

MEMORANDUM

TO: Student Development and Residence Experience (SDRX) Student Staff

FROM: Alex Piticco, Assistant Director,
Student Development and Residence Experience

DATE: Sept. 3, 2020.

SUBJECT: **Guidelines for SDRX Student Staff
Re: Harassment and Discrimination
Responding to an Initial Complaint**

The attached guidelines, prepared by the Conflict Management and Human Rights Office (CMAHRO), are to assist those responding to an initial human rights complaint.

Managers/Supervisors are rarely forewarned of such concerns prior to an initial meeting. Since these issues can be complex and serious, these guidelines focus on when SDRX Student Staff and other supervisors are *on their own* to respond during these first meetings. After an initial encounter, SDRX Student Staff are directed to consult with their supervisor, RLC On-Call, the Manager, Residence Experience, me, or other resources on campus (CMAHRO, Counseling Services, Health Services, and Campus Police).

I urge all of you to take a moment to review these guidelines as well as [Policy 33: Ethical Behavior](#), [Policy 42: Prevention and Response to Sexual Violence](#) and the associated [Sexual Violence Response Protocol and Procedures](#)

You are in a very visible and accessible position and could be called upon for assistance. Where an initial complaint is handled well, with sensitivity and understanding, the potential for a successful resolution increases dramatically.

Please contact me or Jeremy deBoer at CMAHRO, jdeboer@uwaterloo.ca, or ext. 39526 with any question regarding these guidelines.