ci-dessus, il ne soit tenu compte que de la valeur nominale des emprunts effectués par l'Emprunteur;
4. QU'en plus des caractéristiques et limites énoncées précédemment, les emprunts comportent les caractéristiques suivantes :
 - a) l'Emprunteur pourra contracter un ou plusieurs emprunts pendant toute la durée du régime d'emprunts jusqu'à concurrence du montant qui y est prévu, et ce, aux termes d'une seule et unique convention de prêt à conclure entre l'Emprunteur et Financement-Québec;
 - b) chaque emprunt sera constaté par un billet fait à l'ordre de Financement-Québec;

- c) le taux d'intérêt payable sur les emprunts sera établi selon les critères déterminés par le gouvernement en vertu du décret numéro 637-2023 du 29 mars 2023, tel que ce décret peut être modifié ou remplacé de temps à autre; et
- d) afin d'assurer le paiement à l'échéance du capital de chaque emprunt et des intérêts dus sur celui-ci, la créance que représente pour l'Emprunteur la subvention qui lui sera accordée par la Ministre, au nom du gouvernement du Québec, sera affectée d'une hypothèque mobilière sans dépossession en faveur de Financement-Québec.
5. QUE l'Emprunteur soit autorisé à payer, à même le produit de chaque emprunt contracté en vertu du présent régime, les frais d'émission et les frais de gestion qui auront été convenus;
6. QUE l'un ou l'autre des dirigeants suivants :
- Le recteur et vice-chancelier;
Le chef de la direction financière;
La secrétaire générale et directrice, service des affaires juridiques; ou
Le trésorier et chef de placement
- de l'Emprunteur, **pourvu qu'ils soient deux agissant conjointement**, soit autorisé, au nom de l'Emprunteur, à signer la convention de prêt, les conventions d'hypothèque mobilière et les billets, à consentir à toute clause et garantie non substantiellement incompatible avec les dispositions des présentes, à livrer les billets, à apporter toutes les modifications à ces documents non substantiellement incompatibles avec les présentes ainsi qu'à poser tous les actes et à signer tous les documents, nécessaires ou utiles, pour donner plein effet aux présentes;
7. QUE, dans la mesure où l'Emprunteur a déjà adopté une résolution instituant un régime d'emprunts pour les mêmes fins, la présente résolution remplace la résolution antérieure, sans pour autant affecter la validité des emprunts conclus sous son autorité avant la date du présent régime d'emprunts.

PREPARED BY:

Name: Karan Singh
Date: August 31, 2023

Québec, le 31 juillet 2023

Monsieur Graham Carr
Recteur et vice-chancelier
Université Concordia
1455, boulevard de Maisonneuve Ouest
Montréal (Québec) H3G 1M8

Monsieur le Recteur,

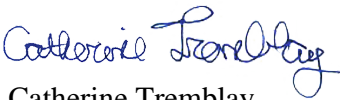
Conformément aux articles 77.1 et 78 de la *Loi sur l'administration financière* (RLRQ, chapitre A-6.001) et aux pouvoirs qui me sont confiés, j'autorise l'Université Concordia (l'« Université ») à instituer un régime d'emprunts à long terme lui permettant de conclure, de temps à autre d'ici le 31 mars 2024, des emprunts à long terme auprès de Financement-Québec, d'au plus 38 840 181,00 \$, en monnaie légale du Canada, sous réserve des limites énoncées à ce régime.

Les emprunts conclus en vertu de ce régime serviront à rembourser les emprunts par marge de crédit contractés auprès de Financement-Québec pour les dépenses d'investissements subventionnés. Ce régime d'emprunts permet également de refinancer les emprunts à long terme réalisés pour ces dépenses, qui seront échus d'ici le 31 mars 2024. Nous vous transmettons le modèle de résolution à adopter par l'Université et nous vous demandons de nous retourner, par courriel, une copie certifiée conforme de la résolution, datée et signée.

Pour toute information, je vous invite à communiquer par courriel à l'adresse suivante : dcfs-uv@education.gouv.qc.ca.

Veuillez agréer, Monsieur le Recteur, l'expression de mes sentiments les meilleurs.

La sous-ministre adjointe par intérim aux politiques, au financement,
aux infrastructures et au soutien à la gestion,



Catherine Tremblay

p. j. : 2

c. c. : M^{me} Gracy Pardillo, vice-rectrice adjointe aux finances et contrôleure, Université Concordia

M. Alain Bélanger, sous-ministre adjoint au financement, à la gestion de la dette et aux opérations bancaires et financières, ministère des Finances



**BOARD OF GOVERNORS
OPEN SESSION
Meeting of September 28, 2023**

AGENDA ITEM: Report on compliance with environmental legislation and health and safety regulations (Q2-2023 Report).

ACTION REQUIRED: For information

SUMMARY: This report is provided to members of the Board of Governors on a quarterly basis to apprise them of matters concerning Environmental Health and Safety at Concordia.

PREPARED BY:

Name: Karan Singh
Date: September 18, 2023



**ENVIRONMENTAL
HEALTH AND SAFETY**

Report on Due Diligence

**Presented to
the Board of Governors of
Concordia University**

*For the Reporting Period
Q2 2023 (April, May, June)*

Pietro Gasparini, C.I.H.
Director, Environmental Health & Safety
September 11, 2023

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Environmental Health & Safety (EHS) supports the academic, research and operational activities of the university and promotes a safe, healthy, and sustainable campus environment. EHS manages and coordinates programs and services that minimize health, safety, environmental and regulatory risks. It also monitors compliance with federal and provincial health and safety legislation and internal university policies. We identify and evaluate risks, develop control strategies, and implement appropriate internal procedures.

Section A presents the university’s Leading Safety Key Performance Indicators (KPIs) which measure safety performance and help reflect the safety culture within the university.

Section B presents the traditional Lagging Safety Key Performance Indicators (KPIs) which are retrospective, and which now include four incident/injury rates.

Section A: Leading Safety Key Performance Indicators

1. Safety & Security Training

During the period of April 1 to June 30, 2023, there were **1,212** safety and security training participants, of which **1,159** (95.6%) attended training provided by Environmental Health & Safety and **53** (4.4%) attended training provided by Campus Safety and Prevention Services.

	2022 Q2 <i>April, May, June</i>	2022 <i>Full Year</i>	2023 Q2 <i>April, May, June</i>	2023 <i>Year To Date</i>
Total Participants	1,103	5,778	1,212	2,140

2. Injury & Near-Miss Investigations

Depending on the circumstances surrounding a reported injury or near-miss, EHS staff will conduct a formal investigation with supervisors. Investigations are conducted to determine the root causes of injuries and near-misses to prevent similar occurrences in the future, to determine compliance with applicable safety regulations, and to collect information for Workers' Compensation Claims (if applicable). In some instances, Injury and Near-Miss Investigations result in the assignment of corrective actions to prevent injury and near-miss reoccurrence (see Section 5).

For the period of April 1 to June 30, 2023, **10** injury investigations and **16** near-miss investigations were conducted. Six of the 10 injury investigations were related to work-related injuries with associated accepted CNESST claims. Eight of the 16 near-miss investigations were associated with hazardous materials spills. The number of investigations is correlated with the number of reported injuries and near-misses. As explained in Sections 7 and 11, the total number of both reported injuries and near-misses in 2023 have increased compared to 2022, as is expected given that the level of activity on the university’s campuses continues to increase since the end of the pandemic. Exceptionally, we have added the 2019 data to provide a comparative look at pre- and post-pandemic rates so that the discrepancies between 2022 and 2023 can be better contextualized.

	2019 Q2 <i>April, May, June</i>	2019 <i>Full Year</i>	2022 Q2 <i>April, May, June</i>	2022 <i>Full Year</i>	2023 Q2 <i>April, May, June</i>	2023 <i>Year To Date</i>
Injury Investigations	12	29	9	39	10	26
Near-Miss Investigations	5	13	3	27	16	33
TOTAL Investigations	17	42	12	66	26	59

3. Preventative Internal Inspections & Assessments

Preventative internal inspections and assessments refer to workplace inspections and risk assessments conducted by, or in collaboration with, EHS staff on university premises.

Workplace inspections involve a walkthrough of a place (e.g., research laboratory, studio, workshop, mechanical room) to determine the degree of compliance with both government regulations and internal policies and procedures. Inspections may result in internal non-compliance citations (Section 4) and require corrective actions (Section 5).

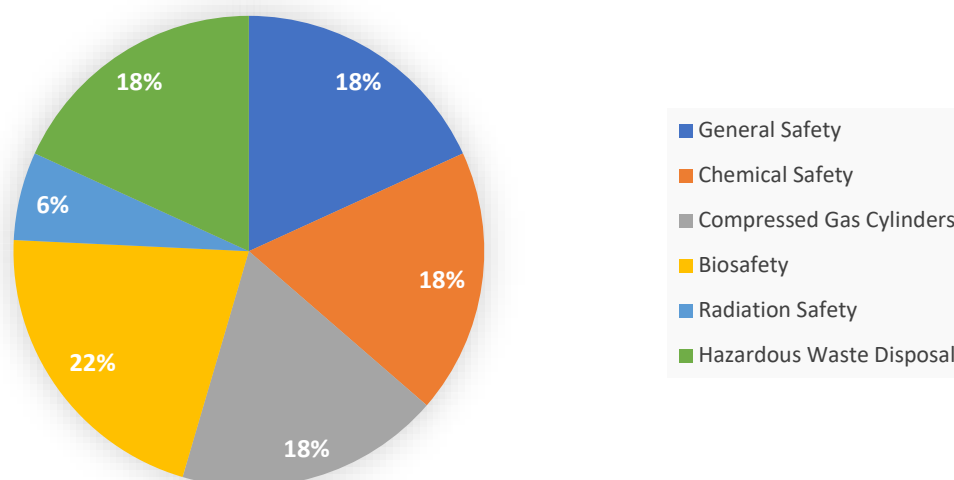
Risk assessments are considered more thorough evaluations with the objective of identifying all hazards and determining if the hazards can be eliminated. If elimination of the hazard is not possible, the risk assessment will determine how the hazard can be controlled. EHS also conducts ergonomic risk assessments. Ergonomic risk assessments are one-on-one evaluations of the risk of musculoskeletal injury; actions are then taken to prevent these injuries from occurring to the employee.

Workplace inspections and risk assessments are complementary; they form an integral part of the university's comprehensive health and safety program. Both serve as a mechanism to determine compliance with government regulations and internal policies and procedures.

For the period of April 1 to June 30, 2023, **37** preventative internal inspections and assessments were conducted including 31 individual ergonomic assessments.

Year	Preventative Internal Inspections & Assessments
2023 Q2 <i>April, May, June</i>	37
2023 <i>Year to Date</i>	70
2022 Q2 <i>April, May, June</i>	4
2022 <i>Full Year</i>	145

Of these 37 preventative internal inspections and assessments, 6 were workplace inspections using the workplace inspection application. Workplace inspections are conducted using a series of hazard-based inspection checklists. The pie chart below presents the percent distribution for each hazard-based checklist used during workplace inspections conducted during Q2 2023.



