

Harassment and Discrimination Survey Commentary

If you answered Yes to Question 4, please tell us of your experience without using any names or organizations.

I have a feeling that my plans would have been graded differently if I had a western name.
I was commissioned in 2010. From my overall experience discrimination is within fellow members and I am grateful that it was the association who made it possible for me to survive these malpractices. At the time the AOLS would assign you a supervisor(the owner of the firm you are working for) and in addition a monitor(a qualified member elsewhere). My issue was with the monitor. At first he was glad to accept me over the emails until we met soon after at an AGM and he realized that I was Black(thats my suspicion)-from then on he stopped responding to my reports without even an excuse! The supervising surveyor tried to reach out to him but his usual wespond was-"I will look at the reports". This went on for more than a year until the Supervising surveyor representative decided to write to the AOLS registrar at the time. The registrar also reached out but again the Monitor was sluggish until the Registrar decided to assign me a different monitor. Things flowed after that. I thank the AOLS for coming to my rescue.
1. Employees talk about skin color and judging performance based on that. 2. Personally feel that I am discriminated during performance review/compensation negotiation
police did never respond to my calls while I was attacked by angry neighbors or contractors, on the other hand they arrived on their calls - my English is not good enough to trust me. Very known public person called my son "fucken Russian" when he was working in the street. Many... many samples to present, but sorry I don't believe your action will be successful.
Aggressive attacks and unreasonable responses
Hiring Practices specifically re-hiring for summer job. I had a previous workplace that seem to re-hire not based on performances or how well you worked as a part of the team, but rather interpersonal(i.e. relatives) relationship and/or race (being predominately white)
In government workplace, overlooked for employment oppprtunities as I am not bilingual and often excluded from conversation and discussions as well.
At the workplace, or in interaction with the public - however nothing to do with AOLS officers or related processes
In the first instance, early in my career, while in a meeting my manager, the director popped in and after some small talk, jokingly referred to me as a "PAKI", laughed and left. The manager was embarrassed. The director later apologized sheepishly, wanting to paint over his remark quickly. I left the organization shortly after. In the second instance, my section head referred to me as a "PAKI". I was stunned at their incredulous insensitivity and complete ignorance. While they apologized later, the hurt of that instant forever stained our relationship. In the third instance, at an AOLS function, I was asked why I was a surveyor if I didn't drink for religious reasons.
Women are mostly invisible member of the association - second class members. In the office men are paid better
in the 90's many positions for hire were restricted and cacaasian men were not allowed to apply
In hiring process in a governmental position for ols, despite of I have had many successful and unseccessful interviews before I found that they have not evaluated me based on my qualification and competence and the result of interview was obvious from the beginning.
Once at an AGM, I was asked to leave the hospitality suite by an older member. There was no apparent reason for his request as I was part of the AGM committee. It seemed as though I was being

<p>discriminated because of my age or race. When I politely replied that I am in charge of the suite, the member backed down. In another instance at my work, I was supposed to attend a social event with some clients. I was excited to attend as I was still junior in my career. On the day of the event, I found out that someone else was going in my place. The other person was also junior and was white. Again, I am not sure if this was due to race or some other discriminatory reason.</p>
<p>Upper management at my firm does not represent the general population of the rest of our company. We have employees from different backgrounds whom are all hard working but the people whom get promoted the most are Caucasian. Our upper management consists of over 95% Caucasian at the moment which is a very poor reflection of the rest of the company.</p>
<p>I was an articling student at one of the largest survey companies in Ontario. I was harassed by management on a regular basis. I was told when I was hired on that I would be at home with family each night but when I began working I spent few days at home each month and the rest of the time I was forced to work out of town. When I would come back to the office I would be belittled in front of co-workers by management. This took an unbelievable toll on my mental health and as time went on, the harassment would get worse and my mental health deteriorating rapidly. I was bullied, harassed, and constantly accused of lying and cheating. When my hours on my paycheque did not match the hours I submitted, I was told I didn't deserve them. I left this company in 2015 without a job to go to. Being unemployed with a small family at home and not knowing where my next paycheque was coming from was stressful but my mental health was slowly improving. I found a job in public service later that year that treated me like a human being and began the slow road to my mental health recovery. Looking back at my time with that company and the damage they did to my mental health, the living nightmare that I dealt with on a daily basis, I don't wish that on anyone. Discrimination should not be tolerated at any level in the workplace. The damage it creates does not stop at the individual, it precipitates into their family, their friends and their community. It is a cancer, and it needs to stop.</p>
<p>While being present at a meeting being lumped into the catchall term "boys" or "gentlemen" and on some occasions being present when an inappropriate "joke" is told without acknowledging that I might be offended or realizing after that they were being indiscrete and apologizing unless challenged by me or others. Although inappropriate jokes are not professional in any setting.</p>
<p>Been referred as 'you people' on more than one occasion</p>
<p>Can't even begin to answer this question in a box this small...over 40 years of being part of a group that makes up less than 10% of the whole provided countless tales. Too weary on the topic to start describing.</p>
<p>Hiring</p>
<p>Not offered work to suit experience and qualifications</p>
<p>Passed over for promotions and assignments because I am white</p>
<p>Poor / lack of understanding of OLS value, knowledge & role in society; contribution to corporation knowledge, business & success</p>
<p>My Articling process took a long time because the company was a small one and couldn't replace me with a party chief in the field. Therefore he postponed my office hours and I had to transfer my Articling contract. There is not enough monitoring from Association to make sure there Article students are in right track or no.</p>

