**EL-Related Incidents:** How to Notify your Host Organization and Queen’s University Staff/Faculty of an Incident in an Experiential Learning Setting

*\*This is a template document for course instructors/coordinators to fill out with course-specific information before distributing to students. Yellow highlight indicates content that should be modified before sharing with students.*

Background: When creating opportunities for various forms of Experiential Learning (EL), Queen’s faculty and staff work to ensure that host organizations provide a safe and healthy learning environment for all students. However, we know that students may encounter situations that could require additional support or resources.

As a student participating in an EL opportunity, it is important for you to:

* Be able to identify when you (or a peer) have experienced an incident that requires additional support from either your host organization or your Queen’s instructor / program coordinator (the incident could take place during or after the experience).
* Know the process(es) for reporting incidents to your host organization
* Know who to contact should you wish to notify your Queen’s instructor or program coordinator of an incident that took place during or after your EL opportunity.
* Understand some of the considerations when notifying staff or faculty at Queen’s OR a member of the host organization of an incident in an EL setting.
* Understand what types of supports you will receive from Queen’s and how Academic Consideration might be applied in a scenario where you require a break from the EL opportunity or termination of the EL arrangement.

# Type of Incidents:

If you experience (directly or indirectly) an incident related to the following topics, we recommend that you notify your course instructor or program coordinator if you feel comfortable doing so:

* Sexual violence (including sexual harassment)​
* Harassment and discrimination​
* Injury and/or violation of local Employment Standards, including Workplace Health and Safety​
* Student misconduct (academic and non-academic)​
* Student wellness​
* Political or environmental emergencies (in the region/location of the EL setting)

# Considerations When Notifying your Instructor, Program Coordinator, or a staff member at the Host Organization

Most experiential learning opportunities involve a relationship between the student, the host organization, and the course/program instructor or coordinator. It is important when an incident occurs related to the EL experience, that you notify both the host organization and your course/program instructor or coordinator. Both have a role to play in helping you navigate policy and procedures related to the EL environment and your academic studies.

**If you are experiencing immediate safety concerns:**

Alert your host organization if they have a process for immediately reporting safety concerns (e.g. security, emergency phones, button, etc.). If they do not have a process, call 9-1-1 if located within urban areas within Canada. When located outside of Canada contact the 9-1-1equivalent if there is one and if not contact the local authorities (police, ambulance, fire) for urgent critical or life-threatening situations assistance and International SOS at 1-215-942-8474 for non-critical situations/incidents or the situation is deteriorating. If your placement is occurring on campus, contact Campus Security & Emergency Services. (CSES) 613-533-6111.

**If you have experienced an incident during your EL experience:**

**Step 1**: Notify someone at your Host Organization so that you can engage with the policies and procedures of the host organization. If you are not comfortable notifying someone at the host organization, proceed to Step 2.

***Considerations when notifying the host organization:***

Depending on the role of the staff member you communicate with at your host organization, there may be limits to what types of information they can keep confidential. These limits are dictated by organizational policies and procedures and/or professional associations. For example, if you disclose an incident of sexual violence, including sexual harassment, in an educational or health care setting, accredited professionals such as (but not limited to) teachers, nurses and doctors have a duty to report the incident via pre-determined organizational structures. The described limits of confidentiality are in place to balance an individual’s right to privacy with legal and ethical obligations to protect others or uphold laws. During your onboarding to the EL opportunity, it is recommended to ask your host organization about their policies and procedures related to harassment and discrimination, including sexual violence and sexual harassment. This will help to ensure you are aware of policies and procedures related to privacy, confidentiality and any duty to report should an incident occur that impacts you or those you are in contact with during the experience.

**Step 2:** Contact your Queen’s instructor or program coordinator. They are an important resource for directing you to additional supports and identifying other subject matter experts at Queen’s who can support additional steps that might need to be taken to address the issue (i.e. Department of Environmental Health and Safety, Risk and Insurance). They can also help you navigate any Academic Consideration that may be required and support (or take over) communication with the host organization. \**If you do not feel comfortable sharing a situation with your instructor, additional contact information for Queen’s resources has also been provided.*

***Considerations when notifying Queen’s Faculty or Staff (i.e. instructor or program coordinator)***

# How staff and faculty at Queen’s respond to incidents in an EL setting will be dictated by Queen’s policies and procedures including:

* [Policy on Sexual Misconduct and Sexual Violence Involving Students (Effective January 2, 2024)](https://www.queensu.ca/secretariat/policies/board-policies/policy-sexual-misconduct-and-sexual-violence-involving-students)
* [Academic Consideration for Students in Extenuating Circumstances Policy](https://www.queensu.ca/secretariat/policies/senate/academic-consideration-students-extenuating-circumstances-policy) (Approved April 18, 2017)
* [Harassment and Discrimination Policy and Procedures](https://www.queensu.ca/secretariat/harassment-and-discrimination-prevention-and-response-policy#Appendix%201:%20Glossary%20of%20Terms) (Revised May 12, 2023)
* [Policy Statement on Health and Safety](https://www.queensu.ca/secretariat/policies/board-policies/policy-statement-health-and-safety) (Approved May 12, 2023)
* [Policy and Legislation for Privacy, Record Management and Data Storage](https://www.queensu.ca/accessandprivacy/legislation-policy)
* [Queen’s University Student Code of Conduct (Effective September 1, 2021)](https://www.queensu.ca/secretariat/sites/uslcwww/files/uploaded_files/policies/board/StudentCodeOfConduct.pdf)
* [Academic Integrity Policy | University Secretariat and Legal Counsel (queensu.ca)](https://www.queensu.ca/secretariat/policies/senate/academic-integrity-policy)

[Academic Integrity Procedures - Requirements of Faculties & Schools | University Secretariat and Legal Counsel (queensu.ca)](https://www.queensu.ca/secretariat/policies/senate/academic-integrity-procedures-requirements-faculties-schools)

# As outlined in many of these policies, there are limits to what types of information a Queen’s staff or faculty member can keep confidential. While staff and faculty can promise discretion in how they respond to an EL-related incident, they may have a duty to report the incident as per the processes outlined in the applicable policies. For example, in the case of Sexual Violence, including Sexual Harassment, if a Queen’s employee receives a disclosure of sexual violence, they must notify the SVPR Coordinator, and they must provide the student with information about the policy and available supports. When making a notification, information that identifies the student will only be shared with the student’s consent.

If the incident raises concern about the safety of current or future students participating in EL opportunities with the host organization, risk management experts and faculty leaders may be required to share information with each other to make decisions about the relationship between Queen’s University and the host organization; these conversations will be carried out with discretion and will protect the student(s)’ identity.

# Contact Information:

Course Instructor / Program Coordinator Contact Info:

(name, email, phone number)

Additional Departmental Contact (optional):

(name, email, phone number)

Host Organization Supervisor Contact Info:

(name, email, phone number)

Additional Host Organization Contact (i.e. human resources, hiring manager, co-worker)

(name, email, phone number)

Academic Consideration for EL Opportunities

(record a brief description of how Academic Consideration will be applied in this EL course or program and recommended to:

* provide a link to your faculties’ academic consideration website
* outline your faculty, department or course-specific process for applying for academic consideration in the context of the EL opportunity
* explain how documentation regarding the EL-related incident will be collected if required and which departments on campus can support students in providing verification forms for academic consideration (i.e. HREO, SVPRS, Faith and Spiritual Life, SWS);
* identify who will support the student in the process (i.e. staff support roles)

# What Happens After You Notify Someone of an Incident in an EL Setting

Your instructor or program coordinator will follow a guiding protocol for how to respond to incidents in an EL setting.

As part of the protocol, the instructor or program coordinator will collect information from you regarding the incident and will consult with relevant subject matters experts (e.g. Department of Health and Safety, Risk and Insurance, Legal Counsel) on campus for guidance in how to respond. These subject matter experts will assist you and your instructor/program coordinator in determining next steps and how to navigate institutional, government, and host organization policies and procedures.

**Queen’s Supports**

* [Sexual Violence Prevention and Response Services – Get Support](https://www.queensu.ca/sexualviolencesupport/support/steps-students-take-after-recent-sexual-assault)
* [Student Wellness Services](https://www.queensu.ca/studentwellness/)
* [Queen’s Student Accessibility Services (QSAS)](https://www.queensu.ca/studentwellness/accessibility-services)
* [Human Rights and Advisory Services](https://www.queensu.ca/humanrights/)

Visit the [Student Support and Resource website](https://www.queensu.ca/inclusive/initiatives/student-experiences-survey/support) for a full list of local supports and resources available through Queen’s.