Graph 1: Q2 2023 Percent Distribution of Hazard-Based Workplace Inspection

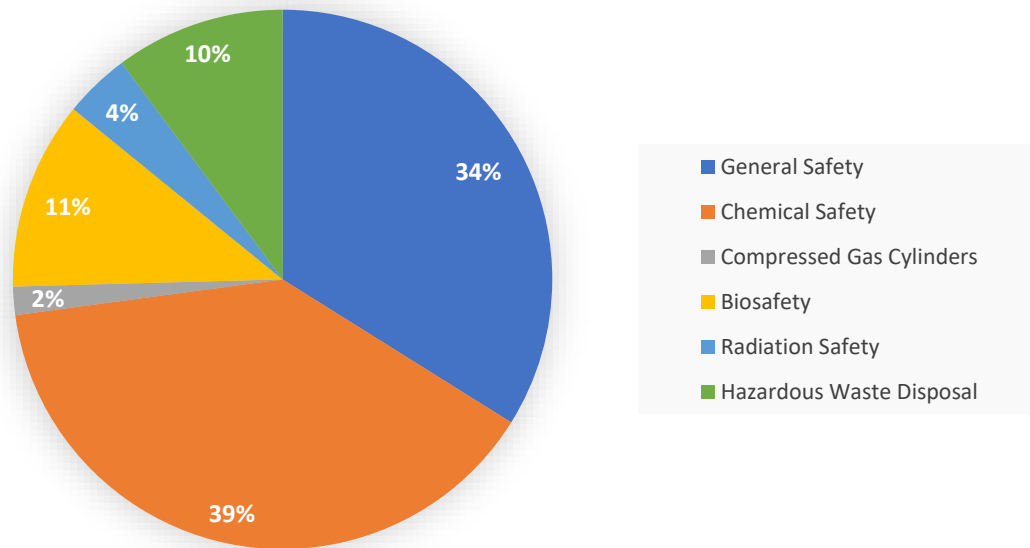
4. Internal Non-Compliance

EHS is mandated to monitor compliance with government regulations and internal safety policies and procedures. Compliance monitoring allows us to ensure the safety and well-being of the university community and to mitigate external non-compliance citations.

Most internal non-compliance citations result from preventative internal inspections and assessments, and injury and near-miss investigations. Identification of non-compliance issues and their subsequent correction improves the overall safety performance of the university prior to the intervention of regulatory bodies.

For the period of April 1 to June 30, 2023, there were **177** internal non-compliance citations, all of which were the result of workplace inspections. Exceptionally, we have added the 2019 data to provide a comparative look at pre- and post-pandemic rates so that the discrepancies between 2022 and 2023 can be better contextualized. It is important to note that 588 of the non-compliance citations in 2019 resulted from a comprehensive roof safety risk assessment. If we remove those 588 citations from the full year count, the numbers for the 2023 year to date are in line with the pre-pandemic reality.

Year	Internal Non-Compliance Citations
2023 Q2 <i>April, May, June</i>	177
2023 <i>Year To Date</i>	282
2022 Q2 <i>April, May, June</i>	0
2022 <i>Full Year</i>	171
2019 Q2 <i>April, May, June</i>	51
2019 <i>Full Year</i>	1222



Graph 2: Q2 2023 Percent Distribution of Source of Internal Non-Compliance Citations

5. Corrective Action Completion Rate

Corrective actions are assigned as the result of an intervention by EHS, including injury investigations and internal inspections. When non-compliance issues are identified, corrective actions are generally required. These actions are assigned to the supervisor responsible for the area where the citation occurred or for the individuals involved.

All non-compliance citations (internal and external) must be resolved in a timely manner. External non-compliance citations from external bodies received during inspections (Section 12) are accompanied by obligatory corrective actions and imposed deadlines. Internal non-compliance citations (Section 4) are also accompanied by obligatory corrective actions and target deadlines. This metric tracks the percentage of assigned corrective actions that are completed. This is tracked by calendar year until all actions are completed.

The most significant challenge we have is the time it takes to complete a corrective action. The enhanced reporting capabilities with the new Safety Corrective Action Application will help bring visibility to senior leadership on the outstanding corrective actions in their areas/sectors. It is important to note that when corrective action cannot be completed and non-compliance poses a risk to employees or students, interim measures are put in place to ensure everyone's safety.

2023

Table 1 presents the total number of corrective action status per assigned priority and Table 2 presents the same data as percentages. The status of "OPEN" indicates that the responsible individuals have been notified of the required safety corrective action and the deadline for completion has not passed. The status of "OVERDUE" indicates that the deadline to complete the corrective action has passed. The amount of time allotted to complete a corrective action is determined by the risk that the non-compliance presents to the health and safety of the employees or students.

The percentage of overdue corrective actions in Q2 (33.4%) is an improvement from Q1 (60.2%). Supervisors are learning how to use the new corrective action application in My Workplace Health & Safety. Aside from the [new webpage](#) created to help, EHS staff are providing one-on-one instruction and support. Although the new application has automated reminder notifications for outstanding and overdue corrective action, EHS staff continue to follow up with the individual responsible for completing the corrective action to obtain updates and to ensure a plan has been put in place to address the corrective action. Starting in Q3, quarterly reports will be prepared and sent to Department Chairs and Unit Directors listing all outstanding and open corrective actions in their area. These reports will give Chairs and Directors the visibility they need on what safety corrective actions have yet to be dealt with in areas under their responsibility.

Table 1: 2023 YTD Number of corrective actions per priority by status

Corrective Action Status	Priority			Total Count
	High	Medium	Low	
Completed	92	37	63	192
Open	9	4	18	31
Overdue	34	35	43	112
Total	135	76	124	335

Table 2: 2023 YTD Percentage of corrective actions per priority by status

Corrective Action Status	Priority			Total Count
	High	Medium	Low	
Completed	68.2%	48.7%	50.8%	57.3%
Open	6.7%	5.2%	14.5%	9.3%
Overdue	25.1%	46.1%	34.7%	33.4%
Total	100%	100%	100%	100%

Previous years

The following two tables provide information on the status of corrective actions according to the year when the corrective action was assigned. It is important to note that temporary measures are put in place each time we are confronted with a hazardous situation that needs to be corrected if it cannot be addressed permanently in a timely manner. Corrective actions are left “OPEN” in the system until the permanent solution is implemented. EHS staff work closely with the individuals responsible to ensure no immediate safety concerns arise while awaiting permanent solutions.

Table 3: Number of corrective actions per year by status

Status	2015	2016	2017	2018	2019	2020	2021	2022
Completed	449	215	360	637	961	275	296	251
Open	0	0	0	18	264	0	2	6
Overdue	3	4	5	137	36	4	15	30
Total	452	219	365	792	1261	279	313	287

Table 4: Percentage of corrective actions per year by status

Status	2015	2016	2017	2018	2019	2020	2021	2022
Completed	99.3%	98.2%	98.6%	80.4%	76.2%	98.6%	94.6%	87.4%
Open	0%	0%	0%	2.3%	20.9%	0%	0.6%	2.1%
Overdue	0.7%	1.8%	1.4%	17.3%	2.9%	1.4%	4.8%	10.5%

6. EHS Research Compliance Reviews

In collaboration with the Office of Research, EHS reviews research and teaching activities that involve use of hazardous materials, to ensure compliance with applicable government regulations and internal policies and procedures.

Between April 1 to June 30, 2023, **11** EHS research compliance reviews were completed.

Year	EHS Research Compliance Reviews
2023 Q2 <i>April, May, June</i>	11
2023 <i>Year to Date</i>	18
2022 Q2 <i>April, May, June</i>	10
2022 <i>Full Year</i>	42

Section B: Traditional (Lagging) Safety Key Performance Indicators

7. Total Injuries

An injury refers to the occurrence of a sudden and unforeseen event arising out of, or during, a university- sanctioned activity attributable to any factor that caused an injury or an occupational disease (an exposure to conditions or substances that resulted in a disease). Injuries are grouped as work-related (involving staff and faculty), student, or visitor/contractor.

For the period of April 1 to June 30, 2023, **27** injuries were reported.

Year	Total Injuries
2023 Q2 <i>April, May, June</i>	27
2023 <i>Year to Date</i>	53
2022 Q2 <i>April, May, June</i>	9
2022 <i>Full Year</i>	23
2019 Q2 <i>April, May, June</i>	41
2019 <i>Full Year</i>	175

Compared to Q2 2022, the number of reported total injuries in Q2 has increased 200%, and the 2023 year-to-date total is more than double that of 2022. Although the 2023 values are higher than 2022, it is important to note that compared to pre-pandemic years, these values are reasonable; the number of reported total injuries was 175 in 2019 and 239 in 2018. Exceptionally, we have added the 2019 data to provide a comparative look at pre- and post-pandemic rates so that the discrepancies between 2022 and 2023 can be better contextualized.

The level of activity on our campuses has yet to return to pre-pandemic levels. The Winter 2023 semester had mainly returned to a pre-pandemic course delivery model; however, a large portion of the university’s workforce had hybrid work arrangements. As the level of activity on our campuses continues to grow, we can expect the number of total injuries, work-related injuries, and worker’s compensation claims to increase. Nonetheless, we will continue to emphasize safety training and other prevention activities to keep our community as safe as possible.

For each injury reported, the source of the injury is identified. This allows us to detect trends and implement targeted prevention strategies. Chart 2 presents a breakdown of the reported injuries by source and by status of the injured individual.

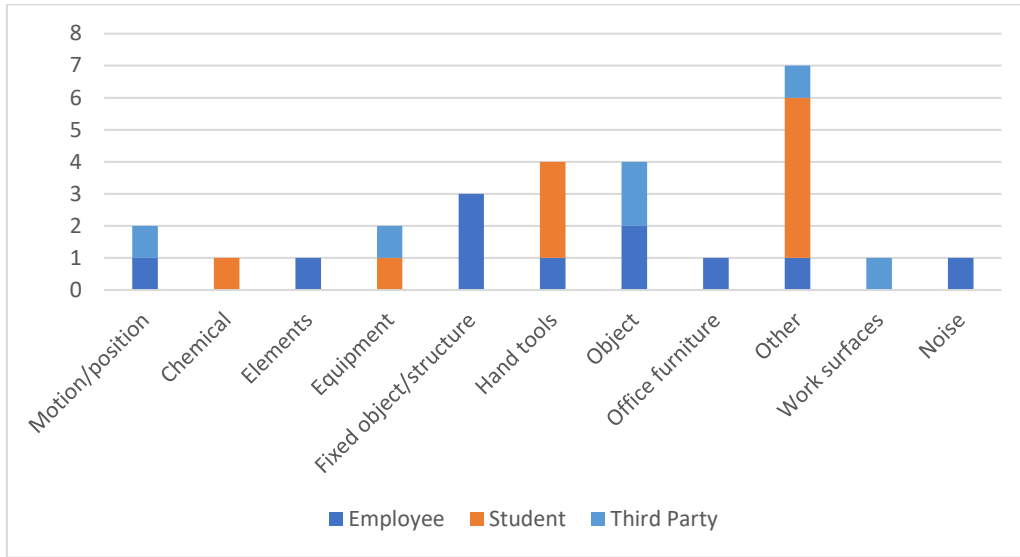


Chart 2: Q2 2023 Total Injuries by Source and by Status

8. Work-Related Injuries

Work-related injuries are a subset of the total injuries (Section 7), whereby the injured person is a worker (staff or faculty). An injury or illness is considered work-related when an employee is involved and if an event, or exposure in the work environment, either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness. Work-related injuries are investigated by EHS staff and when warranted, an investigation report with corrective actions is submitted to the employee’s supervisor. Work-related injuries can occur on campus and off-campus.

