

ADVISOR TRAINING 2020

Advising Without Silos:
Collaborating for Student Success

Welcome!

The session
will begin
shortly



LAND ACKNOWLEDGEMENT

Humber College is located within the traditional and treaty lands of the Mississaugas of the Credit. Known as Adoobiigok [A-doe-bee-goke], the “Place of the Alders” in Michi Saagiig [Mi-Chee Saw-Geeg] language, the region is uniquely situated along Humber River Watershed, which historically provided an integral connection for Anishinaabe [Ah-nish-nah-bay], Haudenosaunee [Hoeden-no-shownee], and Wendat [Wine-Dot] peoples between the Ontario Lakeshore and the Lake Simcoe/Georgian Bay regions. Now home to people of numerous nations, Adoobiigok continues to provide a vital source of interconnection for all. We acknowledge and honour the land we are walking on, the moccasin tracks of our ancestors and the footprints of the future generations to come.

Navigating Emotionally Complex Situations In and Out of the Classroom

Presented by:

Caitlin Feere, Student Support & Intervention Coordinator

Hanan Jibril, Student Support & Intervention Coordinator

Jennifer Liang, Student Conduct Coordinator



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Session Learning Outcomes

1. After this session, you will be able to identify two (2) different pathways to resolve a conduct-related concern involving Humber & Guelph-Humber students.
2. After this session, you will be able to reference two (2) documents that outline expectations, behaviour, and policies that protect Humber & Guelph-Humber students and/or staff.
3. After this session, you will be able to identify concerning and urgent student behaviour.
4. After this session, you will be able to list various resources available to support students' well-being and how to connect to the resources.
5. After this session, you will be able to identify what to expect when connecting with resources for a consultation about a student situation.
6. After this session, you will be able to identify what the process looks like for a student connecting to Office of Student Conduct and Student Wellness and Accessibility Centre (SWAC) supports at Humber & Guelph-Humber.



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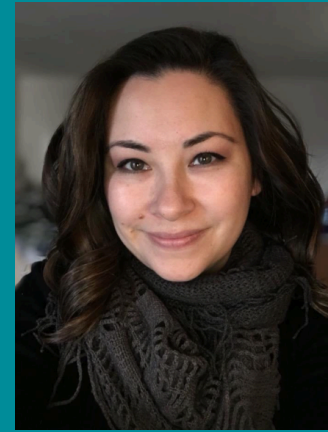
Brief Introductions



Caitlin Feere
Student Support &
Intervention Coordinator



Hanan Jibril
Student Support &
Intervention Coordinator



Jennifer Liang
Coordinator, Office of
Student Conduct

What is your role?



We want to know our audience!

Please share a few words in the chat to describe your role at Humber College or University of Guelph Humber.

