

Respect for All

Discrimination, Harassment, Retaliation, and Sexual Misconduct: Reporting Options, Resources, and Support for Students and Employees



OFFICE OF CIVIL RIGHTS INVESTIGATIONS AND COMPLIANCE | RESPECT FOR ALL

Introduction

Central to OHSU's mission is that we set an example for what it means for individuals and an organization to be centered on integrity, compassion, and leadership. With over 21,000 employees, 4,100 students from 75 countries, and serving over 1 million patients a year with various genders, ethnicities, abilities, and identities, we are an incredibly diverse institution.

Diversity is who we are, and equity and inclusion are what we aspire to create for our OHSU community members. We get to be continuous learners—all of us—as we take initiative to value and honor the unique contributions and perspectives of our ever-growing community.

As complex, multifaceted, diverse individuals coming from across the globe, we are here to support making a positive impact in the world. Each of us has an obligation to ensure that everyone, including staff, students, faculty, vendors, third party contractors and volunteers, as well as patients, guests and visitors creates and maintains an environment free from discrimination, harassment, retaliation, bullying, and sexual misconduct. This guide provides information, resources, and support for our community members when they suspect, witness, or experience a situation contrary to our mission and values.

As stated in the OHSU 2025 Strategic Plan, each of us are responsible for building "a diverse, equitable environment where all can thrive and excel." Together we will create a supportive environment where everyone has the resources and support they need to be successful.

> Danny Jacobs, M.D., M.P.H, F.A.C.S. OHSU President

Respect for All

Discrimination, Harassment, Retaliation, and Sexual Misconduct:

Reporting Options, Resources, and Support for Students and Employees

OHSU Members are defined as employees, students and trainees, volunteers, visiting faculty, researchers, and healthcare practitioners, contractors and vendors while doing business with OHSU, members of the OHSU Board of Directors, and others who work for or act on behalf of OHSU.

All OHSU Members are expected to behave in a professional, honest, and ethical manner when acting on behalf of OHSU or participating in OHSU activities. This includes treating others with respect and dignity and maintaining an environment free from discrimination, harassment, retaliation, bullying, and sexual misconduct. Any conduct, whether electronic, physical, nonverbal, verbal, visual or otherwise, that disrupts another's work performance or creates an intimidating, offensive, abusive, or hostile work environment is prohibited.

If you have a concern about a decision, behavior, or action, you are responsible for speaking up immediately. OHSU can improve every time you ask a question or raise a concern. When you speak up to clarify a policy or report questionable conduct, you are protecting students, your colleagues, the interests of patients, caregivers, and the reputation of OHSU. Remember, an issue cannot be addressed unless it is brought to the attention of the Office of Civil Rights Investigations and Compliance (OCIC) or campus partners.

If you have any comments, questions, or feedback, including resources to support our OHSU community, contact OCIC at <u>ocic@ohsu.edu</u> or <u>503-494-5148</u>.

Accessibility Note

For best performance in a digital format, we recommend downloading this document as a PDF and using the Adobe read aloud feature.

If additional support is needed or you would like to request this document in an alternate format, please contact the Employee Leaves and Accommodations office at <u>ela@ohsu.edu</u> or <u>503-494-8060</u>, the Office for Student Access at <u>studentaffairs@ohsu.edu</u> or <u>503-494-7878</u>, or OCIC at <u>ocic@ohsu.edu</u> or 503-494-5148.

