The Community of Care Commitment:
Resources and Pathways to support Conflict Resolution (Summer 2022)

CONTEXT

All members of the York community share in the responsibility of keeping others safe on campuses. This is particularly important in our indoor spaces such as classrooms and other instructional areas, research spaces, and shared or common spaces such as libraries or designated eating areas.

Committing to a community of care means:

- observing all COVID-19 health and safety regulations while on our campuses;
- supporting community well-being through healthy personal behaviours and actions;
- maintaining compassion, kindness, and empathy towards one another amid times of uncertainty and difficulty; and
- respecting personal health and privacy in balance with the protection of public health.

PURPOSE

This document is designed to offer communication strategies and conflict resolution pathways for university members around how they can seek support if needed, including guidance on what to do and who to contact in their Faculty, Division or Unit in those situations where conversations may be necessary or where conflict needs to be resolved.

The *Community of Care Commitment* upholds education at the heart of conflict resolution and encourages attention and sensitivity to the circumstances of the situation, the individuals involved, and the impact on others. Consider the following topics and, where necessary, conversational strategies for conflict de-escalation and resolution.

The prompts are not intended to serve as scripts per se, but rather to provoke thought about how to address a situation. They are all underpinned by a commitment to dialogue, open communication and education in the first instance when there is concern or possible conflict.

Topic	What We Can't Do	What We Can Do	Conversational Prompt
General Personal Health Information	No individual may request or demand personal medical information from another person including, but not limited to, inquiring about or asking for verification of their vaccination status. No individual can deny another individual access to a teaching, learning or research space based on assumptions about their personal health information, including vaccination status.	Remember and remind others that everyone has a right to keep the details of their personal health information private. Consider if there are power differentials between yourself and the other individual(s). Even if the relationship is not marked by an obvious power differential (e.g., peer-to-peer, student-to-student), consider that even voluntarily disclosing your own health information (e.g., vaccination status) may lead to an unspoken expectation that the other individual(s) reciprocates where they may not want to.	"We all share responsibility in keeping each other safe. While on-campus, we must observe health and safety protocols such as self-screening and mask wearing. I respect that your personal health information is private and confidential information. I remind you that we cannot request or demand that information from another person."
Masks	York University community members are not required to provide proof of any of the exemptions for mask wearing.	Remember and remind others that masks are required when indoors on York's campuses. However, some may be exempt from wearing masks due to medical reasons.	"I recognize that you may not be able to wear a mask due an exemption. However, if that is not the case, I ask for your help in keeping everyone on campus safe. University policy states that, while indoors, you are required to wear a mask. If you need a mask, masks can be acquired using your YU-card at vending machines located across campus." "I know wearing a mask may not be comfortable, but it's an important way to protect us all."
Awareness of Current Public Health Guidelines	We cannot target indviduals and/or groups in the name of public health surveillance. In particular, we must be sensitive to ways in which unconscious bias, discrimination, and racism have interwoven in and through the pandemic and have	It is appropriate to reiterate current York University policy in a classroom, research, or other academic or administrative setting so long as the manner in which the information is shared is collective in nature. That said, there may be some situations in which it will be appropriate to have a private one-on-one conversation (e.g., between a	"So much has changed over the course of the pandemic. But the one thing that hasn't is that everything is changing all the time. I know it's frustrating, but we do need to the follow the health and safety protocol of the University including *required protocol here*" "This may be different from what you were expecting, but we are all required to follow

