

YOUR GUIDE TO RESPONDING WHEN SOMEONE SHARES AN EXPERIENCE OF NON-ACADEMIC MISCONDUCT (CODE OF STUDENT CONDUCT)

The objectives of this guide are to:

- *Educate faculty & staff on responding when someone shares an experience of non-academic misconduct or someone has observed non-academic misconduct.*
- *Provide faculty & staff with the steps required to support the student.*
- *Educate faculty & staff on the resources available to students.*
- *Provide quick access to emergency and resource numbers.*

RESPONDING

When someone shares an experience of non-academic misconduct

Thank you for sharing your experience with me. I understand this can be difficult.

- It's OK to express concern
- Explain any limits on your confidentiality

How can I support you? Do you have any immediate needs I can support you with?

- See back page for immediate concerns

Would you like to talk about some of the supports and resources available on campus and in the community?

- Offer choice and respect their decision about which supports feel right
- See supports through Blue and Purple folders and references on back page

Would you like to talk to the Manager, Student Conduct about more specific actions you can take?

- Offer choice and respect their decision about which reporting options feel right
- A disclosure to the Manager, Student Conduct allows for specialized advice, access to accommodations, reporting options and support navigation. It does not mean that the student is making a formal complaint

What not to say:

*What happened?
Where did it happen?
Who was involved?*

Why not:

There is no need to ask follow up questions – it is important at this point that they feel valued for bringing it forward

Listen, show empathy, and direct them to the appropriate resource who will get more details

*You should report this so it doesn't happen to someone else
You should report this, it's your right*

Why not:

Coercive

Providing choice is an important part of moving forward

If you witness or experience non-academic misconduct

- 1** If safety is an immediate issue, contact:
 - Dal security 902-494-4109
 - Off-campus emergency services 911

- 2** Initiate a conversation with the student

APPROACH:

"I see that you are not actively participating in your work group and I wanted to check in on you."

"I noticed you've been quieter lately and I'm concerned about you"

- It is OK to ask questions and express concern
- Be specific about the behaviour that worries you

LISTEN:

"Is there anything I can do to help you?"

- Listen with an open mind
- Be patient and give your undivided attention

SUPPORT:

"It sounds like you're feeling out of place."

"It sounds like this is a difficult situation to handle"

- Acknowledge their thoughts and feelings in a compassionate way
- Offer hope and reassure them you are concerned and want to help

- 3** Contact Student Conduct Office on next steps

The Student Conduct Office is an available resource for you to discuss your concerns and discuss alternatives to support the student, even before you approach them.