Table of Contents

Definitions
Office of Civil Rights Investigations and Compliance
Reporter7
Discrimination
Discriminatory misconduct10
Discriminatory harassment10
Retaliation11
Bullying12
Sexual misconduct
Sexual harassment13
Sexual assault, domestic violence, dating violence, stalking, and sexual exploitation14
Employee Requirements for Reporting and Responding16
Expectations for OHSU Members17
For Those in a Management Position18
Reporting Options
Additional Information on Reporting Options20
What to Expect When You Contact OCIC23
Response to Reports of Discriminatory Misconduct23
Supportive Measures24
Interim Actions24
Remedial Measures25
Stages of an OCIC Investigation
Privacy and Non-retaliation
Confidential Resources and Support28
For Students
For Employees
Community Based Resources for Support31
Complaints
Complaints About Patient Behavior35
Relevant OHSU Policies and Procedures40

Related Federal Regulations	.41
For Students Who Have Experienced Sexual Violence	.43
Your Options and Rights	.43
Legal Options	.44
OHSU-Based Services and Resources	.45
State and Community-Based Services and Resources	.46
Contact OCIC	.48



Definitions

Office of Civil Rights Investigations and Compliance

The Office of Civil Rights Investigations and Compliance (OCIC) is an OHSU department responsible for advising and educating the OHSU community about prohibited discrimination, harassment, retaliation, sexual misconduct, Title IX, civil rights, and ADA compliance. OCIC is a resource in supporting, educating, and collaborating with the OHSU community to achieve equity, access, and civil rights compliance.

OCIC serves all OHSU Members and is comprised of the AVP for the OCIC and Title IX Coordinator, the Director of the OCIC, an Administrative Coordinator and Administrative Assistant, the ADA Coordinator, the Director for Prevention and Education and Prevention and Education Specialist, Equal Opportunity Officers, Confidential Intake Specialists, and the Director of the Confidential Advocacy Program for Employees and Confidential Advocate for Employees. Our education and training programs support fair treatment for all. We investigate reports of Discriminatory Misconduct with a neutral, fact-finding approach.

OCIC administers programs and procedures and offers <u>education, training, and other</u> <u>resources</u> to build an equitable community committed to preventing prohibited discrimination and harassment. The OCIC investigative team reviews reports of discrimination, harassment, retaliation, and sexual misconduct.

Contact OCIC at 503-494-5148 or email ocic@ohsu.edu.

To contact the Title IX Coordinator, Angela Fleischer, email <u>titleix@ohsu.edu</u> or call <u>503-</u> <u>494-5148</u>, option 5.

OFFICE OF CIVIL RIGHTS INVESTIGATIONS AND COMPLIANCE | RESPECT FOR ALL

To contact the Confidential Advocacy Program for Employees, email <u>CAP-E@ohsu.edu</u>. **OCIC Partners**

- <u>Human Resources Business Partners (HR BPs)</u>: investigate situations involving harassment and bullying *not* related to protected categories or sexual misconduct.
- Human Resources Advice and Counsel Center (HR ACC): some reports that come to OCIC may be better addressed through the ACC. We work together to determine who is best to address the concerns.
- <u>Employee Leaves and Accommodations (ELA)</u>: manages accommodation requests submitted by employees.
- <u>Office for Student Access (OSA)</u>: manages accommodation requests submitted by students for disability-related accommodations, pregnancy, and religious accommodations.
- <u>Office of the Provost</u>: some reports of harassment or bullying may be better addressed through the Provost's Office. OCIC partners with them to support the needs of OHSU students.
- <u>Patient Relations</u>: partners with OCIC to review reports and to collaborate on support resources.

Reporter

OHSU requires all employees to report incidents involving discrimination, harassment, retaliation, bullying, and sexual misconduct, unless they are a Confidential Employee or an employee working in their professional capacity.

When an employee is told, becomes aware of, or reasonably suspects an alleged incident of Discriminatory Misconduct that involves a student or employee, they are obligated to report information to OHSU's OCIC/Title IX Office. Anyone may meet with the Title IX Coordinator or a designee to learn more about the process before making a report.

All employees, whether they are Confidential or not, are required to provide the name and contact information for the Title IX Coordinator to any student or employee who discloses that they have experienced any kind of sexual misconduct as well as explain the Title IX Coordinator's role in supporting the person. Similarly, all employees, even designated Confidential Employees, are mandatory reporters of child abuse, elder abuse, or abuse of adults with disabilities. All employees must also report individuals who present a risk of harm to others. OHSU employees are required by law to report such incidents to the Oregon Department of Human Services or law enforcement.