		manager and their staff member). Concerns at the individual level should be addressed according to the information below.	the health and safety protocols of the University including *required protocol here*"
	disproportionately impacted Indigenous, racialized, and low-income groups and communities.		
Debating the Validity of Health and Safety Measures	Campus security services provide 24/7 support to all members of the university community. However, while it may be tempting, we should not immediately call on campus security services when or where conflict can be resolved through dialogue and communication.	We must understand the return to campus as a transitional process (not singular event), requiring patience from all. It is appropriate to make clear that the University has definitive health and safety protocols, and set expectations for all those on campus with regards to observing health and safety measures.	"I see that you are frustrated and respect your concerns. However, these are not *my* rules, but rather those of the University, during the pandemic and while on campus. For the time being, can you please…*desired action here*? Afterwards we can either calmly discuss this further or you can consider following up with *first point of contact*"
Creating Own Health and Safety Rules	No university community member may create their own guidelines around health and safety that conflict with York University policy or procedure.	Be aware of and observe the University's health and safety protocols at all times while on campus and while engaging in activities in-person. Remind others of the YU Better Together website as a one-stop source for information on what is and what is not permitted on campuses.	"York has defined health and safety measures that must be observed by all who come to campus and who participate in activities in-person. Information about these measures can be found on the Better Together website. It is a valuable resource for understanding what is and what is not permitted on campuses."

YORK U
UNIVERSITÉ
UNIVERSITY

CONFLICT RESOLUTION PATHWAYS

The Better Togther website, including its extensive FAQs section, is a useful primary resource to help prevent and/or ease conflict if it arises.

If conflict does arise, it should be resolved as close to the source as possible. Members of the community are encouraged to address any issues promptly and informally as appropriate and respecting rights and privacy of all parties. Should informal attempts at resolution be unsuccessful or inappropriate and conflicts continue to persist, the parties should seek the advice and/or support of the contact person in their Department or Faculty who is responsible for responding to questions and concerns related to return-to-campus issues. These contacts are meant to extend processes currently followed at York to seek information and support in resolving issues.

York Security Services should only be contacted in situations where there is an immediate threat to personal safey that cannot be resolved with the assistance of the contact person listed below and requires an immediate intervention by York Security Services.

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

YORK U
UNIVERSITÉ
UNIVERSITY

Non-York Resaerch 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 submitted through the Better Together website at: https://www.yorku.ca/bettertogether/contact/
Vendors and External Partners	The designated primary point of contact for all communications with York University

Many existing university policies and procedures can support conflict resolution. For example – and this is not an exhaustive list – 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, and the Healthy Workplace Policy. In all instances, these policies are supported by specific guidelines and programs.

Depending on the nature of the 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 seek out support from university offices as those policies are applied. These offices include, but are not limited to:

- Office of Student Community Relations – http://oscr.students.uit.yorku.ca/
- York International – https://yorkinternational.yorku.ca/
- Health, Safety and Employee Well-being – https://hr.info.yorku.ca/health-safety-employee-well-being/
- Centre for Human Rights, Equity and Inclusion – http://rights.info.yorku.ca/
- Student Counselling, Health & Well-being – https://counselling.students.yorku.ca/
- Deans' Offices – https://atlas.cookie.uit.yorku.ca/atlas/servlet/atlas/
- Office of the Ombudsperson – http://ombuds.info.yorku.ca/
- York Security Services – For emergencies call 416-736-5333, or from your office phone at extension **33333**, or for TTY at **416-736-5470**

YORK U
UNIVERSITÉ
UNIVERSITY

SUGGESTED HEALTH AND SAFETY LANGUAGE FOR COURSE SYLLABI

Instructors teaching on-campus and in-person are encouraged to include a statement on health and safety in their syllabi in efforts to help set expectations on and remind all participants of the health and safety measures that need to be observed while on campus. The following language is available for your consideration:

All York community members share in the responsibility of keeping others safe on campuses, and to uphold professional and respectful interactions with one another. In this class, as elsewhere on campus, students must comply with all University health and safety regulations or protocols, including the following:

- Do not attend in-person activities at any of York University's campuses/locations when you are feeling unwell. Please complete a self-assessment on YU Screen to receive support from a member of the University's case and contact management team.
- Wear a high quality, snugly fitting mask that completely covers the mouth, nose, and chin in all indoor spaces on campus.
- Do not eat or drink in instructional spaces, including research and shared spaces (e.g., Libraries), unless for urgent health reasons.

More Information about COVID-19 health and safety measures can be found on the Better Together website.

YORK U
UNIVERSITÉ
UNIVERSITY