For the period of April 1 to June 30, 2023, **10** of the 27 reported injuries (Section 7) were work-related.

Year	Work-Related Injuries
2023 Q2 <i>April, May, June</i>	10
2023 <i>Year to Date</i>	21
2022 Q2 <i>April, May, June</i>	5
2022 <i>Full Year</i>	37

9. Workers’ Compensation Claims

Employees who sustain a work-related injury may be eligible for compensation from the *Commission des normes, de l’équité, de la santé et de la sécurité du travail* (CNESST).

For the period of April 1 to June 30, 2023, there were **6** accepted workers’ compensation claims.

Year	Accepted Compensation Claims
2023 Q1 <i>April, May, June</i>	6
2023 <i>Year to Date</i>	9
2022 Q1 <i>April, May, June</i>	1
2022 <i>Full Year</i>	14

Table 5 below provides details on all accepted workers' compensation claims YTD for 2023. For each claim, the total number of Lost-Time Days in 2023 is indicated, if applicable.

Table 5: 2023 Accepted Workers' Compensation Claims

Date	Description	Location	Type of Injury	Union Association	Lost-Time Days YTD
07-Feb-23	The employee sustained a foot injury while opening a door, the handle came apart and fell onto their foot	GA	Bruise, Contusion	N/A	0
12-Feb-23	The employee suffered a laceration while repairing the garage door	GM	Cut, Laceration	CSN	0
09-Mar-23	The employee injured their back while working under a sink.	GM	Sprains, Strains, Tears	CSN	16
04-April-23	The employee sustained a concussion when they fell off a ladder.	GA	Concussion	CSN	7
26-April-23	The employee sprained their ankle while groundskeeping.	JR	Sprains, Strains, Tears	CSN	31
02-May-23	The employee sustained an elbow injury by striking a pipe in a narrow area.	EV	Sprains, Strains, Tears	CSN	59
26-May-23	The employee sustained a concussion when they struck their head on the underside of the staircase.	EV	Concussion	N/A	4
09-June-23	The employee fractured their toe when a desk they were moving fell on their foot.	FB	Fracture	N/A	17
26-June-23	The employee experienced pain in their elbow and hand due to frequent and repetitive tasks.	H	Sprains, Strains, Tears	CSN	22

Financial Impact

Throughout the year, the cost of individual claims impacts the annual premium paid, with the CNESST making periodic adjustments for the following three calendar years. The number and severity of the workplace injuries directly impacts the University's contribution and potential reimbursement. Aside from the multitude of prevention programs that aim to reduce the number of injuries, the management of injuries, more specifically our return-to-work program, aims to reduce the cost of

the injury claims and to keep the annual premium and the university's personalized rate as low as possible.

The cost allocated to a specific compensation claim file may fluctuate over the years due to the treatments an employee may require, to the occurrence of a relapse, or through various compensation cost-sharing initiatives suggested by EHS. The table below details, per calendar year, the amount attributed to the accepted workers' compensation claims along with the number of current active files.

The objective is to have as few workers' compensation claims as possible. However, in the eventuality that an employee does sustain an injury, the focus shifts to reducing the number of lost time days and successfully reintegrating the employee into their pre-injury role. A quick and successful return to work not only benefits the employees' mental and physical well-being but also has a positive impact on the annual premium paid by the university.

Period	Accepted claims	Active Files	Lost-Time Days	Financial Impact
2023 <i>Year To Date</i>	9	3	156	+ 27,461 \$
2022 <i>Full Year</i>	14	2	457	+ 107,873\$

10. Lost-Time Days

A lost-time work-related injury is defined as a work-related injury or illness that results in days away from work, other than the day of injury or the day the illness began. Lost-time days refers to the total number of calendar days employees are away from work due to a work-related injury or illness.

For the period April 1 to June 30, 2023, there were **140** lost-time days from work-related injuries.

Year	Lost-Time Days
2023 Q2 <i>April, May, June</i>	140
2023 <i>Year to Date</i>	156
2022 Q2 <i>April, May, June</i>	44
2022 <i>Full Year</i>	375

11. Near-Misses

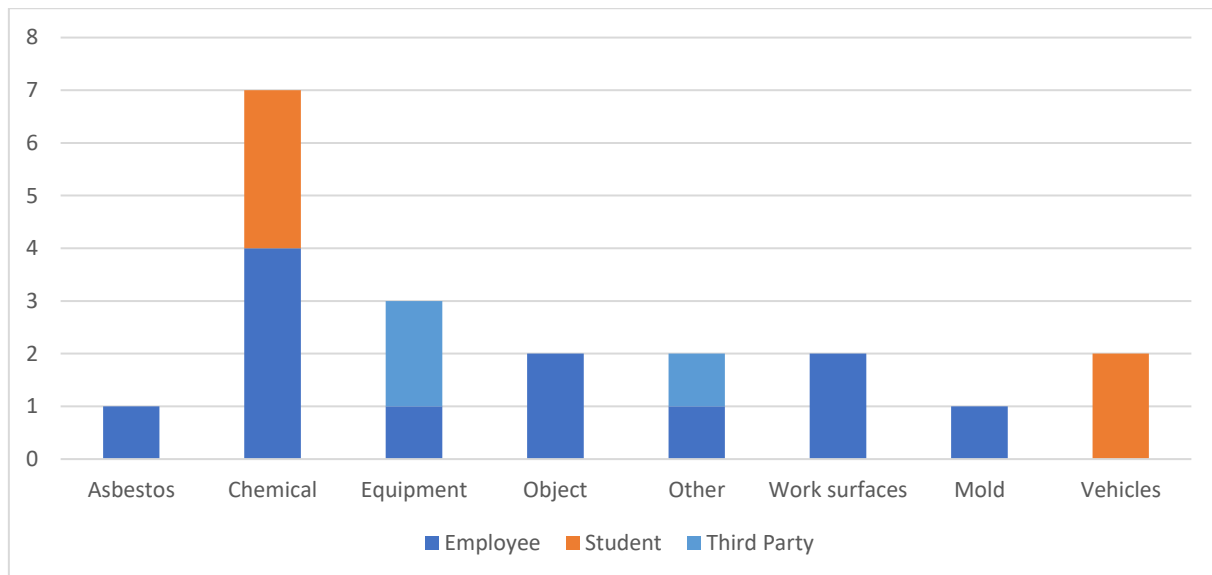
A near-miss is the occurrence of an event on university property, arising out of, or during, a university-sanctioned activity attributable to any factor that could have caused either an injury or material damage.

For example, events such as tripping on a stair or slipping in a water puddle, where no injury occurred, would be categorized as a near-miss. As per the University’s policy on Injury Reporting and Investigation (VPS-42), reporting of near-miss events is required.

For the period of April 1 to June 30, 2023, a total of **20** near-misses were reported. Increases in near-miss reporting in 2023 was expected since the introduction of the My Workplace Health and Safety module in Unity which has simplified the reporting process, along with the communication campaign that accompanied the launch of this new reporting module. Additionally, the level of activity on our campuses has continued to increase to pre-pandemic levels.

Year	Near-Misses
2023 Q2 <i>April, May, June</i>	20
2023 <i>Year to Date</i>	47
2022 Q2 <i>April, May, June</i>	3
2022 <i>Full Year</i>	37

Near-misses are categorized by their source; examples include chemicals, equipment, and mold. The chart below presents the distribution of the sources of the near-misses reported by the status of the individual who reported them.



Graph 3: Q2 2023 Near-Misses by Source and by Status

Of note in Q2 2023 is a large number of near-misses involving chemicals. The increase in reported near-misses is attributed to the simpler and easier reporting procedure. The introduction of the My

Workplace Health & Safety Module in Unity has resulted in an increase in near-miss reporting since Q3 2022. This is an indicator of an engaged community, actively doing their part in making the campuses safer. We have been educating the university community on the importance of near-miss reporting and they have responded by reporting more.

12. External Inspections

External Inspections refer to inspections or audits of university premises or safety programs conducted by government agencies or third parties (e.g., insurance providers). Third-party audits include those performed at the request of Environmental Health & Safety. These inspections and audits complement EHS work and ensure that the university's activities and facilities comply with all applicable legislation and regulations.

For the period of April 1 to June 30, 2023, there were **four (4)** external inspections by the CNESST. All four were follow-up inspections. In addition, a CNESST inspection from Q1 2023 of the NB building was added to the Year-To-Date 2023 total.

Summary of CNESST Inspections by location

1. Employee complaint regarding potential exposure to asbestos-containing materials and to mercury in a research laboratory

On March 1, 2023, the CNESST and Public Health conducted a joint inspection of a research lab following a complaint by an employee regarding exposure to mercury and asbestos-containing materials. The university received two non-compliance citations and was asked to submit two action plans: an action plan on the updating of the inventory of friable asbestos-containing materials in the Hall building and an action plan on completing the decontamination of the research lab (site of the mercury spill). On March 21, 2023, the inspectors conducted a follow-up inspection. The inspector validated that the non-compliance citations were corrected, however, the university received two additional non-compliance citations related to asbestos-containing materials. A second follow-up inspection occurred on April 26, 2023. The inspector validated that the two additional non-compliance citations were corrected. There are no outstanding non-compliance citations related to the research laboratory. CNESST will follow up on the status of the two action plans submitted by the university and will conduct follow-up inspections, if deemed necessary.

2. Employee complaint regarding exposure to silica, fiber glass, and metal dust in a research lab

On June 26, 2023, a CNESST inspection occurred in a research laboratory following a complaint regarding exposure to silica, fiber glass, and metal dust. During the inspection, employees raised concerns regarding safety training and wearing personal protective equipment. The university did not receive any non-compliance citations; however, the inspector requested an action plan on how the university will deal with the issues raised by the employees. EHS is working closely with the Principal Investigator, employees, and students to ensure all safety issues are being addressed.

3. NB Building (2085 Guy Street)

The CNESST inspected the university's most recent real estate acquisition (not currently used for university activities) on February 21, 2023, which resulted in 7 non-compliance citations for roof

safety, machine safety, electrical safety, fire extinguisher, and egress issues. This was a routine inspection, not the result of an employee complaint. A follow-up inspection occurred on April 17, 2023, after which 4 of the non-compliance issues were closed. A second follow-up inspection occurred on May 23, 2023, after which 2 of the non-compliance issues were closed; however, two additional non-compliance issues were received. At the end of Q2, there were 3 non-compliance issues outstanding (safety issue with electrical panel, machine safety issue in elevator mechanical room and lack of adequate roof fall prevention).

Year	External Inspections
2023 Q2 <i>April, May, June</i>	4
2023 <i>Year to Date</i>	7
2022 Q2 <i>April, May, June</i>	1
2022 <i>Full Year</i>	7

13. Regulatory Citations

The university may receive regulatory citations for non-compliance with federal, provincial, or municipal laws, regulations, or by-laws. Regulatory citations can be the outcome of government inspections or interventions (e.g., CNESST, Public Health Agency of Canada, Canadian Nuclear Safety Commission, Canadian Council on Animal Care) or violations of regulations and by-laws (e.g., false fire alarm citation from the *Service de sécurité incendie de Montréal*). This metric tracks the total number of Regulatory Citations received by the university.