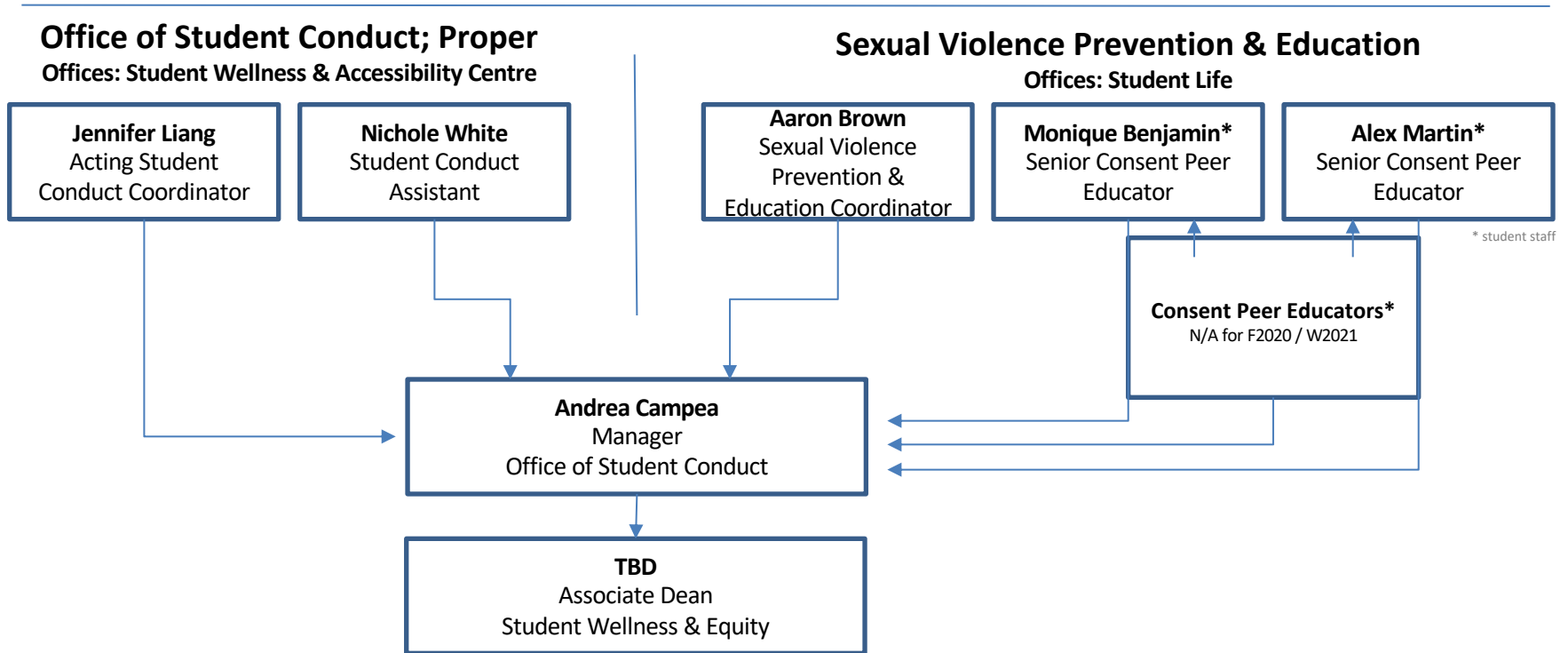
Examples: Academic Advisor, Athletics Front Desk Staff, Librarian



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Who Are We?

OFFICE OF STUDENT CONDUCT (OSC)



Who Are We?

STUDENT WELLNESS AND DEVELOPMENT

Counselling Services

Counselling
(individual & group)
Lakeshore and North

Health Services

**Health Promotion
Coordinator**
Lakeshore and North

Nursing
(physical & mental health)
Lakeshore and North

**Physician Services
Psychiatry Services**
Lakeshore and North

Student Support and Intervention

**Student Support &
Intervention Coordinators**
(case management)

- Bianca Scotland
- Caitlin Feere
- Hanan Jibril
- Navisha Singh (on secondment in CAAS)

Jacqueline Anderson
Associate Director,
Student Wellness and Development

TBD
Associate Dean
Student Wellness & Equity

Office of Student Conduct (OSC)



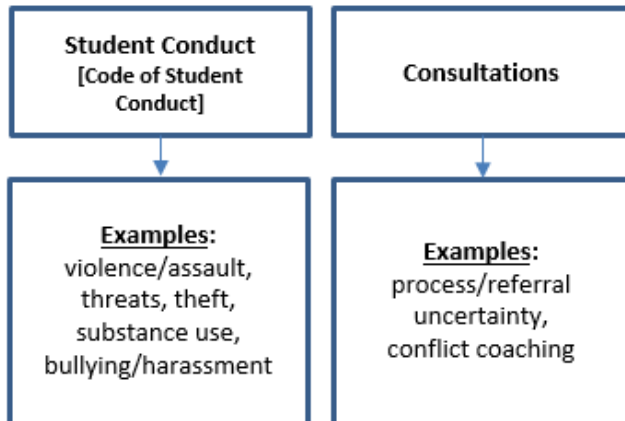
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What We Do?

OFFICE OF STUDENT CONDUCT (OSC)

Office of Student Conduct; Proper Offices: Student Wellness & Accessibility Centre



Sexual Violence Prevention & Education Offices: Student Life



bystanderprogram@humber.ca



General Inquiries / Intake:

studentconduct@humber.ca
Ext. 4357 [HELP]



How We Can Help!

