

Responding to student reports of discrimination or harassment

Instructions for Faculty and Staff



When responding to student reports of discrimination or harassment, it is critical that faculty and staff members be familiar with up-to-date requirements and procedures. We encourage all employees to review the following document carefully, and to seek additional information, as required, about the University of Calgary's policies and resources in this area.

If a student reports an instance of discrimination and/or harassment to you, please take the following actions:

1 Determine if it is a *life-threatening situation* or a *critical incident*.

If a student approaches you to report an act of discrimination or harassment, first assess whether or not it constitutes a life-threatening situation. In the event of a **life-threatening situation**, immediately call 911.

Second, assess whether or not the situation constitutes a critical incident. Please note that everyone experiences the world differently and there is no single way to define a critical incident. However, generally a critical incident is an unexpected and unusual event perceived by an individual as being threatening or traumatic. An example of a **critical incident** related to racism is a threat of violence.

If the situation is determined to be a critical incident with safety concerns, call **Campus Security: 403.220.5333**. They will assist with identifying and addressing immediate safety concerns.

As soon as possible thereafter, report the situation to the SCPA Director or Associate Director. The Director of the SCPA is Bruce Barton (bruce.barton@ucalgary.ca) and the Associate Director is Joelle Welling (welling@ucalgary.ca).

2 In all situations that are deemed **NOT** to be life-threatening or a critical incident, direct students to the Director or Associate Director.

If a student approaches you to report an act of discrimination or harassment that is neither life-threatening nor a critical incident, inform them that they have multiple effective options:

1. Direct them to the list of resources available at the University of Calgary. These can be found on the SCPA website at this address: arts.ucalgary.ca/scpa-edid-help-students.
2. Assist them in contacting the SCPA Director or Associate Director.

Faculty and Staff are not professionally trained to respond to reports of discrimination or harassment and therefore are asked to not engage in discussions with students about their concerns or complaints. Doing so could quickly worsen the situation. Instead, inform students that they have a range of effective options, and that the Director and Associate Director have received training to appropriately receive and act upon their complaints and concerns, which they can do with the assurance of confidentiality. Ensure that students have the contact information of both the Director and Associate Director.

3 Follow up.

After advising students to contact the Director or Associate Director, follow up with them within 24-48 hours to ensure that they were able to successfully schedule a meeting with the Director or Associate Director.

4 Be proactive.

Reacting to reports of discrimination appropriately is important, but Faculty and Staff can also be proactive by foregrounding anti-discrimination issues in the SCPA. Part of this approach includes ensuring students are aware of the resources available to them to report acts of discrimination.