From April 1 to June 30, 2023, the university received **five (5)** regulatory citations. Two regulatory citations resulted from CNESST inspections (see Section 12 for details) and three from the *Service de sécurité incendie de Montréal* due to false fire alarms. In addition, the CNESST inspection during Q1 2023 of the NB building resulted in 7 regulatory citations, which were added to the 2023 year-to-date total.

Year	Regulatory Citations
2023 Q2 <i>April, May, June</i>	5
2023 <i>Year to Date</i>	21
2022 Q2 <i>April, May, June</i>	1
2022 <i>Full Year</i>	7

14. Regulatory Fines

Regulatory citations (Section 13) may have associated monetary fines or penalties that are issued to the university.

For the period of April 1 to June 30, 2023, the university received **\$5,400** in fines from the *Service de sécurité incendie de Montréal* for the false fire alarm that occurred during this period (See Section 12).

Year	Fines Received
2023 Q2 <i>April, May, June</i>	\$5,400
2023 <i>Full Year</i>	\$14,250
2022 Q2 <i>April, May, June</i>	\$0
2022 <i>Full Year</i>	\$500

15. Hazardous Materials Emergency Responses

The university's Hazardous Materials Emergency Response Team responds to hazardous material emergencies that occur on university premises, including spills and odors. Service providers are called upon to assist when a major spill occurs, and additional resources are required.

Between April 1 to June 30, 2023, there were **eight (8)** hazardous materials emergency responses by the Hazardous Materials Spill Response Team.

Year	Hazardous Material Spill Responses
2023 Q2 <i>April, May, June</i>	8
2023 <i>Year to Date</i>	12
2022 Q2 <i>April, May, June</i>	6
2022 <i>Full Year</i>	13

The Department of Environmental Health and Safety thanks the Board of Governors for their usual thorough attention to the Due Diligence Report.



REPORT TO THE BOARD OF GOVERNORS

GRAHAM CARR
PRESIDENT AND VICE-CHANCELLOR

SEPTEMBER 2023



INTRODUCTION

Concordia's two campuses are teeming with energy as the fall session is in full swing. The start of the academic year wouldn't be complete without an annual tradition, the **President's Welcome Back Get-Together**. A heatwave didn't stop anyone from joining me at the Loyola Grove on September 6th, followed by Sir George Williams Campus on September 7th. It was great to meet up with students, faculty and staff. Coffee, tea and snacks were served at both certified Fair Trade events.

Something I shared but would like to reiterate are two *mémoires* that Concordia submitted over the summer. One was to the *Ministère d'Enseignement Supérieur* (MES) as part of a Quebec funding formula review. All Quebec universities submitted such reports; Concordia chose to offer a data-centric overview of our fiscal reality. A second *mémoire* was in response to a public consultation launched by the *Ministère de l'Immigration, de la Francisation et de l'Intégration* regarding changes to the *Programme de l'expérience Québécoise* that would limit fast-track access to permanent residency to francophone students and those who had studied at francophone universities for three years.

The 20th annual **Concordia Golf Classic** raised a record **\$600,000** for student scholarships, bringing the total to more than \$7.5 million since its inception. Held at Golf Griffon des Sources on September 5th, the event hosted 150 business leaders and united executives from Canada's nine major banks. To date, the Golf Classic has supported more than 1,700 deserving undergraduate and graduate students who rely on financial aid for books, tuition fees and living expenses.

The Otsenhákta Student Centre hosted a **Pow Wow** on September 15th in celebration of First Nations, Inuit and Métis students at Concordia. Open to all, it was a gathering of Indigenous cultures, each with their unique style of singing, dancing and performances and presented an opportunity to share knowledge and create bonds of friendship. The sale of handmade crafts and products on site supported Indigenous entrepreneurs.

AWARDS AND RECOGNITION

The **Royal Society of Canada** (RSC) is honouring four Concordia faculty. **Angélique Willkie**, associate professor of contemporary dance, and **Nadia Myre**, assistant professor in the Department of Studio Arts, will be inducted as new RSC fellows for their contributions in the arts. **Mireille Paquet**, associate professor of political science, will become a member of the society's College of New Scholars, Artists and Scientists. **Michel Magnan**, professor in accountancy and current RSC member, will be honoured with the Yvan Allaire Medal for his outstanding contributions in governance of public and private organizations.

Two **Vanier Canada Graduate Scholarships** were awarded. **Huifang Bi**, a PhD candidate in Civil Engineering, was recognized for her research into marine oil-spill cleanup techniques. Huifang is working with her supervisors **Chunjiang An** and **Catherine Mulligan** (Department of Building, Civil and Environmental Engineering), to research techniques that will improve the ability to clean up shorelines efficiently after oil spills. **Victoria May**, a PhD student in the Individualized (INDI) program, was honoured for her innovative work on Indigenous representation in the performing arts. As part of her research-creation and working with her supervisor **Michelle McGeough** (Department of Art History), Victoria hopes to facilitate cultural transmission. She plans to engage in ethical and reciprocal conversations with Indigenous youth, emerging dancers and professional dancers through a series of talking circles and other activities, including spearheading a dance intensive in partnership with Native Montreal for Indigenous youth ages 12 to 17.

Madeline K. Montgomery, an MA student in the Department of Creative Arts Therapies, is the recipient of this year's **Mackenzie King Open Scholarship**. Only one open scholarship is awarded each year, valued at \$8,500. Madeline is the first-ever Concordian to receive this scholarship, which supports graduate study in any discipline, in Canada or internationally.

A group of students from Concordia's Gina Cody School of Engineering and Computer Science placed third in the **New Housing Division** of the **United States Department of Energy's Solar Decathlon**. Their Capstone project, **Built for the North**, centres on the structure and design of sustainable housing that answers to the cultural and practical needs of the Inuit population in Iqaluit. The contest challenged the next generation of building professionals to design and construct high-performance, low-carbon buildings powered by renewable energy. The Concordia team was made up of building engineering undergraduate students **Hannah del Rosario**, **Youssef El Ouarat**, **Kishan Gandhi**, **Mihail Mihaylov** and **Maggie Turmel**. They submitted their Capstone project to the Solar Decathlon with support from **Bruno Lee**, associate professor of building, civil and environmental engineering.

A second team of engineering students won the **student design challenge** at the **American Institute of Aeronautics and Astronautics / Institute of Electrical and Electronics Engineers – Electrified Aircraft Technologies Symposium**. Participants were challenged to study how carbon dioxide and noise emissions can be reduced by implementing hybrid-electric propulsion technology on existing aircraft. The Concordia team proposed strategically placed solar panels that would supplement power drawn from the engines. The Concordia team was made up of grad students **Gala Licheva**, **Vijesh Mohan**, **Parush Bamrah**, **Mohammed Mir**, **Hasti Jahanara**, **Nikta Tabesh** and **Andrew Jeyaraj**, all from **Susan Liscouët-Hanke's** (Department of Mechanical, Industrial and Aerospace Engineering) Aircraft Systems Lab.

Kristy Franks, PhD candidate in the Department of Geography, Urban and Environmental Studies, was recognized by the **Fonds de recherche du Québec (FRQ)** with the **Prix Relève étoile Paul-Gérin-Lajoie** for July. Her documentary film, *Wemindji Water Wonders*, was co-created with Cree youth and revolves around water, water-related concerns, how to care for water access and quality

and how water can bring people together in intercultural cooperation. **Becca Wilgosh**, also a PhD candidate in the Department of Geography, Urban and Environmental Studies, was recognized by the FRQ with the **Prix Relève étoile Paul-Gérin-Lajoie** for June for her paper, “When two movements collide: Learning from labour and environmental struggles for future Just Transitions.”

Richy Srirachanikorn, a PhD student in the Department of Sociology and Anthropology, and a student member of Concordia’s Milieux Institute for Arts, Culture and Technology, is one of the **Final Five winners** of this year’s Social Sciences and Humanities Research Council (SSHRC) **Storytellers Challenge**. In his video submission, Richy explores how the popular video game Minecraft can be applied to real life to understand social phenomena.

Former Concordia Stinger and current women’s ice hockey associate coach **Caroline Ouellette** was inducted into the **Hockey Hall of Fame**. One of the most accomplished players in women’s hockey history, Caroline won four Olympic gold medals and six World Championship gold. Caroline played for Canada from 1999 until 2018, is a former NCAA champion and All-American with Minnesota-Duluth, a two-time Canadian Women’s Hockey League MVP with the Montreal Stars, and four-time Clarkson Cup champion.

Stingers women’s basketball head coach, **Tenicha Gittens**, was named to the staff of **Canada’s U23 women’s national team**. The team competed at **GLOBL JAM**, an international competition, that took place in Toronto from July 12th to the 16th. Edged out by two points in the gold medal game against Team USA, the Canadian group took silver.

M.N.S. Swamy (Department of Electrical and Computer Engineering) was recognized by the Institution of Electronics and Telecommunication Engineers (IETE) with the **Ram Lal Wadhwa Award**, the highest distinction provided by IETE.

Board of Governors member **Ted Stathopoulos** (Department of Building, Civil and Environmental Engineering) was awarded the title of **Yang Hua Distinguished Chair Professor**. Ted delivered a lecture titled "Contribution to Wind Load Provisions of Wind Standards and Codes of Practice: A Lifetime Research Commitment" and the keynote at the Hong Kong Wind Engineering Society Workshop called "Wind effects on buildings and their environment: Codification and Standardization - What lies ahead?"

TEACHING AND RESEARCH

Concordia launched a plan to **decolonize and Indigenize its curriculum and pedagogy**. The five-year initiative will recentre Indigenous voices, histories and ways of doing across the university. When Concordia released its Indigenous Directions Action Plan in 2019, the university made a commitment to recognize and integrate Indigenous ways of knowing in its curriculum and pedagogy. The aim is to develop a university-wide plan that seeks to introduce Indigenous perspectives in the curriculum, as well as offer training to help faculty teach Indigenous subjects

and facilitate respectful classroom discussions. Announced at a launch event at 4TH SPACE, the plan draws upon the principles embodied in the Two Row Wampum Belt, or Tekani Teiotha'tá:tie Kaswéntah', an ethical framework for how colonial-settler governments are to conduct themselves while living in the lands of the Rotinonhsión:ni — more commonly known as the Haudenosaunee Six Nations Confederacy.

Concordia students had the opportunity to gain insight on the many available international learning opportunities at the university's first **Global Learning Day x Elsewhere**. Co-hosted by Concordia International and the Faculty of Fine Arts, the event represents a merger of the new Global Learning Day and Elsewhere, an activity the Faculty of Fine Arts hosted in the past to promote its fine arts field schools. An important focus is to put students in contact with other Concordia students who have participated in the international programs — studying or conducting research abroad. Attendees were encouraged to circulate throughout the day to the students' booths to learn about their global learning experiences and research. Faculty members who have been active in field schools and other international opportunities — hosting and co-ordinating students — were also present to speak to the benefits of international research collaboration.

According to **CSRankings**, an application that ranks computer science departments by research output, **Concordia places first in Canada, third in North America and fifth worldwide**. The Department of Computer Science and Software Engineering, which recently marked its fiftieth anniversary (its creation precedes the founding of Concordia), leads in areas that include artificial intelligence, industry 4.0 and big data.

