

# Your role

If a student has come to you, chances are they have trusted you enough to disclose sensitive information. Your role is to Listen, Respect, and Refer the student on to the next steps. This resource is to help you when speaking to the student.

If someone is in immediate danger or needs urgent medical attention, call emergency services (911).

## 1 Listen

Let the student lead the conversation.

- Let the student lead the conversation. Try not to interrupt.
- Listen empathetically.
- Try not to press for details or label their experience.
- Each student may react differently.
- Avoid counselling or offering any advice unless solicited.
- Connect the student with the resources they say they want and need.

"I'm here to listen."

"What I hear you saying is..."

"Thank you for sharing that with me. You are not alone."

"It's okay to be angry/confused/sad/scared..."

## 2 Respect

Validate the individual's experience and reactions, and support their decisions.

Sexual violence is never the fault of the student. Recognize that the person's agency has been taken away, and they did not come to you to have more taken away. They need support.

- Ask the student if they feel safe.
- Respect and use the same words they use to describe what's happened to them.
- Acknowledge that sexual violence is never okay, and that it's not their fault.
- Ask what you can do to be supportive. Ease any concerns the student might have about academic or work considerations at the moment.

"Do you feel safe?"

"It's not your fault."

"It makes sense that you feel this way".

## 3 Refer

Inform the student of options and available services.

Encourage the student to seek support. Allow them to make their own decisions. Remember that some people may choose not to access resources and that's okay.

Let the student know that Langara can help with:

- Implementing interim measures to ensure complainant safety, if needed.
- Arranging special accommodations (i.e., academic), if necessary
- Making referrals to on- and off-campus resources.
- Conducting or arranging for investigations.
- Taking information and making a record of the incident(s).
- Assisting with police reporting.
- Accompanying students to services as a courtesy (i.e. walking with them to Counselling Office).

Refer the student to the on-campus services indicated on the back page under "RESOURCES". You don't need to know or recommend which service the student might need to follow up with; simply provide the support options to the student.

If students want more information on reporting, encourage them to contact Maggie Ross at Student Conduct & Judicial Affairs at 604.323.5151 or [scja@langara.ca](mailto:scja@langara.ca).

"Would you like to... speak to someone in our Student Conduct Office/Counselling?"

"You don't have to make a decision right now, but it can be helpful to talk to someone who has specialized knowledge in this area."

"Langara has places you can go to get information or support confidentially."

Remember: It is not your job to counsel students, just to inform them of resources available to them. If you need support, contact Maggie Ross in the Office of Student and Judicial Affairs at [maggieross@langara.ca](mailto:maggieross@langara.ca) or 604.323.5151.