The following employees are Confidential Employees, when acting in their confidential role:

- All health care and mental health professionals providing care as a treating professional at OHSU. When they are treating the individual in their professional role, they are confidential. When they are not providing treatment, they are required to report. Example: If a physician is treating an employee patient for a wellness visit and the employee patient discloses a sexual assault, the physician is **not** required to report. However, if the same physician and employee interact outside of a treatment appointment and the employee discloses a sexual assault, the physician would be required to report.
- Employees at the Student Health and Wellness Center, the School of Medicine Resident and Faculty Wellness Program, Employee Assistance Program, Confidential Advocacy Program, Confidential Advocacy Program for Employees, Mental Health Resource Navigation and Bridge Counseling in Occupational Health, Ombuds, and OCIC Confidential Intake Specialists when acting in their confidential role. When they are not providing treatment or services, they are required to report.

Note: some of these resources do not have a legal privilege of confidentiality, and their information could be subpoenaed in a court of law, or an external legal authority may compel disclosure. Exceptions to confidentiality are limited to imminent threats to safety and mandatory reporting, such as child abuse.

Discrimination

Discrimination is an adverse action taken against an individual or group based on their protected characteristic(s). Discrimination takes two forms: disparate treatment and disparate impact.

Disparate treatment occurs when the adverse action is motivated in whole or in part by the protected characteristic.

Disparate impact occurs when a policy, requirement, or regularized practice, although

OFFICE OF CIVIL RIGHTS INVESTIGATIONS AND COMPLIANCE | RESPECT FOR ALL

neutral on its face, adversely impacts persons in a protected class without a legitimate OHSU-related purpose.

An adverse action includes an action that significantly changes the terms and conditions of employment or actions that have a significant detrimental impact on a student's education.

As defined by federal and state law, protected characteristics include:

- Race
- Color
- Religion
- National Origin
- Sex
- Sexual Orientation
- Gender Identity or Gender Expression
- Pregnancy (including pregnancy-related conditions)
- Age
- Disability
- Genetic Information (including family medical history)
- Ancestry
- Marital or Familial Status
- Citizenship
- Service in the Uniformed Services
- Protected Veteran Status
- Expunged Juvenile Record
- Use of Protected Leave (state or federal)
- Use of the Worker's Compensation System
- And any other status protected by Oregon or Federal law

Q: When is discrimination prohibited by OHSU policy?

A: When it is related to one or more protected classes or characteristics.

Discriminatory misconduct

Conduct prohibited by OHSU's Discrimination, Harassment, and Retaliation Policy. This includes Discrimination, Harassment, Sexual Harassment (inclusive of sexual violence as well as sex and gender), Sexual Misconduct, Sexual Assault, Domestic Violence, Dating Violence, Stalking, and Sexual Exploitation, and Retaliation.

Discriminatory harassment

Harassment is a form of discrimination. It is defined as unwelcome verbal or physical conduct based on a protected characteristic that is sufficiently severe or pervasive that it substantially interferes, or is likely to substantially interfere, with an individual's employment, education, or access to OHSU programs, activities, or opportunities, and would have such an effect on a reasonable person who is similarly situated.

Whether the alleged conduct unreasonably interferes depends on the totality of the particular circumstances, including the nature, frequency, and duration of the conduct in question, the location and context in which it occurs, and the status of the individuals involved. Although the impacted party's perception of the offensiveness of the alleged conduct, standing alone may not be sufficient by itself to constitute harassment in violation of the Discrimination, Harassment, and Retaliation policy, consistent with trauma-informed practices, the impacted party's subjective experience is considered in all aspects of this analysis.

Sometimes people are under the impression that it is only considered harassment if the behavior comes from a boss or supervisor. However, harassment can come from other managers, students, employees, or non-employees (such as patients).