Xiaodan Pan (Department of Supply Chain and Business Technology Management) had her students learn a simulation software called Arena by having them use it to improve efficiency at local fast-food restaurants. The experiential learning project gave students the chance to solve a real-world problem: to improve efficiency at a fast-food restaurant that provides services through various channels — in person, by phone, with an app, online and through third-party providers such as Uber Eats or DoorDash — by simulating the multi-channel food service's operations.

Commuters and passersby of Montreal's newly launched light-rail **Réseau express métropolitain** (REM) can enjoy the installation of four temporary public artworks at Place des Aiguilleurs in the Griffintown neighbourhood. The installation is the result of a collaborative effort by students in a Concordia **summer course in public art and sustainability**. The REM financed the project in connection with the *Politique d'intégration des arts à l'architecture et à l'environnement du Ministère de la Culture et des Communications*. The class was the first of four in a series, to be held once at each of the universities. Just as the REM aims to cut down on pollution, students were encouraged to consider the afterlife of their projects.

Chedly Belkhodja (School of Community and Public Affairs) secured a contribution from *Secrétariat aux relations avec les Québécois d'expression anglaise* (SRQEA) in support of the Quebec English-Speaking Communities Research Network's (QUESCREN) research activities. This

investment will further QUESCEN's mission to promote the understanding and vitality of Quebec's English-language minority communities through research, training, knowledge mobilization, networking and outreach. The two-year contribution from SRQEA is **\$990,000**.

Antoine Bilodeau (Department of Political Science) received funding from *La Ministre de L'immigration, de la Francisation et de L'integration* (MIFI) in support of a project titled "*Sentiment d'appartenance et usages des langues : Mieux comprendre les transferts parent-enfant au sein de la population Québécoise.*" The project's goal is to identify factors influencing the intergenerational transmission (from parent to child) of Quebec's identity and language. MIFI's contribution to this 21-month project is **\$ 501,650**.

Zachary Patterson (Concordia Institute for Information Systems Engineering) will be collaborating with L'Université Laval, l'École Polytechnique de Montréal, and Ville de Québec on a project funded by FRQN entitled "*PASA-GES : Exploration du potentiel des alternatives à l'auto-solo pour réduire les GES.*" The project aims to analyse Quebec City's tramway system as the city shifts from cars to alternative modes of transportation. Exploring the potential of such systems as green travel solutions and their applicability elsewhere can help in achieving the GHG emissions reduction targets outlined in the Plan for a Green Economy 2030. This 30-month project is valued at **\$278,000**.

Vivek Venkatesh (Department of Art Education and UNESCO co-Chair in Prevention of Radicalisation and Violent Extremism) and his postdoctoral fellow, **Léa Clermont-Dion**, are collaborating with Savoir média on the production, post-production and broadcast of five podcast episodes entitled "*Je t'écoute*", a French adaptation of **Landscape of Hope** originally produced by Concordia. *Je t'écoute* follows Léa Clermont-Dion's quest to understand the motivations behind hatred and to conceive how social networks can ultimately be a space of empowerment for younger generations. In addition to contributing **\$26,400**, Savoir média will provide substantial in-kind support to this initiative by providing expertise and resources for the realization of the podcasts and disseminate via its networks.

Brandon Helfield (Department of Biology) received a **CIHR Project Grant** of **\$355,726** for his project "Ultrasound-assisted microRNA delivery towards the treatment of pathological cardiac hypertrophy." Brandon also received **\$66,000** from the **Canadian Cardiovascular Society** for his project "Image-guided Ultrasound Targeted Therapy for Hypertrophic Cardiomyopathy."

Concordia received 11 **SSHRC Insight Development Grants** totalling **\$656,662**, three **SSHRC Connection Grants** totalling **\$70,210** and two **SSHRC Partnership Engage Grants** totalling **\$49,690**.

Public Scholars **Azfar Adib** and **Stéphanie Tremblay** published their Op-eds in the *Ottawa Citizen* and *The Conversation*, respectively. Relying on his research, Azfar advocates for the implementation of age verification tools to protect children in Canada from accessing inappropriate content online. In her piece, Stéphanie discusses aging with a healthy brain and

explains how lifestyle changes could help prevent up to 40 per cent of dementia cases. Stéfanie's op-ed has received more than 60K views so far and she was recently invited to the QR Calgary radio show to discuss her article.

Updates from the Applied AI Institute (AI2) include:

Affecting Machines, a working group affiliated with the Applied AI Institute, launched a set of trading cards that showcase the often-overlooked contributions of women and gender non-conforming individuals to technology, computing and the development of AI.

The **Gender Equity Mentoring** in AI (GEMinAI) program addresses gender inequity in AI fields, where women make up only 25 per cent of AI specialists. The Applied AI Institute is supporting GEMinAI program aims to connect women and gender non-conforming graduate students with AI professionals to provide support and guidance in their career paths.

AI2 is partnering with ICT Africa on the **Global Index on Responsible AI**, which is measuring progress on the responsible use of AI in over 120 countries around the world. The AI2 is managing the Canada portion of this research project.

A partnership was established with **Open North**, a Montreal-based not-for-profit that works alongside governments, civic focused organizations, and mission-aligned businesses to create transformative digital strategies and data governance frameworks. This collaboration commits to informing ethical and responsible AI development of AI in the context of civil society and public governance.

Updates from Milieux include:

Postdoctoral fellow from Speculative Life, **Kasia Van Schaik**, is one of twelve authors longlisted for the prestigious Scotiabank Giller Prize for her debut collection of short stories, *We Have Never Lived on Earth*.

Pippin Barr (Department of Design and Computation Arts) published *The Stuff Games Are Made Of* (The MIT Press, 2023). The book was featured in a recent article in the *Financial Times*.

Members of Milieux participated in **MUTEK Montreal's** 24th edition, which ran from August 22nd to August 27th. The forum united a range of artists and industry experts to explore the future of technology and digital creativity, including discussions on digital creation, artificial intelligence, and extended reality, highlighting innovative themes in the field.

Milieux Institute members also took part in Hexagram's curated imprints pavilion at the **Ars Electronica festival** held in Linz, Austria. The annual Ars Electronica Festival is a world-renowned gathering of artists, scientists and technologists, intended as "a setting for experimentation, evaluation and reinvention." The pavilion was accessible to attendees from around the world from

September 6th to 10th, extending the reach of Milieux members' research-creation, presentations, workshops and other contributions.

UNIVERSITY ADVANCEMENT

Homecoming

From September 21st to the 24th, Concordia hosted reunions, lectures and workshops as part of **Homecoming**. Events included a panel of experts discussing the future of artificial intelligence, a Stingers football tailgate, Sports Hall of Fame induction ceremony and more.

Alumni news

Of the **Top 50 Women Leaders of Montreal** for 2023, nine are Concordia graduates. Announced by *Women We Admire*, honourees are recognized for their leadership, innovation and impact within their industries and society. Concordians on the list are: **Rana Ghorayeb** (BA 97-Urban Studies; MEng 01-Building Engineering); **Celine Cohen** (BComm 02-Marketing); **Carolena Gordon** (BA 87-Political Science); **Patricia Lemoine (Smith)** (BFA 03-Film Studies); **Andrea Limbardi** (EMBA 16); **Stacey Masson** (BA 00-Communication Studies); **Bhoomi Pathak** (BComm 04-Accountancy); **Julie Quenneville** (BA 00-Journalism); and **Ashee Sarin** (MBA 05).

Jean-François Belisle, BFA 04, MA 07, was appointed Director and Chief Executive Officer of the National Gallery of Canada. Meanwhile, recent postdoctoral fellow **Léuli Eshrāghi** became the first curator of Indigenous arts at the Montreal Museum of Fine Arts.

Fundraising

The **Altus Group** provided the John Molson School of Business with software licenses worth more than **\$1.3 million**. The gift will provide real-estate finance students with access to ARGUS, the company's asset and portfolio management enterprise software.

The **Trottier Family Foundation** gave **\$400,000** to support Space Concordia's *Starsailor* project. An initiative of the student association's Rocketry Division, *Starsailor* set a world record in 2021 when it became the first rocket engine developed and successfully tested by civilians.

Two more gifts from the **Trottier Family Foundation** of **\$225,000** and **\$59,000** will strengthen efforts undertaken at the John Molson School to, respectively, grow Canada's climate-finance sector and advance the consideration of the Climate-Aligned Finance Act (CAFA) in the Senate of Canada.

A planned gift of more than **\$395,000** from **Eugene Yakovitch**, BA 62, will support Concordia's Greatest Needs.

The estate of **John D. Jackson** further supported the Centre for Broadcasting and Journalism Studies (CCBJS) with a donation of more than **\$341,000**.

An anonymous donor gave **\$250,000** to support Concordia students.

Sandra L. Curtis, PhD 97, professor emerita in the Department of Creative Arts Therapies, made a planned gift of **\$245,000** towards an endowment to support scholarships for graduate students in music therapy.

A planned gift of **\$122,000** will honour the memory of Elizabeth Merson Ostro, BA 44, who passed away in 2020 at the age of 98, through the establishment of a named bursary for students in the Department of Studio Arts.

Leslie Raenden furthered her support for the **Faculty of Fine Arts** with a donation of **\$50,000** to strengthen Art Volt, a platform launched in 2020 to encourage the artistic careers of recent graduates.

A donation of **\$50,000** from the estate of **Gerald J. Wareham**, BComm 50, will support Concordia's Greatest Needs.

Benjamin Crudo, BEng 12, donated **\$45,000** to strengthen a scholarship endowment for software engineering students that he created in 2020. The fund is named in honour of Benjamin's parents, Jacob Crudo and Sharona Lieberman.

A donation of more than **\$29,000** from the **Ajram Family Foundation** will support a number of initiatives at Concordia, such as the Beat the Odds internship program, Student Emergency and Food Fund, Supplemental Award for Work-Study fund and Parental Leave Supplement Award for Graduate Students fund.

An anonymous donor gave **\$25,000** to support Concordia students.

Alumni engagement

More than 50 guests attended a **John Molson Alumni Chapter event** on June 15th at Maman café in Montreal in honour of the John Molson School's class of 2023.

Concordia's **Black Graduation Celebration** on June 17th drew 78 registered guests to Sir George Williams Campus.

The **Otsenhákta Student Centre** hosted 22 First Nations, Inuit and Métis graduating students, along with their friends and families, on June 2nd. The event highlighted the successes of the graduating students as well as the vital community support provided along the way.

The first in-person event for the **Black Alumni Council**, held on June 29th at Palme restaurant in Montreal, was attended by 80 people. The restaurant is owned by grad **Lee-Anne Millaire Lafleur**, BA 06.

SERVICES AND SUSTAINABILITY SECTOR

The Office of Sustainability welcomed 26 new student ambassadors into the **Sustainability Ambassadors Program**, which will run from September 2023 to April 2024. This represents nearly double the number of student ambassadors from previous years.

The 2022-23 **Sustainability Ambassadors Program** analysis was completed in August. Some of the highlights include: throughout the year, the Sustainability Ambassadors attended 28 learning sessions; committed a collective 949 hours toward volunteering with our eight program partners; and implemented four new sustainability projects with meaningful impacts on campus.

The Office of Sustainability coordinated the disbursement of approximately \$1.1 million to units for the advancement of the 2020-2025 **Sustainability Action Plan**. This includes the creation or continuation of key supporting positions within Facilities Management; Hospitality Food Services; the Centre for Teaching and Learning; the Office of Research; and the Office of Sustainability, as well as high-impact projects like a campus biodiversity assessment; a campus energy reduction master plan; the Research Impact Pathways Project; the introduction of permanent courses organized around SDG themes; and more.

