Canadian Council of Muslim Women (CCMW)
Diversity, Equity, Inclusion, and Accessibility Statements & Associated Procedures

About these Statements

The Canadian Council of Muslim Women (CCMW) is an organization dedicated to the equality, equity and empowerment of all Muslim women and girls in Canada. Our mission is to affirm the identities of Canadian Muslim women and promote their lived experiences through community engagement, public policy, stakeholder engagement and amplified awareness of the social injustices that Muslim women and girls endure in Canada, while advocating for their diverse needs and equipping regional CCMW chapters with the necessary resources to maximize national efforts and mobilize local communities to join the movement.

CCMW is committed to the inclusion and equity of all women and girls in Canada who identify as Muslim, including members of minority sects, Indigenous communities, and 2SLGBTQIA+ communities. In our continued pursuit to advocate for and advance the equality of Muslim women and girls, we work from an intersectional feminist, anti-racist/anti-oppressive lens that is consistent with the laws of Canada, such as the Canadian Charter of Rights and Freedoms and our human rights laws, as well as the Quranic message of God's mercy, justice, and equality of all persons:

"Human beings, We created you all from a male and a female and made you into nations and tribes so that you may know one another. Verily the noblest of you in the sight of Allah is the most God-fearing of you. Surely Allah is All-Knowing, All-Aware." [Quran, 39:13]

"O, you who believe, be upright for God, and be bearers of witness with justice!" [Quran, 5:8]

In applying an intersectional lens in all of its work, CCMW is particularly cognizant of and dedicated to addressing and preventing the disproportionate and unique forms of inequalities faced by specific communities, such as anti-Black racism. Our identity as Muslim women of diverse ethnic, cultural, and racial backgrounds is integral to being Canadian.

While our mandate is to serve Muslim women and girls, CCMW is committed to upholding and practising the values of anti-racism/anti-oppression, equality, and inclusion in our work with all communities we partner with across Canada. We value a pluralistic society and strive for the goal of strength and diversity within a unifying vision and the values of Canada.

These policy statements and procedures are based on a comprehensive internal policy Manual which contains a set of detailed policies and procedures that set out the principles, benchmarks, and best practices for being an organization that is equitable, inclusive, diverse, and anti-racist/anti-oppressive. The full policies and procedures are in our internal Manual.

Each policy sets out the roles and responsibilities of those affiliated with or working with CCMW, as well as clients and service users of CCMW.

Anti-Discrimination and Anti-Harassment Policy Statement

CCMW is committed to providing a safe, inclusive, and respectful environment for all staff, volunteers, clients, and service users. Discrimination and harassment are strictly prohibited and will not be tolerated under any circumstances. This policy applies across Canada and aligns with all provincial and territorial human rights and occupational health and safety laws (See Appendices A and B). This policy applies nationwide and integrates all applicable human rights and occupational health and safety laws. We are committed to removing systemic barriers, offering reasonable accommodation, and promoting equity through accessible programs and services.

- **Discrimination**: Unequal treatment, whether intentional or unintentional and whether direct or indirect, based on personal characteristics such as race, gender, religion, disability, sexual orientation, age, etc (each province/territory has different listed prohibited grounds). Even if other factors were involved in the unequal treatment, if one's personal characteristics were a factor, not even the primary factor, in the treatment, this constitutes discrimination.
- **Systemic Discrimination:** Organizational policies or practices that result in exclusion or disadvantage based on personal characteristics.
- **Bullying and Harassment**: Unwelcome behaviour (e.g., comments, actions) that a reasonable person ought to have known would humiliate, offend, or intimidate another person. This includes:
    - **Personal Harassment** (e.g., bullying, psychological harm)
    - **Sexual Harassment** (unwanted sexual conduct)
    - To be clear, exercise of managerial oversight and performance management generally is not bullying or harassment.

Responsibilities

This policy applies to all employees (full-time, part-time, contract), volunteers, interns, board members, management, consultants, contractors, external partners, funders, clients, and service users. All individuals connected to CCMW—including employees, board members, volunteers, interns, contractors, and clients—must:

- Treat others with dignity and respect.
- Refrain from discrimination and harassment.
- Participate in mandatory training.
- Report incidents promptly and cooperate with investigations.

Leadership is responsible for implementing this policy, training personnel, ensuring accessibility, addressing complaints, and updating the policy annually.