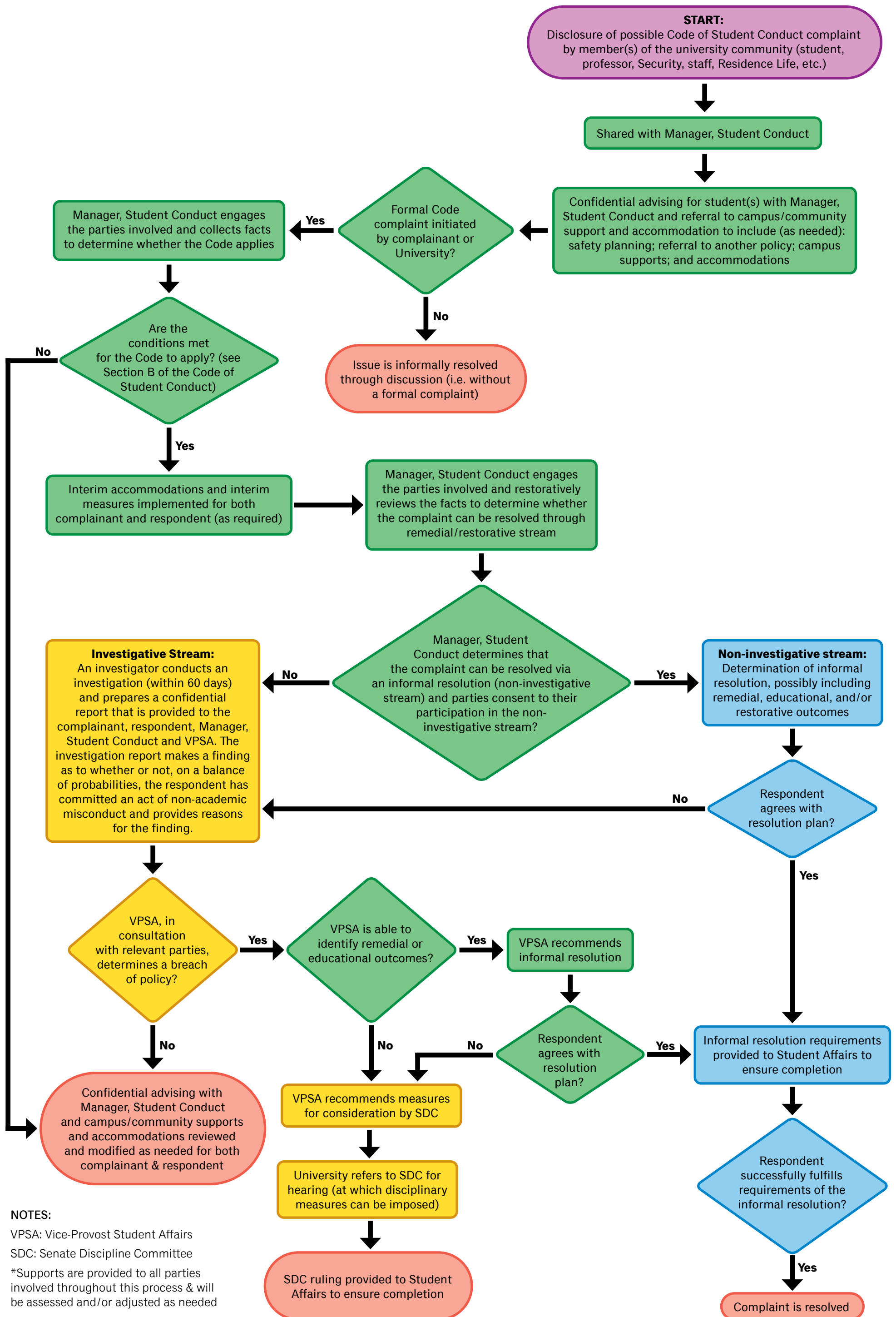
- 4** It may be that no further action is required

You have supported the student(s) and/or helped them resolve the issue. It's important to leave the door open should they want to revisit the issue.

Intersectionality

It's important to use an intersectional lens when responding to disclosures. Intersectionality recognizes the integrative nature of social identities and social oppressions, including various forms of violence and misconduct.

CODE OF STUDENT CONDUCT COMPLAINT PROCEDURE FLOW CHART



NOTES:
 VPSA: Vice-Provost Student Affairs
 SDC: Senate Discipline Committee
 *Supports are provided to all parties involved throughout this process & will be assessed and/or adjusted as needed

REFERRING

Contacting the Manager, Student Conduct will help you understand all options available to you. It does not initiate a complaint.

Would you like me to make any contacts on your behalf?

- Contact Manager, Student Conduct to discuss

If they say no to a referral?

- Leave the door open
- Contact Student Conduct Office
- Refer to strategies within the Blue Folder

What if they refuse referrals and I'm concerned for their safety?

- Immediate danger – call Dal security at 902-494-4109
- Contact the Manager, Student Conduct
- Contact Student Health & Wellness

If there is an academic issue, you can also refer your student to:

Bissett Student Success Centre
902-494-3077

Student Accessibility Centre
902-494-2836

Faculty Advising
dal.ca/advising

See back cover for a full list of supports and resources on campus and in the community

Important Distinctions

Disclosure: The sharing of information by a Member of the University community or Visitor with the Manager, Student Conduct. (See sections F2, F3 and F4 of the Code of Student Conduct)

Confidentiality: Disclosures and Reports of non-academic misconduct will be kept confidential to the greatest extent possible, within the limitations described in section F1 (p.16) related to the safety of those directly involved and the broader Dalhousie community; the ability to effectively manage the process and as required by law.

University Response to a Complaint: The University's overall approach through any Code process is educational and/or restorative. The Manager, Student Conduct engages the parties involved and restoratively reviews the facts to determine whether the complaint can be resolved through a remedial/restorative stream and parties consent to their participation in the non-investigative stream.