OFFICE OF STUDENT CONDUCT; PROPER



OUR APPROACH

- ▶ We **focus on the behaviour** and its impact/harm on others and the individual. **Good people make mistakes.**
- ▶ We recognize that for behaviour to change, students need to see the **impact of their actions** and the rationale behind our intervention.
- ▶ We believe in a **developmental** (*and restorative**) approach to student conduct.

Punitive	Developmental	Restorative
Legal/Adversarial Punishment	Educational/Therapeutic Helps students learn from mistakes	Misconduct = Harm to community Opportunity to repair
Focus on rule that was broken	Focus on student who committed offence	Focus on integrity of community and responsibility to repair harms

The Code of Student Conduct

The intent of the Code is to provide a framework to resolve issues when respect for the rights of others breaks down and **informal resolution is not possible.** (Page 1)

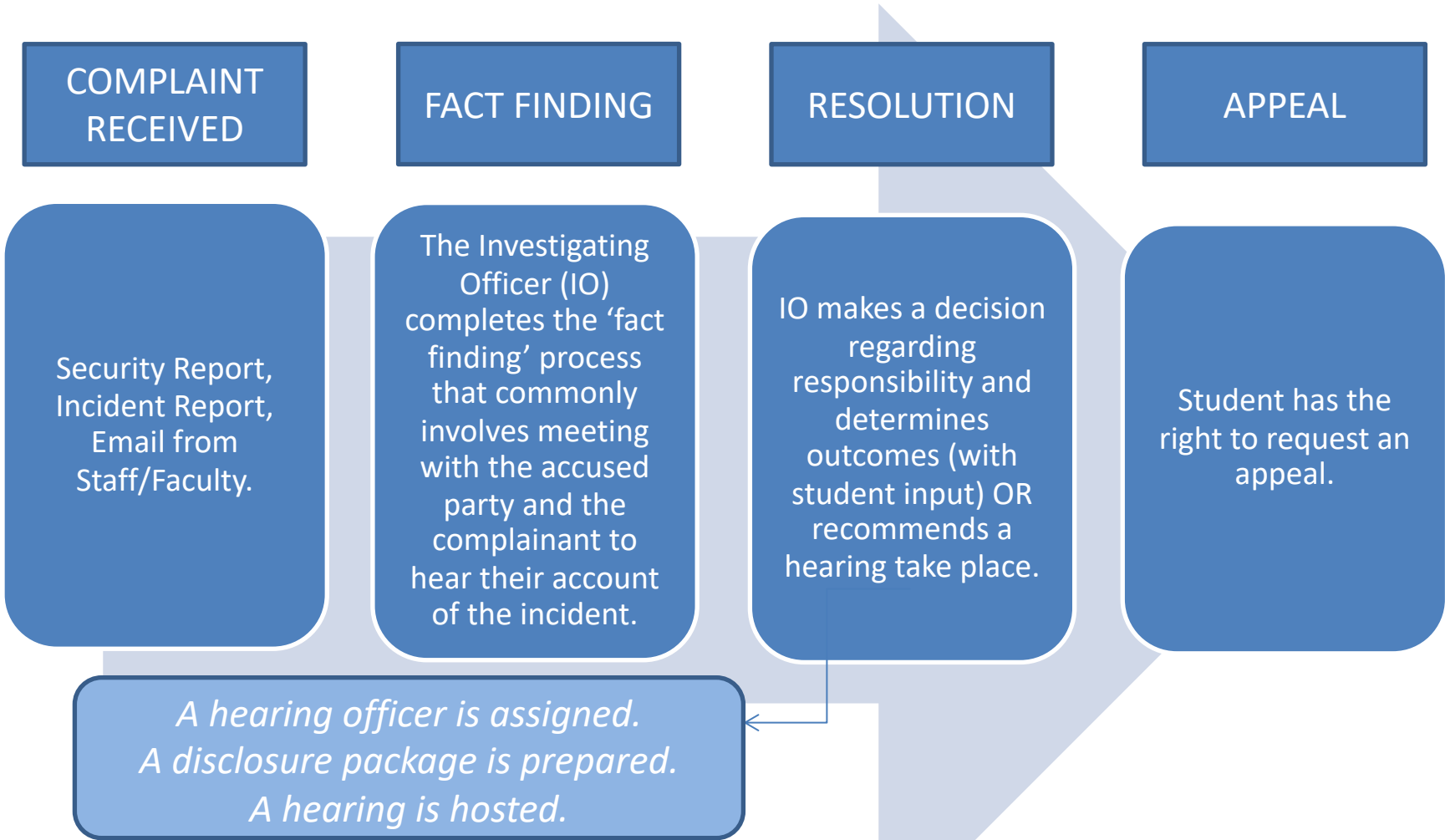
Academic Faculties and staff will take reasonable steps to address student behaviour within an academic setting with the student or group of students involved.