Can you suggest specific changes the AOLS should make to reduce or ideally eliminate discrimination?

more training with respect to harassment and discrimination policies
Can't think of anything specific at the moment but I think the above would be a good start.
dealing with discrimination is a topic that can be fluid and ever changing based on the norms of a society. I think that if the AOLS is going to be reviewing this topic, it will assist the membership from the standpoint of regular training. When the police issues were going on in the US, I read one article from a trainer on discriminatory practices and the one thing that stood out was his insistence that this type of training has to be ongoing (sort of like a "use it or lose it" approach). if we pursue this, regular training/courses will be beneficial I think.
The AOLS should continue to ensure the highest of ethical standards are kept in accordance with CANADIAN LAWS and only applicants that demonstrate clear ability to meet AOLS requirements and communicate in Canada's official language be admitted regardless of sex, colour language, religion and country of origin be admitted as members. While being diligent, Don't get caught up in a movement resulting from the actions of an extremely minute few. Please never let a frivolous discrimination claim interfere with refusing admittance to our profession nor let it stop canceling a person due to unethical behaviour.
Educate Members on this topic
Prominent messaging on the part of the AOLS and training available through Continuing Education
no
AOLS has gone above and beyond expectations and I have seen no evidence of discrimination but lots of evidence that they actively encourage and help everyone equally.
Yearly webinar focusing on reducing discrimination and understanding what it is
The complaints process:- While it is a good practice for fellow members to report any acts of misconduct by others the AOLS should devise a robust way of scrutinizing the nature and motives of such. No-one should be allowed to speak at the back of others anonymously as that is usually the root of unfairness. The AOLS should also highlight the benefits of new players coming into business so that it is viewed as positive thing rather than people who are coming to take away business from the already established firms.
Respect members, and don't trust so called "public" lairs
Start assisting members instead of attacking them
I have no suggestion but hope AOLS continues to include people based on merit, not the way they look or speak.
Create a mandatory mentorship program partnering all new members with an OLS for their first three years, providing a conduit of "protecting" or ensuring their development as a professional surveyor carries values of respect, inclusiveness & dignity, not just for themselves, but those in every walk of their life. The OLS cannot be in the same organization as the new member. Attach a CPD value on it perhaps, but I think it's also incumbent on OUR profession to grow professional leaders. THIS IS A PROBLEM!
better integration of members, men - women, old - young - foreign - domestic - break down the barriers
I'd be interested to hear the results of the previous survey to cause concern to council. Are there stat's/comments/results available to Members?
amending code of ethics and assuming this action as a professional misconduct.
Education, education, education.
This is quite the sensitive topic because I do not know of any actions the AOLS can take to decrease the discrimination of a company when it comes to promotions. Companies can make up all sorts of