Anti-Discrimination and Anti-Harassment Procedures Summary

These procedures outline how workers (including employees, volunteers, interns, students, board and chapter members, consultants, external partners, and contractors) and non-workers (clients, service users and funders) can report discrimination, harassment, or violations of CCMW's Anti-discrimination and Anti-harassment Policy. They also detail CCMW's process for responding to complaints. The person making a complaint is the *complainant*, and the person the complaint is about is the *respondent*. CCMW will:

- Treat all complaints seriously and respond promptly
- Provide appropriate support and information to complainants
- Prevent and prohibit retaliation
- Offer translation and interpretation services at no cost
- Comply with all relevant provincial/territorial laws related to workplace discrimination and harassment

CCMW understands the difficulty of reporting discrimination or harassment and will handle all complaints as confidentially as possible. However, investigations may require disclosure of personal information for fact-finding, corrective actions, and legal compliance. All personal information will be handled according to privacy laws, and all investigation records will be securely stored.

Informal Complaints

If you believe you've experienced discrimination or harassment at CCMW, you may:

- Speak directly with the person involved (optional)
- Contact the Executive Director by phone, email, or in person

The Executive Director may:

- Meet with the complainant and/or respondent
- Facilitate a joint meeting
- Recommend filing a formal complaint in serious cases

Formal Complaints

If informal resolution is not possible or preferred, you may submit a formal complaint to the Executive Director at Nuzhat.jafri@ccmw.com. If the complaint is against the Executive Director, contact the President of the Board of Directors, Nina Karachi-Khaled, at ninakk333@gmail.com.

In your formal complaint, describe what happened, relevant dates, times and locations of what happened, and the names of any witnesses.

While anonymous complaints are accepted, providing your name and contact information is encouraged for a thorough response. If you're unable to write due to a disability, contact us by phone.

Investigation

All formal complaints will be investigated either internally or by a third party. Investigations typically conclude within 90 days unless extended for valid reasons. The process may involve:

- Written records of the incident
- Interviews with complainant, respondent, and witnesses
- Review of relevant documents and digital evidence
- A written report with findings and recommendations
- Retention of the report for at least 3 years
- Submission to relevant authorities if required by law

Both the complainant and respondent will receive written notification of the investigation outcome.

No Retaliation

Retaliation against anyone who makes or supports a complaint is strictly prohibited and may result in disciplinary action, including termination. Retaliation complaints follow the same procedures as harassment and discrimination complaints.

Withdrawing a Complaint

You may withdraw a complaint at any time, formally or informally. However, CCMW may still be required to investigate if there’s a potential risk to others. If needed, you may withdraw your complaint by phone, and CCMW will confirm in writing.

Accessibility and Accommodation Policy

CCMW is committed to creating an inclusive, accessible, and barrier-free environment for all individuals involved with the organization, in accordance with its Anti-discrimination and Anti-harassment Policy and all applicable provincial and territorial human rights and accessibility laws. CCMW prohibits discrimination and harassment based on protected grounds, including but not limited to race, ancestry, colour, religion, language, sex, gender identity or expression, sexual orientation, physical or mental disability, age, criminal charges or record, political beliefs or activities, and social condition.

CCMW will provide reasonable accommodation to individuals up to the point of undue hardship to ensure full and equal participation in employment, programs, and services. CCMW will comply with accessibility legislation in all jurisdictions where it operates, ensuring physical spaces, services, and communication are accessible to people with disabilities.

This policy applies to all employees (full-time, part-time, contract), volunteers, interns, board members, management, consultants, contractors, external partners, funders, clients, and service users.

Responsibilities

- **Leadership (Executive Director and Board):** Oversee compliance, approve and monitor accessibility measures and training, and ensure this policy is available in accessible formats.
- **Management:** Design accessible programs, handle accommodation requests, train staff, and ensure all team members understand and implement the policy.
- **Staff, Volunteers, Contractors, and Partners:** Complete training, support accessibility efforts, and forward accommodation requests appropriately.

Accommodation Process

- Requests can be made verbally or in writing to management or the Executive Director.
- CCMW may request documentation for disability-related accommodations.
- Accommodations may include flexible work arrangements, accessible formats, support persons, assistive devices, or service animals.
- CCMW will address all requests promptly and fairly, and accommodate unless it would cause undue hardship.

Examples of accommodation requests that could be made include but are not limited to:

- Materials in different languages or accessible formats (e.g., video, braille)
- Interpreters
- Program delivery at varied times or formats (e.g., virtual)
- Flexible work hours due to childcare or other needs
- Usage of service animals (except where legally prohibited), assistive devices, support persons

Trauma and Violence-informed (TVIA) Approach Policy Statement

CCMW is committed to using a Trauma and Violence-Informed Approach (TVIA) in all its work. Trauma is a response to deeply distressing events, often linked to violence. TVIA recognizes how trauma and violence impact health and behaviour and aims to create safety, support control, and build resilience for those affected. CCMW centers survivors' voices, respects their choices, and works to prevent harm in all interactions and services. This policy applies to all CCMW staff, board members, volunteers, interns, students, contractors, funders, partners, members, and clients.