Where there is information to demonstrate the need for a more formal and **documented follow-up**, faculty and staff shall consult with their respective Program Coordinator/Head and/or Associate Dean.

Ongoing student conduct and/or documented incidents that merit a direct intervention or formal process are listed within the Code as Prohibited Conduct, Section 2, and may be referred to the Office of Student Conduct for assistance in guiding the resolution process or directly to the Department of Public Safety for immediate action and further investigation.

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What is the CODE OF STUDENT CONDUCT process?



Students are encouraged to speak with someone for more information about the various processes.

Filing a Complaint:

Staff and faculty may choose to file formal a complaint under the Code of Student Conduct for prohibited behaviour.

Details we ask for include:

- Student(s) name, student(s) #
- Incident dates, location
- Description of concerning behaviour(s)
- Documented efforts to respond to/manage behaviour
- Desired outcomes

In most instances we ask for a written statement from the complainant before we can proceed.

If you are unsure if the behaviour falls under the Code, please contact the Office of Student Conduct for a consultation. You can also refer students directly to speak with us. Simply chatting with us, does not initiate a complaint (unless risk to self/community).

Student Support & Intervention Coordinators (SSICs)



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What Do We Do?

Student Support and Intervention Coordinators

Responding to Sexual Violence

Medical Support

Examples: connect learners to Health Services on campus and off campus

Safety Planning

Examples: Discuss Women Shelters, safety options, connect with Public Safety

Wellness Support

Examples: connect learners with on and off campus counselling/therapy groups/self-care resources

Reporting Options

Examples: discuss process for reporting through Public Safety, police, navigating services in the community

Academic Considerations

Keeping confidentiality while liaising with faculty/professors re: learner's academic considerations

Case Management

Short Term

1-3 appointments with learner

Long Term

4 appointments + (can continue for a year +)

Connecting Learners to appropriate resources regarding:

- Financial supports
- Housing (emergency, transitional, shelters)
- Mental health
- Conflict resolution guidance
- Food insecurity
- Substance abuse/addictions
- Humber College Policies/Processes (ex. Academic Withdrawal, Refund Request)
- Navigating other challenges such as no money for textbooks, & more!

Other Duties

Consultations

With Faculty/Professors and staff regarding learner situations

Active Listening

Provide in-time support to campus partners hosting sessions with sensitive content to offer resources/referrals to learners