Report: A written statement of allegations submitted to the Manager, Student Conduct by a Complainant about an experience of non-academic misconduct. (See sections F4 and F5 of the Code of Student Conduct)

Restorative Approach: A process that considers the impact on the people and their relationships at interpersonal, social and institutional levels. It aims at understanding and addressing the harms and needs of those affected and to support just relations in the future. A restorative approach brings together those who have been affected, those with responsibility for what happened and those who can support a way forward. The restorative process generally results in plans in which those responsible agree to take actions to address harms and needs related to the misconduct and take the steps necessary to secure a just outcome for the future.

REPORTING

Submitting a complaint is primarily the choice of the individual sharing the experience of non-academic misconduct.

The University, however, may choose to proceed with the Code complaint under **University Report Section F4.**

Contacting the Manager, Student Conduct will help you understand all options available to you. It does not initiate a complaint.

Role of the Manager, Student Conduct

Supports

Faculty & Staff:

- Provide support and direction if a student has disclosed an experience of non-academic misconduct or if they have witnessed or experienced non-academic misconduct

Students:

- Offers confidential support, crisis intervention
- Liaises with medical/legal/police services as needed
- Coordinates safety plans with Security Services
- Refers Complainant(s) and/or Respondent(s) to counselling and ongoing support
- Advises Complainant(s) and/or Respondent(s) on possible accommodations and processes outlined in the Code
- Refers them to Faculty-level supports, as needed, and
- Provides other consultation and case management services (including incident logging)

Process

Consult and liaise with:

- Security Services
- Student Health & Wellness
- Student Accessibility Centre
- Human Rights and Equity Services
- the Vice-Provost Student Affairs, and
- the Assistant Vice-President Human Resources, as appropriate

Once a disclosure or report is submitted:

1. Consult with the other relevant parties to determine the appropriate University policy that applies to the alleged behaviour
2. Engage with all involved parties and will review the information collected using a restorative lens to determine whether the complaint can be resolved using remedial and/or restorative processes. If so, all parties must consent to their participation in this non-investigative stream
3. Manage resolution process and keep all parties informed
4. Ensure the responsible parties successfully complete all outcomes and sanctions

If you would like more information and/or make a complaint of non-academic misconduct, please see our Code of Student Conduct information page at dal.ca/student-conduct or visit the Student Conduct Office in the **Student Union Building, Room 446.**

RESOURCES

Faculty, Staff and Students can:

- Receive support if you have experienced or witnessed non-academic misconduct or a student has shared an experience of non-academic misconduct
- Make a disclosure of non-academic misconduct; or
- Make a report (formal complaint) of non-academic misconduct
- Request a presentation about services and supports at dal.ca/student-conduct
- Understand your responsibilities under the Code

Dalhousie Community Resources and Support Services:

Blue Folder: Your Guide to Recognizing and Responding to Students in Distress
dal.ca/bluefolder

Purple Folder: Your Guide to Responding to Sexualized Violence
dal.ca/purplefolder

Dalhousie Student Advocacy Services
dsu.ca/student-advocacy-service

Dalhousie Student Health & Wellness Centre
dal.ca/studenthealth
(includes Counselling Services)

Dalhousie Student Union Health Plan Office
dsu.ca/health-plan

Dalhousie International Centre
dal.ca/international

Human Rights & Equity Services
dal.ca/hres

Ombudsperson
dal.ca/ombudsperson
(Independent and impartial support)

Security Services
dal.ca/DalSafe

Contact the Student Conduct Office:
sco@dal.ca

Visit us for a walk-in appointment:
Student Union Building, Room 446
6136 University Avenue
Halifax, NS B3H 4R2

Book an appointment:
dal.ca/student-conduct

Additional Resources in the Broader Community:

Mental Health Mobile Crisis Unit
902-429-8167
Toll free number: 1-888-429-8167

Mi'kmaw Native Friendship Centre
mymnfc.com

Nova Scotia Legal Aid
nslegalaid.ca

Halifax Regional Police
902-490-5020

RCMP Colchester County Bible Hill
902-893-6820

Town of Truro Police
902-895-5351