TVIA Principles That CCMW Follows

- Recognize the impact of trauma and violence on health, behaviour, and well-being.
- Create emotionally and physically safe and supportive spaces for everyone who works with, joins, or receives services from CCMW.
- Respect survivor agency, voice, and lived experience by promoting choice, collaboration and connection.
- Address systemic barriers, including racism, colonialism, ableism, and immigration precarity.
- Provide accessible services that reflect the diverse needs of survivors.

Responsibilities

Executive Director & Board:

- Lead and support TVIA policies and practices.
- Promote inclusive hiring and survivor engagement.
- Ensure policy access and annual review.
- Support mandatory TVIA training and well-being of staff.
- Respond promptly to policy violations.

Management Team:

- Design services that center survivor needs and voices.
- Provide ongoing TVIA training and support for staff and volunteers.
- Communicate respectfully and avoid retraumatizing behavior.
- Ensure clients are aware of and understand this policy.

Staff, Volunteers, Interns, Consultants, Members:

- Follow TVIA principles in all interactions.
- Complete training within a period specified by CCMW.
- Prioritize survivor choice, safety, and respect.

Anti-Racism and Anti-Oppression (ARAO) Policy Statement

CCMW is committed to fostering a workplace and community that is free from all forms of racism, oppression, and discrimination. We apply an Anti-Racism and Anti-Oppression (ARAO) approach across all areas of our work to create equitable, inclusive, and safe environments—especially for marginalized Muslim women and girls. An anti-oppressive framework helps us understand how systems like racism, sexism, homophobia, and ableism create systemic barriers. We aim to recognize and dismantle these systems in our work. This policy applies to all CCMW staff, board members, volunteers, interns, students, contractors, funders, partners, chapter members, and clients.

Policy Statement

CCMW has zero tolerance for acts of oppression, whether intentional or not, especially toward marginalized Muslim groups, including minority sects and 2SLGBTQIA+ people.

We acknowledge that:

- Systems in Canada often disadvantage marginalized groups due to colonialism and systemic inequality.
- Muslim women and girls face multiple, intersecting forms of discrimination.
- Identities are complex and overlapping, and should be understood through an intersectional lens.

CCMW is committed to:

- Addressing barriers and promoting equity for Muslim women and girls.
- Applying an Integrated Feminist Anti-Racism, Anti-Oppression (IF-ARAO) approach.
- Ensuring survivors of violence have the power to shape their own lives, healing, and futures.
- Creating safe, inclusive spaces free from blame, discrimination, or oppression.

Key Responsibilities

All individuals affiliated with CCMW must:

- Follow ARAO principles in their work and interactions.
- Complete mandatory ARAO training upon joining CCMW.
- Ensure services are accessible, inclusive, and respectful of diverse identities.
- Speak and act in ways that affirm dignity and reject any form of oppression.
- Help others understand and access this policy when needed.

CCMW leadership is responsible for:

- Making this policy accessible to all.
- Monitoring implementation and reviewing it annually.
- Responding to policy violations through clear and fair processes.

Cultural Safety Policy and Procedure

Our Commitment

CCMW is committed to being a culturally safe organization where Muslim women and girls of all backgrounds feel spiritually, physically, socially, and emotionally safe and respected. Cultural safety means creating an environment of dignity, inclusion, and understanding—not just learning about other cultures, but actively reflecting on our own biases, privileges, and power. It's about ongoing self-reflection, recognizing power imbalances, and ensuring our own beliefs don't harm how we serve others. This policy applies to all CCMW staff, board members, volunteers, interns, students, contractors, funders, partners, members, and clients.

What Cultural Safety Looks Like at CCMW

We commit to:

- Ensuring everyone connected to CCMW feels safe, respected, and understood.
- Making space for people to share and be heard.
- Recognizing culture as a strength.
- Allowing people to define what safety means to them.
- Questioning power dynamics and promoting shared learning.
- Avoiding treating a singular culture as the default.
- Understanding that cultural identity varies within and between communities.
- Reflecting on how one's own background shapes one's interactions.
- Listening without judgment and avoiding assumptions.
- Taking others' feelings of unsafety seriously, regardless of intent.
- Avoiding all forms of discrimination, stereotyping, or harmful language.
- Treating each person as the expert of their own lived experience.

Our Shared Responsibilities

- Leadership and Management: Set the tone, support training, and ensure services reflect cultural safety principles.
- Staff and Volunteers: Practice cultural safety, complete required training, and support clients with respect and openness.
- Clients and Partners: Communicate respectfully and engage with the policy in good faith.
- All CCMW staff, volunteers, and affiliates must complete cultural safety training within a period specified by CCMW.
- Violations of this policy will be taken seriously and addressed through CCMW's complaint process.
- This policy will be reviewed annually and shared in accessible formats.