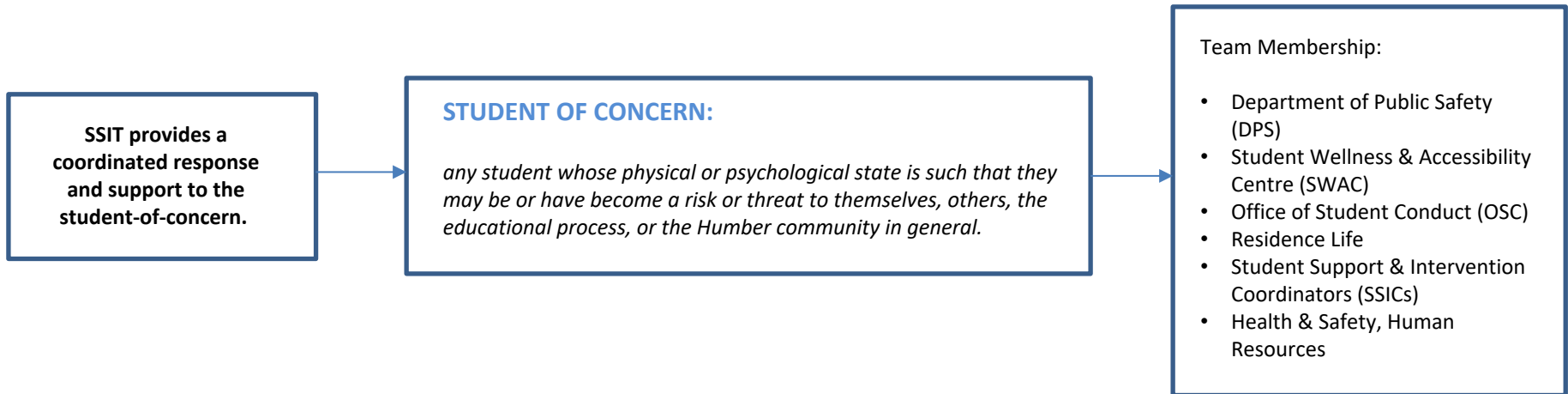
Training & Development

Offer specific trainings such as Responding to Disclosures of Sexual Violence to Faculty/Staff and educate on wellness supports available on campus

What Do We Do?

Student Support and Intervention Coordinators

Members of the Student Support and Intervention Team (SSIT)



Disclosures of Sexual Assault and/or Sexual Violence

- All disclosures of sexual violence should be taken seriously. Believe them. Humber/University of Guelph-Humber is committed to supporting survivors.
 - **Avoid** asking about the details of the sexual violence. Humber believes in trauma informed support and investigative process.
- If a learner discloses an (recent or historical) experience or witnessing sexual violence, refer them to the Student Support & Intervention Coordinator team or Public Safety for supports
 - sicsupport@humber.ca, Public Safety 0 416-675-6622 ext. 4000
- All employees are required to report SV disclosures to their direct supervisor
 - *Government mandated duty to report - Bill 132.*

Disclosures of Sexual Assault and/or Sexual Violence

- For more information on Humber's Sexual Assault & Sexual Violence Policy; visit humber.ca/sexualassault.
- The Office of Student Conduct investigates complaints of sexual violence, whereby the respondent (accused) is a student.



Policy #	GA 702
Approved by:	Jason Hunter
Approval Date:	December 6, 2016
Policy Holder Signature:	
Policy Holder:	Vice President, Student and Community Engagement
Administrative Contact:	Dean of Students
Replaces Policy Dated:	March 24, 2015
Review Date:	January 1, 2018

Sexual Assault and Sexual Violence Policy

Purpose/Rationale:

The Humber College Institute of Technology and Advanced Learning and the University of Guelph-Humber (hereafter referred to as "Humber" or "the College") are committed to the elimination of sexual assault and sexual violence to all members of the diverse Humber community. In particular, Humber is committed to supporting those affected by sexual assault and sexual violence.

All members of the College community have a right to study, work and live in an environment that is free from any form of sexual assault and sexual violence. This policy and related procedures set out the manner in which the College addresses sexual assault and sexual violence. The College has a process of investigation that protects the rights of both the complainant and the respondent/s.

This document is available in alternate format upon request.

Scope:

This Policy applies to all members of the Humber and University of Guelph-Humber community including: all students, employees, governors, contractors, suppliers of services, individuals who are connected to any College initiatives, volunteers, and visitors.

Addressing Complex Student Behaviour

A learner has been sending 3 emails per day for several days in a row

Learner writes nonsensical things in essay and seems out of touch with reality

Learner that you have a previous relationship with and displayed punctual behaviour has recently been unresponsive and missed meetings

Examples of Concerning Behaviour

You have connected with a learner twice now and both times the learner has been visually upset (crying).

