

## Pathways to address conflict or concerns

Conflict and challenges can often arise from a lack of information or even from misinformation. If and when a conflict does happen, it should be resolved as close to the source as possible. Members of the community are encouraged to address any issues they observe promptly and informally as appropriate, while respecting the rights and privacy of all parties.

Should an informal attempt at resolving a conflict be unsuccessful, inappropriate or if the conflict persists, parties should seek the advice and/or support of a contact in their Department or Faculty who is responsible for responding to questions and concerns pertaining to return-to campus issues. They can help to extend processes that are currently followed at York around seeking information and support to resolve issues.

York Security Services should only be contacted in situations where there is an immediate threat to personal safety that cannot be resolved, with the assistance of the contact person listed below and where an immediate intervention on behalf of security is required.

Community member	First point of contact for questions or concerns
Undergraduate students	Undergraduate Program Director (UPD) or designate in your unit's Undergraduate Program office
Graduate students	Graduate Program Director (GPD) or designate in your unit's Graduate Program Office
Postdoctoral Visitors/Fellows	Supervisor or Dean's/Principal's Office
Faculty members / Instructors	Department Chair or Director of School or Dean's /Principal's office as appropriate
Teaching Assistants	Course Director
Administrative Staff	Direct Manager
Research Staff	Direct Manager or Principal Investigator
Academic Visitors	Dean's/Principal's Office
Non-York Research Project Participants	The designated primary point of contact for all communications with York University (e.g., the Principal Investigator or Research Project Manager)
All Community Members	Questions or concerns can be <a href="#">submitted here</a> through the Better Together website.

Conflicts related to COVID-19 and return to York campuses may connect to, or be informed by, many existing university policies and procedures. For example, the following existing University policies are available resources for community members:

- The [Code of Students Rights and Responsibilities](#)
- The [Senate Policy on Disruptive or Harassing Behaviour in Academic Situations](#)
- The [Healthy Workplace Policy](#)

In all instances, these policies are supported by specific [guidelines](#) and programs. Depending on the nature of a concern, other university and provincial regulations may apply. Parties to a conflict are encouraged to identify and follow the appropriate university and external policies and to seek out support from university offices as those policies are applied. These offices include, but are not limited to:

- [Office of Student Community Relations](#)
- [York International](#)
- [Health, Safety and Employee Well-being](#)

- [Centre for Human Rights, Equity and Inclusion](#)
- [Student Counselling, Health & Well-being](#)
- [Deans' Offices](#)
- [Office of the Ombudsperson](#)
- York Security Services: For emergencies call: 416-736-5333, or from your office phone, dial extension 33333, or for TTY at 416-736-5470.