OCIC investigates reports of harassment related to protected categories (see definition of discrimination above).

Examples of discriminatory harassment:

- Severe or pervasive verbal statements
- Severe or pervasive nonverbal or physical contact
- Graphic or written statements
- Threats, slurs, symbols (including symbols of racist violence such as burning crosses)
- Microaggressions (negative prejudicial slights and insults toward any individual or group)
- Misgendering (when a person is referred to using a pronoun, form of address, or other language that is inconsistent to the gender with which they identify)

When someone experiences harassment that is **not** related to a protected category, other departments on campus will respond, such as Human Resources, the Ombuds, an academic or administrative official. For example, when a member contacts the Ombuds, the Ombuds will listen, help identify options, and then make inquiries and referrals as appropriate. They may also facilitate resolutions in an impartial manner.

If you experience harassment that is **not** related to a protected category:

- Students may contact the <u>Student CARE Program</u>, the <u>Ombuds</u>, the office of the Dean of your particular school, or the <u>Confidential Advocacy Program</u>.
- Employees may contact <u>Human Resources</u>, the <u>Ombuds</u>, or the union that represents your employee group.

Retaliation

Regardless of the type of misconduct reported or the method of reporting, OHSU will not tolerate retaliation against anyone who makes a good faith report of an alleged violation of the law or OHSU's policies and procedures.

Retaliation means a materially adverse action taken against an OHSU Member because the individual engaged in a protected activity.

"Adverse action" means any action that is reasonably likely to deter a reasonable person from engaging in a protected activity. Examples of retaliation include a reprimand, discipline, or demotion. Adverse action does not include petty slights or trivial annoyances.

"Protected activity" means

- (a) Opposing a practice that is unlawful or that the individual reasonably believes is unlawful;
- (b) Filing a report, serving as a witness, assisting someone with a report of unlawful activity or Discriminatory Misconduct; participating in an investigation, proceeding, or hearing pertaining to Discriminatory Misconduct conduct; or participating in OHSU's reasonable accommodation processes; or
- (c) Participating in the university's reasonable accommodation processes.

OHSU views reporting as a positive action and we take allegations of retaliation seriously. Learn how to report concerns of retaliation in the <u>Reporting</u> section.

Reminder: OCIC investigates reports of harassment related to protected categories. When someone experiences harassment that is not related to a protected category, there are other departments on campus that will respond.

Bullying

Bullying is defined in the <u>Prohibition on Bullying Policy</u> as harmful interpersonal aggression by words or actions that humiliate, degrade, demean, intimidate, and/or threaten an individual or individuals.

For a violation of the policy to occur, such aggression must be sufficiently pervasive, persistent, and/or severe that a reasonable person would be excluded from participation in or denied the benefits of OHSU's educational or work programs or activities.

Any incident involving bullying behavior should be reported to Human Resources (for OHSU employees and volunteers) and Student Affairs Deans (for students).

If the behavior constitutes a violation of the <u>Workplace Violence</u> Policy, a report must be made to Public Safety who will investigate and respond to allegations in accordance with that policy.

Examples of bullying:

- Deliberate and repeated humiliation, shaming, or scolding
- Physical, verbal, and/or written abuse or threats
- Excluding or isolating people from a place or activities
- Sabotaging or threatening to sabotage someone's career advancement, studies, or work
- Invading personal space after being asked to move or step away
- Cyber bullying
- Starting or spreading malicious rumors, gossip, or lies
- Persistent teasing or making someone the object of jokes or ridicule.

Sexual misconduct

Sexual misconduct is having or attempting to have any sexual behavior or contact without affirmative consent.

"Sexual activity or contact" means any intentional activity involving, or contact with, intimate body parts, either directly or through clothing, for the purpose of sexual gratification or arousal.

"Intimate body parts" includes, but is not limited to, breasts, buttocks, groin, genitals, or other body parts that under the circumstances a reasonable person would know that the other person regards to be an intimate body part.