Instructional and Information Technology Services

The new Associate Vice-President, Information and Instructional Technology Services (IITS), and Chief Information Officer (CIO), **Philippe Delisle**, began his mandate on September 5th.

Recreation and Athletics

The Concordia Stingers women's rugby team hosted the 19th annual **Kelly-Anne Drummond Cup**, on September 6th. The game paid tribute to Kelly-Anne, a former Stinger rugby player who died tragically in October 2004.

Women's rugby coach, **Jocelyn Barrieau**, has taken a sabbatical from the Stingers to join as assistant coach for **Rugby Canada's Women's Sevens Team**. Craig Beemer, formerly coach of the Stingers Men's Rugby Team, was named as Interim Coach.

Hospitality Concordia

The **Grey Nuns Residence** (east wing) opened for 13 weeks this summer, offering nightly accommodation to the general public as well as the Concordia community. This generated a record gross revenue for summer room rentals of \$1.41 million.

Hospitality took over a previous retail location rented to Subway in the MB and **Vinh's Café** opened on September 5th, serving Vietnamese Banh Mi and other items. This is a local business working in partnership with Hospitality Concordia to bring fresh, tasty and affordable food to the Concordia community.

One year after it was launched **Concordia's Fairtrade Stingers Roast Coffee** reached over 400lbs in retail sales and 3,000lbs via food services (in campus retail outlets, residence dining halls and catering). This year retail sales within the community will be increased via online sales.

Major conferences that were hosted at Concordia University this summer include:

- IEEE International Conference on Prognostics and Health Management (ICPHM); June 5th-7th: hosted by Concordia IISE; 100 participants (with hybrid); held in the MB building.
- International Conference of Learning Sciences (ISLS) 2023 & Saltise (preconference for ISLS: 200 participants); June 12th-14th: 500 participants (with hybrid); collaborated with Tourisme Montreal; held in the MB, LS, LB and Hall buildings.
- Interdisciplinary Men and Masculinities; June 14th-15th: Department of Sociology and Anthropology; 125 participants; was held in the MB building.
- Digital, Innovation Entrepreneurship and Finance Conference; July 3rd-4th: Finance Department/JMSB; 150 participants (with hybrid); held in the MB building.
- 31st Biennial Symposium of Communications: July 4th-7th: Department of Electrical and Computer Engineering; 50 participants; held in the MB and EV buildings.
- CCG/WADS 2023; July 31st-August 4th: Department of Computer Science and Software Engineering; 100 participants (with hybrid); held in the MB building.
- Critical Tourism Studies; August 5th-6th: co-hosted with UQÀM and Concordia's Simone de Beauvoir Institute; 50 participants (with hybrid); held in the MB building.
- PEOPLE 2023; August 7th-10th: Co-hosted by the People network and An Chunjian (Department of Building, Civil and Environmental Engineering); 200 participants (with hybrid); held in the MB building.
- Canada-India International Workshop on Dam Safety Assessment and Management (CIDSAM-23); August 6th-9th: hosted by Ashutosh Bagchi (Department of Building, Civil and Environmental Engineering) in collaboration with the Central Water Commission (CWC) Ministry of Jal Shakti, Government of India; 29 participants.

Residence Life

Residence Life implemented a 10-day training program for its 31 Resident Assistants (RAs). Guest speakers from Concordia and the broader Montreal community were invited to provide workshops. The topics ranged from: mental health and crisis intervention, campus safety and prevention, professional development, academic support, community building, programming and more.

The move-in weekend on August 26th and 27th was a success thanks to the dedicated Residence Life Team and Concordia community partners. Resident Assistants, alumni, Concordia Summer

Accommodations, Recreation and Athletics, Campus Safety and Prevention Services, Food Services, Aramark, and our Residence Life Department (nine staff and 31 RAs) worked with enthusiasm and exceptional teamwork. There are a total of 1,038 student residents and 31 Resident Assistants, totalling 1,069 for this academic year.



**BOARD OF GOVERNORS
OPEN SESSION
Meeting of September 28, 2023**

AGENDA ITEM: Annual report from the Ombuds Office

ACTION REQUIRED: For information

SUMMARY: The *Terms of Reference of the Ombuds Office* ([BD-2](#)) provide for the filing of an annual report detailing the activities of the Ombuds Office, including statistics on the concerns and complaints received, a copy of which shall be submitted to the Board of Governors for information purposes. The highlights of the report will be presented by the Ombudsperson, Amy Fish.

PREPARED BY:

Name: Karan Singh
Date: September 21, 2023

CONCORDIA

OMBUDS OFFICE

Promoting fairness at Concordia

ANNUAL REPORT 2022–23



INFORMATION

RELATIONS DIPLOMACY

PROCEDURAL COMMUNITY

PROMOTE INDEPENDENT IMPARTIAL

OMBUDSMAN SUPPORT ADVICE

FAIRNESS SEEK INVESTIGATION

ACT DEFENDER SENSITIVITY

RECOMMENDATION CONCERNS

TACT REASONABLE COACHING



OMBUDS OFFICE

September 1 , 2023

Members of the Board of Governors
Concordia University
1455 de Maisonneuve Blvd. West
Montreal, QC
H3G 1M8

To the Board of Governors;

As per article 29 of the Terms of Reference of the Ombuds Office, I am pleased to submit the **2022-2023 Annual Report of the Ombuds Office: Promoting Fairness at Concordia University.**

We have provided an overview of the year's activities from May 1, 2022 to April 30, 2023, with several examples of our files. This year the report includes some minor recommendations.

I look forward to presenting this report to you in person.

Sincerely,

amy fish

Amy Fish, MHSc.

Ombudsperson

Concordia University / Université Concordia

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Ombuds Office Overview

The Ombuds Office at Concordia University was established in 1978 to promote fairness in the University by addressing individual concerns, looking at systemic issues and offering recommendations when appropriate.

The Ombuds Office reports directly to the Board of Governors and is supervised by the University Secretariat.

The day-to-day role of the Ombuds Office is to:

- Listen to student, faculty and staff concerns;
- Advise community regarding the application of policies and procedures;
- Investigate incidents of alleged unfairness;
- Following investigation and when appropriate, recommend changes to policies, rules and procedures;
- Provide a sounding board for students, faculty and staff seeking advice on academic matters;
- Coach community members regarding improved communication; and
- Together with colleagues, offer skill-building workshops.

The Ombuds Office continues to adhere to the core values of impartiality, accessibility, and confidentiality,

Ombuds Office 2022-2023

This year saw some changes to the staffing in the Ombuds Office.

In February 2023, our Department Assistant, Andreea Constatinescu, accepted a new position in the President's Office. We thank her for her outstanding contribution and wish her the best of luck in her new endeavor.

In April 2023, our Associate Ombudsperson Dorothee Beaupré-Bernier returned from parental leave. She had been replaced by Nicole Marie Macoretta who accepted a new position in the university. Nicole was an excellent addition to the team, and we wish her continued success.

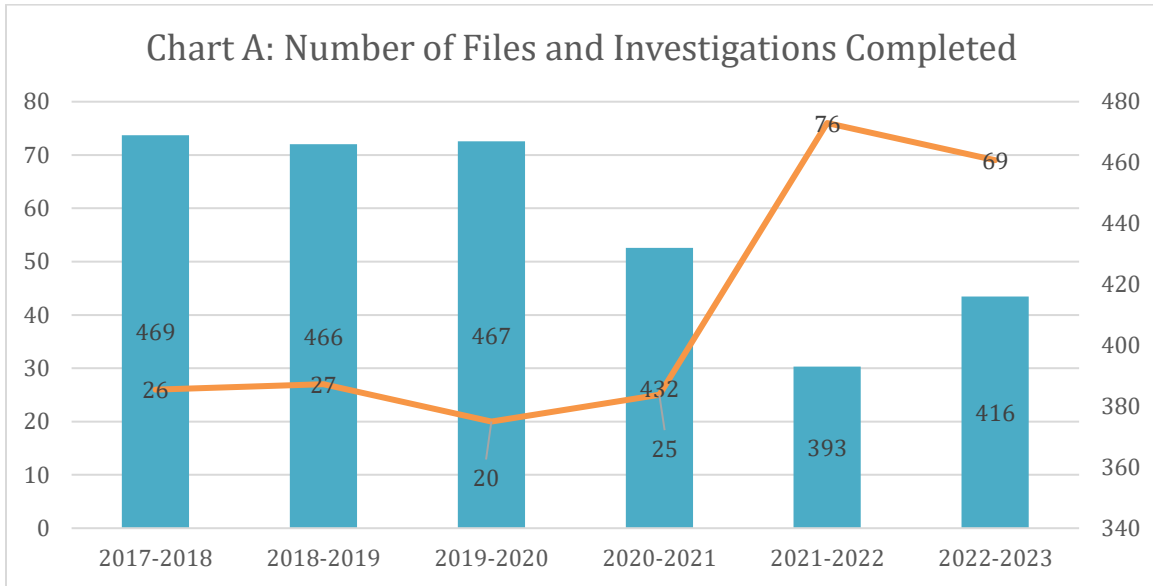
Amy Fish has been the Ombudsperson since 2016, and in 2022 she was officially confirmed for another (renewable) five year term.

Looking at our files from 2017- 2023, we see two interesting trends. After a decline in overall files during the pandemic, the volume of files is trending upward this year, from 393 to 416. We believe this correction will continue until pre-2020 levels are reached.

Interestingly, while the number of files declined, we saw an increase in the number of investigations. From 2017 to 2020, we had an average of 25 investigations per year. However, since 2020, we have been averaging 73 investigations per year. The details are in Chart A, below.

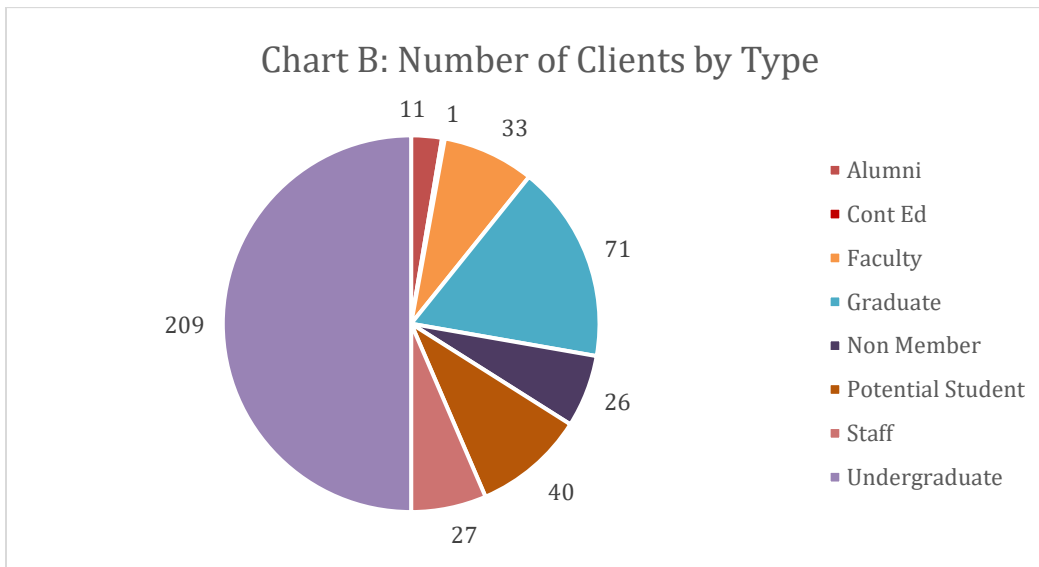
We believe that the increase in investigations has been brought about by the increased complexity of files in the past few years. The more complex a dossier the more likely it will

generate an investigation. Given the complexity of the dossiers that came to our office, an increase in investigation would be expected.