excuses as to why an individual is not being promoted which can be valid or not. The AOLS has no way of verifying that the excuses are legitimate unless they sit down with both parties involved. It seems that most of the new articling students in the past 3 years are of a different race/sex so we will see if this discrimination is still occurring province wide within the next 3 to 5 years. I believe it will continue to happen. This is a subject that cannot get solved over time as the general population of the licensed OLS's are "old school" and were brought up differently.
In my opinion from my circumstances I don't know that there would have been much the AOLS could have done to help. I think the best thing I could have received at that time was support from other articling students going through the same thing. I don't know how that would be accomplished, but I know that if I could have talked to other people across the profession I may have been able to deal with the discrimination better. At the time I thought that the way I was treated was the same way everyone was treated. it wasn't until I left the company that I discovered this was far from the truth. Maybe a support group of sorts for articling students or members might be beneficial.
Unconscious Bias training
Actively recruit, encourage, support women to admission. Eliminate any Aols sanctioned activities that include only men....
Communication and Education is the best way to make people aware of what to do and act
Even though this association is overly saturated by males, and that there should be a higher representation of females within, it was evident to all associate members (before I took my licensing exams) that the association was attempting to priorities female applicants. This prioritization may not have been accompanied with differences in the associations acceptance standards, but this environment was/is problematic. Showing a strong desire to equalize the association can lead to discrimination, even though this equalization is intended to show a greater acceptance of diversity.
Reach out to professionals that deal with issues of discrimination. Find ways to encourage minorities to get into the industry and get into higher positions within the AOLS so that they can have influence on policies.
Promote Educational Webinars or Seminars relating to discrimination.
By its nature as an governing body the image the association portrays is one of authority, softening the image may help foster members feel more welcoming regardless of gender, race, religion.
Discrimination is not a problem until it is a problem. Old school attitudes need education and focus rather than a hard line (at least initially). Communication and education are key.
no, just follow the current practices and treat each other the way you wish to be treated.
I have no meaningful suggestion(s)
Removal of names/age/sex etc. from AERC qualification reviews. I am not sure how prevalent discrimination is in the process but removing that information in the application review would help to avoid bias in the process.
Open dialogue
AOLS is aiming in the proper direction. Educating all members regarding this important issue is critical in creating equal opportunities within this profession.
None at this time.
not sure
None.
education with real unnamed stories of discrimination
Constant communication with members. The internet has provided us with unlimited resources to help our organization reduce discrimination amongst us.
MORE TRAINING / COURSES

Put articles in the quarterly.
Promote inclusiveness in selection of council and committee membership. Change professional exams to an unbiased format.
I would need a proper definition
1-Official, clear and severe reprimand policy/procedure...I have heard of some terrible stories about verbal abuse of our female members after a night of drinking at the AGM 2-Look at Council being more of a "board" like a publicly traded corporation...would eliminate the self-serving appearance, would allow diversity (hard to do now with the majority of members being male), would minimize bias 3-Eliminate or change the social events at the AGM that prevent all members from attending--- Veterans dinner, Women's breakfast, Senate meeting...these are all discriminating at some level
Never experienced discrimination in the AOLS. As white male, I am not exposed to these hardships.
Offer training.
Review any complaint involving Discrimination.
None
Canada's future depends on immigration and and so it is critical that the issue of discrimination against any group of people including out indigenous peoples is dealt with openly and fairly. Regrettably, I have no specific suggestions how that should be done
add to the Ethics and Professionalism EAK to cover this topic in more detail
Education is the best method in my view to stop those who do so out of ignorance.
More public education and support for members, not be afraid to advocate for members and not rely on other organizations such as PSC that is not well supported by AOLS.

Do you have any other comments, including comments about the survey?