"Affirmative consent" is knowing, voluntary, and mutual decision among all participants to engage in sexual activity or contact. It is important to know that some types of sexual misconduct are crimes, including sexual assault and exploitation.

Consent

Consent can be given by words or actions, as long as those words or actions create clear permission regarding willingness to engage in the sexual activity or contact.

Silence or lack of resistance, in and of itself, does not demonstrate consent. An individual cannot provide affirmative consent if they are incapacitated.

Consent can be withdrawn at any time.

The definition of consent does not vary based upon a participant's sex, sexual orientation, gender identity, or gender expression.

Previous consent does not imply consent to sexual contact or activity in the future.

Each person involved is responsible for ensuring they have the affirmative, ongoing consent of the other(s) to engage in each sexual activity or contact.

Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature (such as sexual advances, requests for sexual favors, and other verbal or physical conduct related to sex). Sexual harassment does not have to involve strictly sexual behavior. For example, repeated and offensive comments about women or any gender can be sexual harassment. Harassers can be of any gender. They can be supervisors, colleagues, peers, or patients.

Sexual harassment is unwelcome conduct of a sexual nature when:

• Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment, academic experience or participation in any OHSU program or activity (quid pro quo); or

• Such conduct is sufficiently severe or pervasive that it has the effect, intended or unintended, of unreasonably interfering with an individual's work or academic performance or it has created an intimidating, hostile or offensive environment and would have such an effect on a reasonable person. Although the impacted party's perception of the offensiveness of the alleged conduct, standing alone, is not sufficient by itself to constitute harassment in violation of this policy, consistent with trauma-informed practices, the impacted party's subjective experience is considered in all aspects of this analysis.

Examples of sexual harassment:

- Unwelcome, unwanted, or offensive touching or physical contact of a sexual nature, such as closeness, impeding or blocking movement, assaulting, or pinching
- Gestures, innuendoes, teasing, jokes, and other sexual talk, intimate inquiries
- Persistent, unwanted requests to go out with someone, sexist put-downs or insults, epithets, slurs, or derogatory comments

Sexual assault, domestic violence, dating violence, stalking, and sexual exploitation

The crimes of Sexual Assault, Domestic Violence, Dating Violence, Stalking, and Sexual Exploitation can also constitute sexual harassment when motivated by or on the basis of a person's sex (inclusive of sexual violence as well as sex and gender).

"Sexual Assault" means an offense classified as a forcible or non-forcible sex offense under the uniform crime reporting system of the Federal Bureau of Investigation, which includes any sexual act directed against another person, without consent of the victim, including instances where the victim is incapable of giving consent.

"Domestic Violence" means felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse of the victim under the domestic or family violence laws of Oregon, or by any other person against an adult or youth victim who is protected from that person's acts under Oregon domestic or family violence laws.

"Dating Violence" means violence committed by a person:

(a) Who is or has been in a social relationship of a romantic or intimate nature

with the victim; and

- (b) Where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - (i) The length of the relationship;
 - (ii) The type of relationship; and
 - (iii) The frequency of interaction between the persons involved in the relationship.

"Stalking" means engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for their safety or the safety of others, or to suffer substantial emotional distress.

"Sexual Exploitation" means taking sexual advantage of another for one's benefit, or to benefit or advantage anyone other than the one being exploited, by:

(a) Viewing, possessing, producing, or distributing child pornography;(b) Non-consensual recording, disseminating, or copying of images, photography, video, or audio recording of sexual activity or nudity conducted in a private space; or

(c) Purposefully exposing another person to a sexually transmitted infection, or sexually transmitted disease, without their knowledge.



Employee Requirements for Reporting and Responding

If someone tells you about witnessing or experiencing discrimination, harassment, retaliation, or sexual misconduct of any kind, your caring response can help guide the person to the appropriate services.