Community Overview

Please see Chart B below, for a breakdown of what type of clients came to our office.



As in past years, the majority of our files are from Undergraduate students, followed by Graduate students. We had one Continuing Education student this year.

After current students, our next largest category was potential students. Potential student concerns normally relate to whether an application was fairly evaluated. Individuals who reach out to our office with questions regarding the admission process (deadlines, documents, International

Students, etc.) would also be put in this category. Faculty and staff consulted with our office as well. We also had 26 non-members contact us with concerns.

Type of Contact

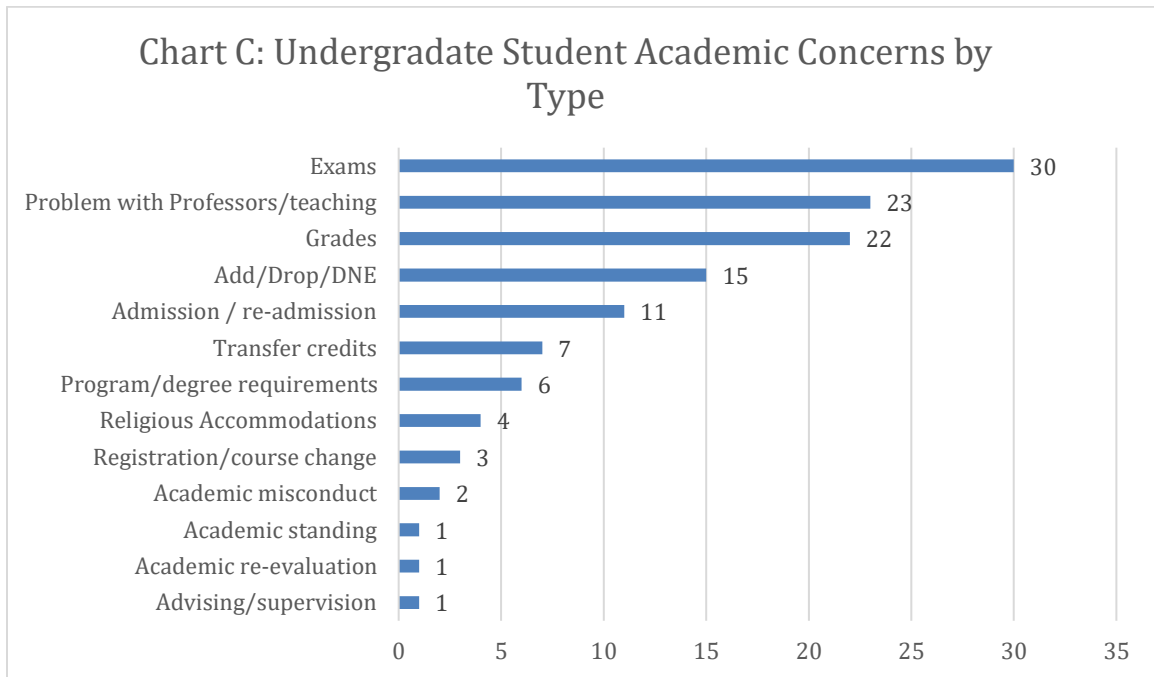
We continued to offer Zoom drop-in sessions this year. The volume is small but consistent and we believe this promotes the accessibility of our office. Most of our files come to us via email and almost all community members request zoom meetings rather than in-person. We do, however, continue to offer in-person meetings as an option.

Student Concerns

This year's concerns are similar in type to what the Ombuds Office has seen in past years. Undergraduate and Graduate students' files are presented separately below.

Undergraduate Student Academic Concerns

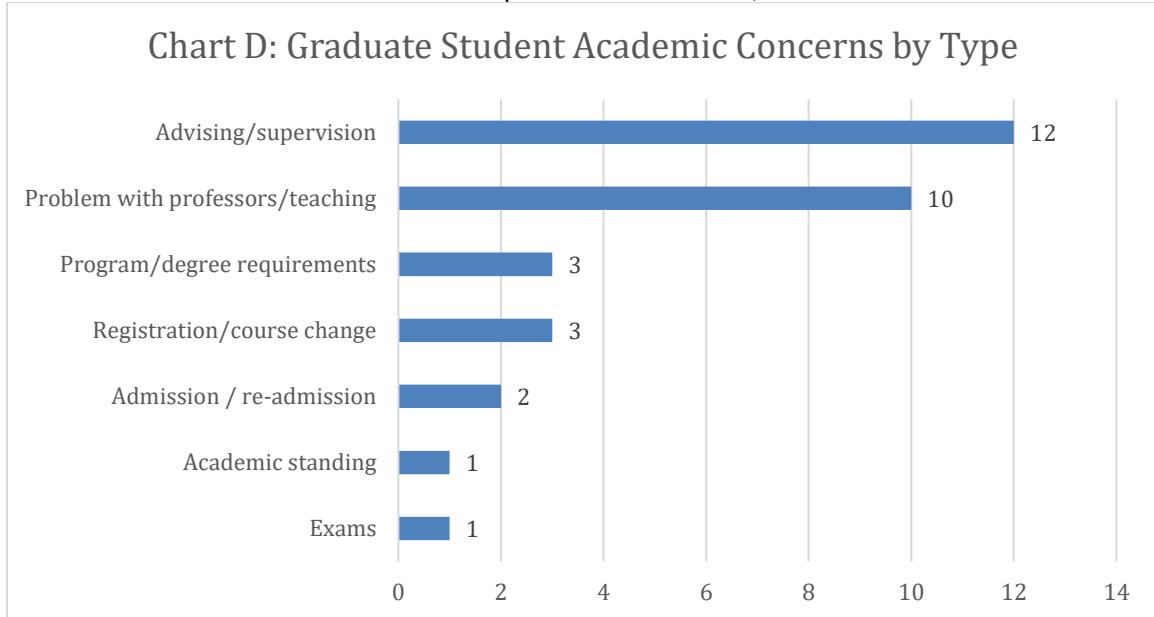
The main types of undergraduate concerns are presented in Chart C, below.



Consistent with previous years, the top three reasons students come to the Ombuds Office are Exams, Teaching and Grades. Interestingly, this year there were four files brought to our attention for religious accommodations. We appreciate the support of the Provost's Office, the Equity Office and the University Chaplain in finding fair solutions for these students.

Graduate Student Academic Concerns

A full breakdown of academic concerns is presented in Chart D, below.



This year, the top two reasons that Graduate students came to our office were Advising/supervision and Problems with professors/teaching. Students have a variety of concerns in these areas, for example:

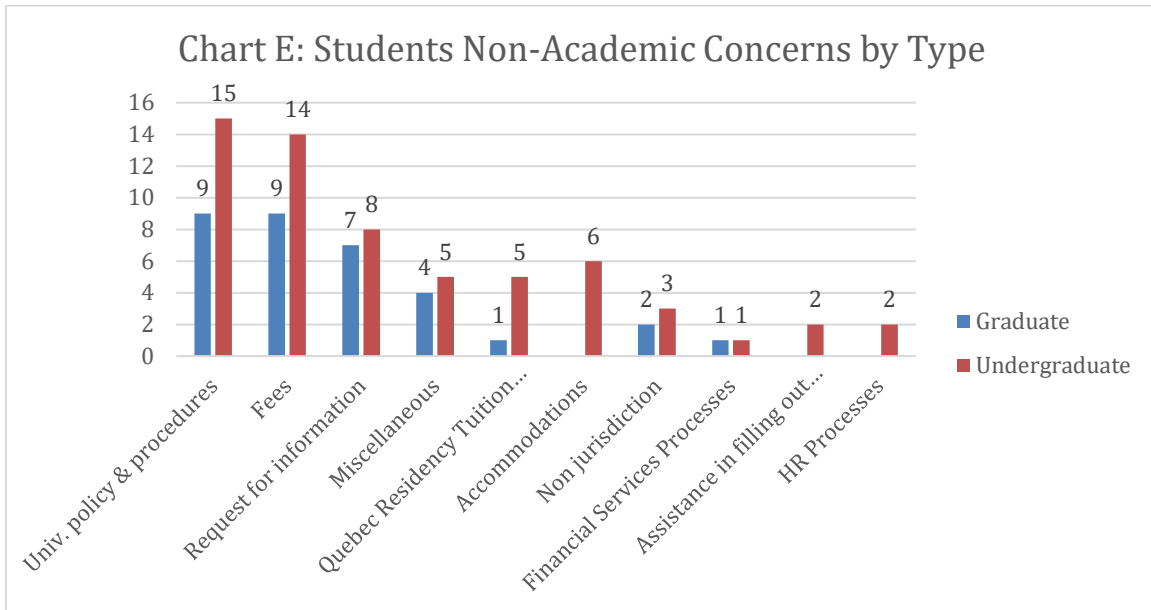
- Request for assistance in communicating with supervisor;
- Lack of clarity regarding supervision expectations; or
- Conflict regarding research goals and objectives.

In these situations, we encourage students to get support from the Graduate Program Director and/or the School of Graduate Studies. The Ombuds Office normally assists with coaching and/or suggestions going forward.

With a view to continuous improvement, the Ombudsperson was invited to be a panelist at the School of Graduate Studies' Supervision workshops. These workshops provided an opportunity to discuss some of these issues with faculty members.

Student Non-Academic Concerns

The Ombuds Office can also assist students regarding issues that are not purely academic in nature, as shown in Chart E, below.



For several years in a row, University Policy and Procedures was the top non-academic category for both Graduate and Undergraduate students, in all cases followed by Fees.