APPENDIX A

Human Rights Legislation across the country and the applicable tribunal/commission for bringing a legal complaint outside of CCMW. This list is up to date as of July 1, 2025, and the below legislative frameworks may be amended, changed, or superseded after that date.

Province/Territory	Legislation	Human Rights Tribunal/Commission
Ontario	*Ontario Human Rights Code*	Ontario Human Rights Tribunal
Alberta	*Alberta Human Rights Act*	Alberta Human Rights Commission
British Columbia	*BC Human Rights Code*	B.C. Human Rights Tribunal
Manitoba	*Manitoba Human Rights Code*	Manitoba Human Rights Commission
New Brunswick	*New Brunswick Human Rights Act*	New Brunswick Human Rights Commission
Newfoundland and Labrador	*Newfoundland and Labrador Human Rights Act*	Newfoundland and Labrador Human Rights Commission
Northwest Territories	*NWT Human Rights Act*	Northwest Territories Human Rights Commission
Nova Scotia	*Nova Scotia Human Rights Act*	Nova Scotia Human Rights Commission
Nunavut	*Nunavut Human Rights Act*	Nunavut Human Rights Tribunal
Prince Edward Island	*PEI Human Rights Act*	PEI Human Rights Commission
Quebec	*The Quebec Charter of Human Rights and Freedoms* *Quebec Act Respecting Labour Standards*	Commission des droits de la personne et des droits de la jeunesse Tribunal des droits de la personne Commission des normes, de l'équité, de la santé et de la sécurité du travail Tribunal administratif du travail
Saskatchewan	*The Saskatchewan Human Rights Code*	Saskatchewan Human Rights Commission
Yukon	*Yukon Human Rights Act*	Yukon Human Rights Commission

APPENDIX B

Occupational Health and Safety Legislation Across the Country. This list is up to date as of JUly 1, 2025, and the below legislation may be amended, changed, or superseded after that date.

Province/Territory	Legislation
Ontario	*Occupational Health and Safety Act*
Alberta	*Occupational Health and Safety (OHS) Act* *Occupational Health and Safety Code*.
British Columbia	*The Workers Compensation Act* *Occupational Health and Safety Regulation*
Manitoba	*Workplace Safety and Health Act* *Workplace Safety and Health Regulation*
New Brunswick	*Occupational Health and Safety Act* *New Brunswick Regulation 91-191*
Newfoundland and Labrador	*Newfoundland and Labrador Occupational Health and Safety (OHS) Act* *Occupational Health and Safety Regulations*
Northwest Territories	*The Northwest Territories Safety Act (Consolidation)* *The Occupational Health and Safety Regulations (Consolidation)*
Nova Scotia	*Occupational Health and Safety Act* *Occupational Safety General Regulations, NS Reg 44/99* *Violence in the Workplace Regulations, NS Reg 209/2007* *Workplace Health and Safety Regulations, NS Reg 52/2013*
Nunavut	*Nunavut Safety Act (Consolidation)* *Occupational Health and Safety Regulations (Consolidation)*
Prince Edward Island	*Occupational Health and Safety (OHS) Act* *Occupational Health and Safety Act General Regulations* *Workplace Harassment Regulations* *Employment Standards Act (Consolidation)*
Quebec	*Act Respecting Labour Standards* *Act Respecting Occupational Health and Safety* *Act Respecting Industrial Accidents and Occupational Diseases*

Saskatchewan	*Saskatchewan Employment Act (Consolidation)*
Yukon	*The Workers' Safety and Compensation Act* *Workplace Health and Safety Regulations*

APPENDIX C

Accessibility laws across the country. This list is up to date as of July 1, 2025, and the below legislative frameworks may be amended, changed, or superseded after that date.

Province/Territory	Legislation
Ontario	*Accessibility for Ontarians with Disabilities Act* (AODA)
Alberta	*None*
British Columbia	*Not applicable* *Accessible British Columbia Act only applies to the government and prescribed organizations.*
Manitoba	*The Accessibility for Manitobans Act and its Associated Regulations*
New Brunswick	*Accessibility Act (The standards under this Act are still being developed)*
Newfoundland and Labrador	*Accessibility Act (The standards under this Act are still being developed)* *Building Accessibility Act* *Buildings Accessibility Regulations* *Service Animal Act*
Northwest Territories	None
Nova Scotia	*Accessibility Act (The standards under this Act are still being developed)*
Nunavut	None
Prince Edward Island	None
Quebec	*Right of Handicapped Persons Act does not apply to the private sector*
Saskatchewan	*Accessible Saskatchewan Act has not yet come up with regulations for organizations outlining accessibility standards*
Yukon	None