If someone reports a concern directly to you, please take the following steps:

Before the person discloses details, interrupt them and let them know that OHSU policy requires you to report concerns of discrimination, harassment, retaliation, bullying, and sexual misconduct. Let them know you cannot maintain confidentiality.

- An interruption before someone discloses may sound like:
 - "I think you may be about to share something that would require me to make a report. I have to report incidents that involve discrimination, harassment, retaliation, bullying, sexual misconduct to the OCIC, depending on what you might say. There are confidential resources to help provide support. What would you like to do?"
 - The person may decide not to report the incident to you or to use any other means of support. You can encourage reporting, but ultimately it is their decision. Be supportive of their decision. Do not investigate yourself or try to problem solve.
 - Share the Reporting Options card with them which includes confidential reporting and support resources in case they do not choose to report to you.

- A response to a reporting individual may sound like:
 - "Thank you for sharing this with me. I am sorry you are going through this. I care about you and support you. I am required to report incidents like this to OCIC as part of OHSU's policies. If you want, we can submit the report together. I also want to make sure you know support resources that are confidential and that respect privacy. You will receive outreach from one of our campus partners. They will be able to share resources and see if an investigation is needed."
 - If someone shares that they are physically unsafe, that they are experiencing violence, or the threat of violence, contact 911 or the OHSU Department of Public Safety at 503-494-4444 (emergencies) or 503-494-7744 (non-emergency dispatch).
 - Please note that a report to DPS cannot be kept confidential.
 - Share the Reporting Options card with them which includes confidential reporting and support resources.

Expectations for OHSU Members

All OHSU Members are **required** to do the following when responding to disclosures of Discriminatory Misconduct:

- 1. Unless you are a student or a designated Confidential Employee acting in your professional capacity, inform the person that you must report all Discriminatory Misconduct to OCIC.
- 2. Submit a report by contacting OCIC or by submitting information via the <u>Internal Incident Report Form</u>. Provide as much detail as possible.
- 3. Respect the person's privacy by not sharing with other colleagues (except to fulfill your required reporting duties).
- 4. Ask the reporting person how you can support them.

Students are **not required** to report Discriminatory Misconduct. However, if a student is employed by OHSU and in their capacity as a staff person is told, becomes aware of, or suspects discriminatory misconduct, they are required to report. All OHSU Members are **encouraged to report** Discriminatory Misconduct they experience themself. If you are unsure whether you should report a concern, email OCIC at <u>ocic@ohsu.edu</u>, visit <u>www.ohsu.edu/ocic</u>, meet with the Title IX Coordinator, Angela Fleischer (<u>titleix@ohsu.edu</u> or call <u>503-494-5148</u>, option 5), or meet with a Confidential Intake Specialist to learn more about the process before making a report (<u>ocic@ohsu.edu</u>).

Failure to report in compliance with OHSU's policies may cause additional harm to the involved individuals, expose you and OHSU to legal liability, reputational harm, and/or result in disciplinary action.

Examples of circumstances that require reporting:

- An employee complains that their coworkers often make "offensive and disparaging" comments about people of color
- A resident tells you in "confidence" that he believes he was sexually assaulted at a conference
- A student is concerned because a faculty member will not allow her to make up an exam after she was on bed rest for a pregnancy-related condition
- You hear rumors that a well-respected administrator regularly makes sarcastic and disparaging comments about employees with disabilities who request reasonable accommodations

For Those in a Management Position

The same expectations and process applies with some additional reminders:

- Be open to understanding the issue and seek to understand what and why the individual is concerned. Share that you are not able to maintain confidentiality.
- Consult with OCIC prior to taking any action.
- Cooperate in any internal investigation and assist with determining and implementing the appropriate corrective actions.
- Maintain the privacy of your employees; only discuss the incident with those who need to know, such as OCIC or the agreed upon campus partner(s), such as HR or Legal.
- Follow up on the concern and take action as appropriate, such as providing information or support or referral to another resource for further review and/or assistance.
- Report any incidents of retaliation against any individual who has reported or participated in an investigation directly to OCIC.