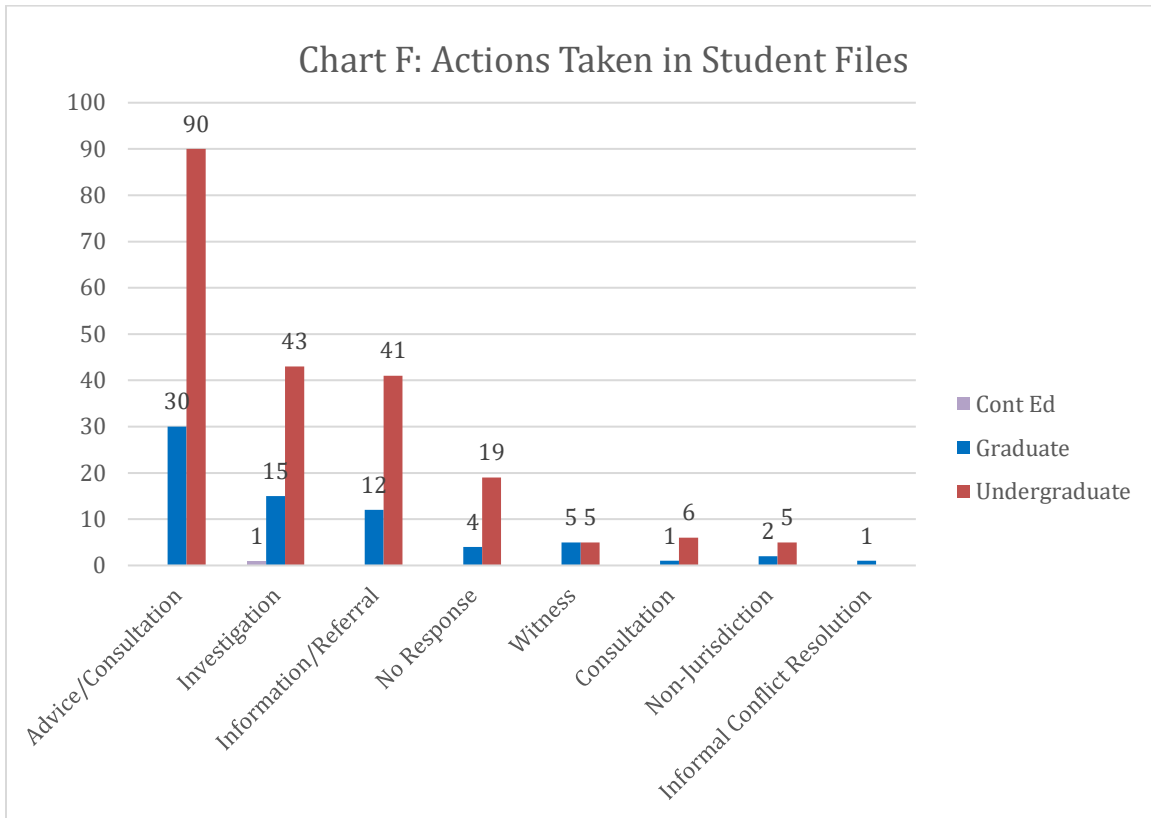
Policy and procedure questions can range from how to apply for an academic re-evaluation to specific departmental policies about internships or co-op placements. In those files, we point students to the correct information and continue to support them until the matter is resolved.

Issues with Fees could be questions relating to how or why certain fees were calculated, or students who believe they should be paying Quebec fees and would like assistance correcting their accounts.

We had five files outside our jurisdiction this year. Before we can clearly determine that something is outside of our jurisdiction, we meet with the students to get more information. This year, we received several files regarding incidents that occurred five or more years ago, and therefore we were unable to investigate those matters. We also saw a few files regarding issues that happened outside of Concordia University and were therefore deemed outside of our jurisdiction. Whenever possible, we offer students or former students another office to consult.

Resolution of Student Files

The Ombuds Office normally provides advice and information to students, as shown in Chart F, below.

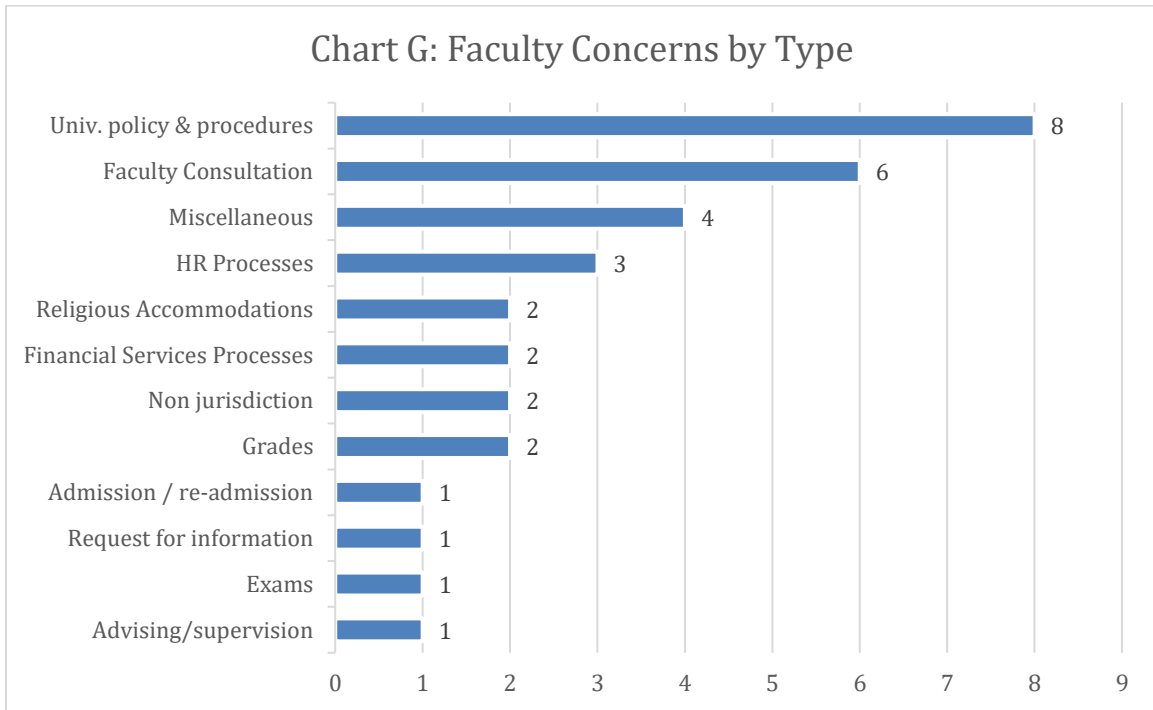


By far, the most common action taken in student files is advice and consultation. Advice might include clarifying correspondence, suggestions for alternate approaches or appealing University decisions. If the student is working with a student advocate, the Ombuds Office might meet with both at the same time.

When the Ombuds Office investigates an issue, that means that the initial meeting has shown a possibility of unfairness and an inquiry is necessary before conclusions can be drawn or recommendations offered. An investigation includes a review of all necessary documentation, interviews with key personnel and a deep analysis. Students receive a written summary of their call as well as a written notice of conclusion. If recommendations are offered, they would appear in the notice.

Faculty Concerns by Type

This is the second year that Faculty and Staff concerns are presented separately.



Faculty Concerns

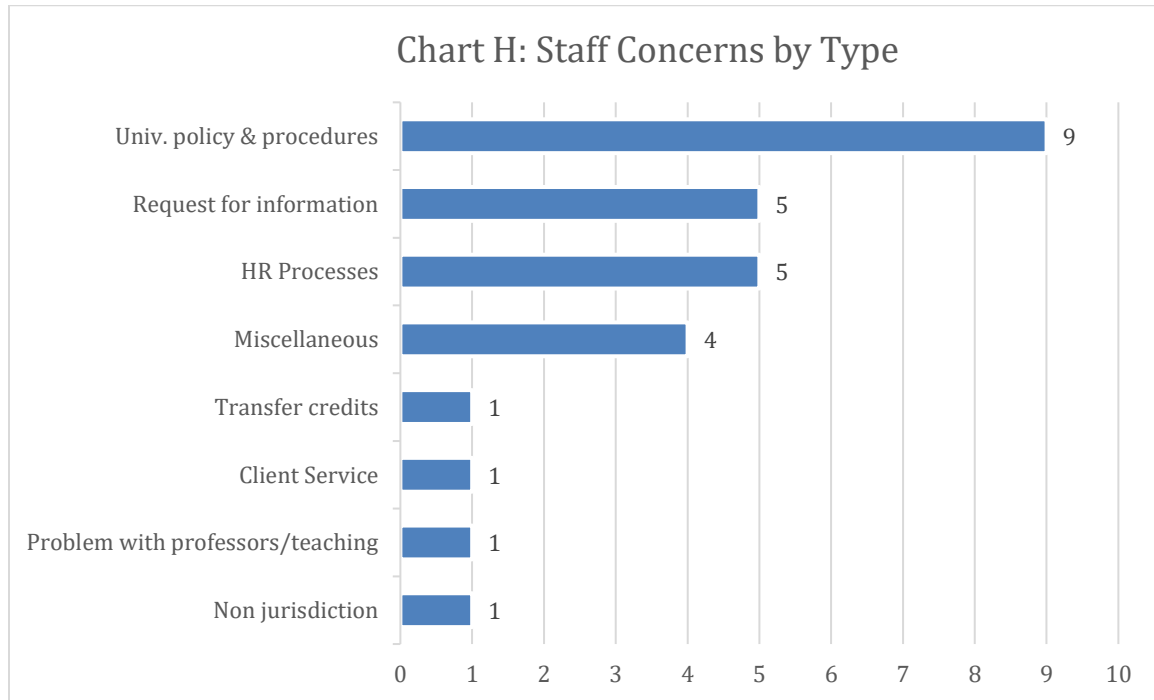
Last year there were 23 Faculty concerns, this year there were 33. In all likelihood this is because we have been encouraging faculty to consult with our office and have presented at New Faculty orientation. We believe that the Ombuds Office can prevent escalation by being involved early.

Faculty members come to us for reflection regarding whether policies and procedures are fair and being applied fairly. Consultations range considerably – they might relate to students who have requested an exception to a rule or colleagues who might disagree about process.

We introduced a new category this year called HR Processes. These files are mainly about payroll queries and other Unity concerns.

Staff Concerns

A summary of staff concerns by type is presented in Chart H, below.



As in previous years, the majority of questions relate to University Policies and Procedures. The new category of HR processes was relevant for staff files as well.

Select Recommendations 2022-23

The Ombuds Office has made several recommendations this year. A few examples are provided below.

1. Review communication regarding payroll issues and concerns.

There were 11 inquiries regarding payroll in the past year. When the Ombuds Office escalated these issues, we were promptly replied to, and information was offered to community members. We understand that the implementation of Unity, as well as short staffing in the sector, has made it difficult to respond to multiple questions. For this reason, the Ombuds Office recommended that Human Resources review their communication strategy. This recommendation was well received, and we are optimistic that this issue is being addressed.

2. Appropriate documentation must be used when providing information to third parties (such as parents).

Some parents can be persistent in their request for information or desire to discuss their child's information. Concordia has a form that can be used when information can be released to a third party. However, we do not have a blanket document where a parent or spouse can "act on behalf of" one of our students. We have seen parents draft their own documents and try to use them in an effort to gain access to student information. This recommendation was to caution staff, faculty and administration to exercise extreme caution regarding personal information. We offered

support to departments who are facing this challenging situation, and we know that this recommendation has been implemented.

3. Find a safety net for specific student application errors

When a student is put on failed standing and they are ready to return to Concordia, they must first apply back to the department where they failed. This year, we learned that if a student inadvertently applies to the wrong program, this error may not be caught, and the student might not receive an error message. This issue arises because of the automated way in which re-admission applications are processed. While every effort is made to remind students of the process, it is our understanding that occasionally instructions can be missed. For this reason, we have recommended that this be looked into in more detail to find an appropriate solution such as an audit. We have been told that this has been taken very seriously and a variety of solutions are being looked at to avoid this problem in the future.

4. Review procedure for awarding credits for Technical DEC's

Upon admission, student files are evaluated and where applicable credits or exemptions are offered. We noticed that for students entering Concordia with a Technical DEC, there were some discrepancies in the way their CEGEP credits were appearing. The end result was that sometimes corrections had to be made to student files after they had completed several semesters toward their degree. We recommended that this problem be looked into and we have been told that the issue is currently being evaluated with solutions in mind.