Learner shared they are working 3 jobs to pay for education and are struggling financially

Learner has repeatedly asked for extensions on all assignments and tests (not connected to any supports – including Accessible Learning Services)

Responding to Concerning Behaviour

- **Speak with your Direct Supervisor**
- **Consult with a SSIC**
 - on concerning student behaviour, contact the **Student Support & Intervention Coordinator** Team at **ext. 2102** or SICsupport@humber.ca
 - The SSIC email and voicemail is checked regularly and a SSIC will reach out within 24-48 hours (business days)
- **Reach out to the Learner to share your concern**
 - Request a phone or video meeting to share your concern with the learner and discuss supports available

An email from a learner saying that they don't have anything to live for anymore

A learner reports sexual harassment from classmate via Instagram

Faculty/Professor/Staff has noticed learner has been following them around campus and to their vehicle

Examples of Urgent Behaviour

a learner says a racial slur in the classroom and other learners share their concerns with the professor

a learner submits an assignment/essay that discusses a lot of blood and wanting to "go after" someone

A learner emails to ask for an extension and shares they are now homeless after an altercation with abusive parent

Responding to Urgent Behaviour

- **Immediate Danger**
 - please contact **Public Safety at 416-675-6622 ext. 4000**, available 24/7
- **Student in Distress (not immediate danger)**
 - refer the student to:
 - **Counselling Services** counselling@humber.ca
 - **Good2Talk Helpline** (1-866-925-5454) after business hours
 - **Student Support and Intervention Coordinator** sicsupport@humber.ca
- **Consultation with a SSIC**
 - Discuss concerning student behaviour and best next steps by contacting the **Student Support & Intervention Coordinators** at **ext. 2102** or SICsupport@humber.ca
 - The SSIC email and voicemail is checked regularly and a SSIC will reach out within 24-48 hours (business days)

Strategies for Classroom Management:

We have some proactive recommendations to help manage student behaviour.

1. Communicate clear expectations verbally early on
2. Advise students of consequences if problematic behaviour occurs or persists
3. Help them understand their behaviour may not have desirable outcomes
4. Model the behaviour you expect of your students
5. Be confident in your actions – you are in control of the classroom

Contact Humber's Centre For Teaching and Learning for further resources and information.

Adapted from the Centre for Teaching and Learning – Managing Disruptive Student Behaviour, available online:

Responding to Disruptive Behaviour:

1. Address the disruptive behaviour; be clear and name the behaviour
2. Offer alternatives and consequences (be specific!)
3. If behaviour has escalated or is concerning, you may consider asking them to leave the classroom
 - “If you do not stop interrupting the class, I will have to ask you to leave. We can then discuss this incident during my office hours”
4. If you are concerned about safety, call **Public Safety**
5. Notify your immediate supervisor and document incident

If you believe the behaviour may be due to a possible mental health/wellness concern or a disability, please consider referring the student directly to **Counselling Services** or **Accessible Learning Services**. If you are unsure, please contact the **Student Support & Intervention Coordinator**.

The Code of Student Conduct - In Person and Online Classroom Management

If warranted, a student can be placed 'on notice':

“On Notice: An administrative staff member, typically the Associate Dean/Program Head, may issue a **written warning** to a student outlining the need for corrective action regarding specific behaviour(s), the impact of such behaviour(s) and may identify necessary next steps to avoid further sanction under the Code.”

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Common Scenarios

A learner threatens to harm themselves should you not give them a certain final grade.

How would you respond?

Common Scenarios

A learner posts a concerning photo to a group chat.

How would you respond?

Common Scenarios

A learner reports to you that they have been bullied online by a classmate.

How would you respond?

Common Scenarios

A learner discloses that they are repeatedly falling asleep during online lecture and their grades are slipping.

How would you respond?

Other Supports Available:

- Academic Advising and Support
- The B.A.S.E (Black Academic Success & Engagement)
- Centre for Human Rights, Equity and Diversity
- IGNITE
- Indigenous Education & Engagement
- International Centre
- LGBTQ+ Resource Centre
- Peer Assisted Learning (PALS)
- Program Coordinator / Program Head / Associate Dean / Dean

and many more... www.wegotyou.humber.ca

Employee Assistance Program (EAP)



- <https://hrs.humber.ca/support/support-resources/benefitsresources/benefits/perks/employee-assistance-program.html>
- <https://www.workhealthlife.com>
- <https://www.morneaushepell.com/ca-en>

QUESTIONS? HELP?

Office of Student Conduct

studentconduct@humber.ca ext. 4357

Student Support & Intervention Coordinators

SICsupport@humber.ca ext. 2102



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