No
I think it is a bit late but I think it is very important and hopefully some positive changes will come out of it.
No.
The AOLS Harassment and Discrimination Policy noted in Question 18 could not be found on the member's side of the AOLS Portal. What is the point in identifying a policy if it is not published anywhere!!
My understanding, as limited as it is, is that the AOLS is very sensitive to this subject and takes the lead on behalf of the Members.
reasonable to look at but not really tat important to me
I am very proud of our Association, the work they do and how its conducted. From what I see, we are a model of what corporations should strive for with respect to inclusivity.
This survey intermixes AOLS and survey companies. It is difficult to answer some questions for this reason.
This survey is a welcome good first step and we hope that it will not end with simply collecting information. In general I have seen the AOLS work very hard in the last few years. Personally attribute the success of my small firm the following; 1. The countless amount of advise that I got from the then Registrar at the time that I went into business, including directions as to where to get various pieces of information/resources 2. The impartial 2 comprehensive review processes that I have gone through so far. The scrutiny was clearly meant to further educate and I feel more empowered coming out of them. We have as a result developed more tools and processes and have gained some clarity on various aspects as well.
I am deeply saddened by the fact that I am being treated like a "lower" level employee with different survey firms that I worked with including the existing one.
My wife has to quite the job because she couldn't defend herself - because of poor English. Finally offender was fired when I came to action
Discrimination should not be tolerated - however the regulator should exercise great care introducing new requirements that can negatively impact the little freedom and common sense left in our professional world
This is a REAL problem that desperately needs a REAL solution that doesn't involve checkboxes for developing training courses and policies. Until you want to effect REAL change and hold people accountable for their behaviours, regardless of what office they hold, NOTHING will change! These experiences destroys a person's psyche, their career... their family.
It's hard to break down the old boys club - even with changing demographics the club seems to survive. There is a ton of racial discrimination within the membership. Everyone seems to think a surveyor is a big strong older white guy! Good luck with this.
Q18. was a surprise. I didn't know we had one. Perhaps we just need to communicate this
I think it's great that AOLS is taking this course of action. It isn't something that will be changed quickly, but we need to stay the course.
no.
Most of the sexist comments come from the members who seem to have the mindset that surveyors are only male, even when you are sitting at the same table. Most often I find they are the ones who like to think they are "funny" and are vying for attention from the group. They are repeat offenders even after being corrected and reminded that there is a female present. It doesn't seem to make a

lasting impression. They don't seem to take their indiscretions seriously and sadly, I don't think they will ever change.
Good luck, initiative worth the collective effort.
Nothing at this stage. When my business gets more employees, I will be sure to visit the AOLS Harassment and Discrimination Policy.
I think the survey is a good first step and that the AOLS will follow through with implementing actual changes within the organization should minority groups within the AOLS deem it necessary.
No
Reflecting on the events over the past year I have come to the realization that while the majority of Canadians are not overtly racial in their thoughts and actions I believe that due to our upbringing in a population with a predominately European background we all have subconscious tendencies to favour those whom with we share a similar appearance and culture. We must all do some soul searching and self evaluation and then make every effort to remove this bias from our thinking and decision making.
When I first started the association seemed to me to be a bastion of British patriarchy but I always felt welcomed and treated fairly. The outward image did not fit the inner reality. I think more has to be done to change that image. Of course inner changes need to occur also, such as more diversity.
This is a topic that deserves air-time / attention; whether this is problematic to our membership will be seen, I certainly hope not. The implications of having a discriminatory workplace are so broad and negative, realization that there is simply no room for these practices in yesterday's nor today's work environment must be accepted.
use common sense and think of others instead of only yourself. you can not codify every possible scenario or perceived situation and do not try to do so. you will fail miserably.
No
Equality of opportunity is paramount. Equality of outcome invariably leads to problems. Membership education should focus on the collective benefit of diversity: 1) benefit to the public 2) benefit to our membership
no
This is important. It is also important to recognize the problems employers face when dealing with a 'rogue' employee who falsely claims discrimination.
none
Discussing this topic in any particular forum is key for the public and professional awareness.
Not at this time.
many questions are relevant to my situation
None.
I have never experienced any Harassment or Discrimination by the AOLS or as a former employee of the AOLS. Zero tolerance is the only acceptable level.
Thank you. Its an important matter with the variety of
No
no
you mean "this" survey? no
I believe the AOLS has cembraced much change over that last many years. It is far lass of an "Old Boys Club" than it was in the past. There is still work to do and I applaud Council for moving forward with this initiative

None. I have much training on the matter from my employer (MTO).
All Firms should provide a Harassment and Discrimination Policy to their employees. The employees and staff should be made aware of the Harassment and Discrimination Policy.
No
This is an important topic to pursue.
overall I suspect this problem is minimal, though it would be interesting to see the results of the survey to determine how widespread this issue is.
No
I feel that this should not be a priority for the AOLS at this time although Surveyors should be aware of the issues and should get training on their own time. I've never had an issue with anyone at the AOLS office or other Surveyors.