Reporting Options

There are three (3) reporting options for those who have experienced any kind of misconduct:

- **1. Anonymous Reports** provide the opportunity to share information about a concern and to know that the concerning incident has been documented. The Integrity Helpline allows the option for easy anonymous reporting.
- 2. Confidential Reports can be made to an OCIC Confidential Intake Specialist without initiating a formal complaint. The decision to make a formal complaint can be made at any time.
- **3. Formal Complaints** may be made directly to a Confidential Intake Specialist. For incidents involving sexual misconduct or gender discrimination, you may reach out directly to the **Title IX Coordinator**, **Angela Fleischer** (<u>titleix@ohsu.edu</u> or call <u>503-494-5148</u>, option 5).

OHSU encourages all OHSU Members who have experienced any type of Discriminatory Misconduct to report the incident immediately to the Office of Civil Rights Investigations and Compliance.

Reports may be submitted anonymously; however, OHSU may be limited in its ability to respond to anonymously submitted complaints. Identifying witnesses and providing as many details as possible in a report increases OHSU's ability to respond and/or take corrective action.

Individuals are encouraged to report discrimination, harassment, retaliation, or sexual misconduct as soon as possible.

Students: for more information about additional rights and resources, see the <u>For</u> <u>Students Who Have Experienced Sexual Violence</u> section of this document.

Additional Information on Reporting Options

Confidential Advocacy Program (CAP)

- Book an appointment <u>here.</u>
- Or email us at <u>CAPsupport@ohsu.edu</u>

The Confidential Advocacy Program provides confidential support to OHSU **students** that have experienced sexual or interpersonal violence at any point in time including relationship violence, family violence, or stalking. CAP also provides support for OHSU students who have experienced discrimination, harassment, and retaliation as related to their OHSU experience.

CAP encourages students to seek support. It is important to note that CAP is a confidential and privileged resource for all matters related to sexual or interpersonal violence. CAP is not confidential or privileged for matters of discrimination, harassment, or retaliation unrelated to sexual or interpersonal violence which must be reported to the OCIC office.

CAP will never make a report without a person's knowledge, and they will also provide confidential community resources for matters related to discrimination, harassment, or retaliation.

Office of Civil Rights Investigations and Compliance (OCIC)

- <u>503-494-5148</u>
- <u>ocic@ohsu.edu</u>

Confidential Intake Specialists respond to reports of misconduct at OHSU. You can report sexual assault, harassment, domestic violence, dating violence, stalking and discrimination to them. No records are kept. **Exceptions** to confidentiality are limited to immediate threats to safety and mandatory reporting, such as elder abuse, child abuse, or abuse of adults with developmental disabilities.

- <u>503-494-5148</u>
- <u>ocic@ohsu.edu</u> subject line: "CIS Support"

OHSU's **Title IX Coordinator, Angela Fleischer**, is specially trained to address concerns around Title IX compliance. Please reach out if you have questions.

- <u>503-494-5148</u>, option 5
- <u>titleix@ohsu.edu</u>

Confidential Advocacy Program - Employees (CAP-E)

CAP-E provides resources and support specifically for OHSU **employees** who have experienced any form of sexual misconduct: sexual harassment, sexual assault, dating or domestic violence, or stalking whether at OHSU or external to OHSU. CAP-E also provides advocacy in situations involving discriminatory harassment or retaliation. CAP-E staff members report directly to the Title IX Coordinator.

- <u>503-494-5148</u>
- <u>CAP-E@ohsu.edu</u>

Integrity Helpline

If you have experienced and would like to report discrimination, harassment, sexual violence, or other prohibited conduct, you may access the OHSU Integrity Helpline. The Helpline is accessible 24 hours a day, 7 days a week.

- <u>877-733-8313</u>
- <u>Submit a report online at ohsu.edu/helpline</u>

The Integrity Helpline reports remain confidential to the extent possible under OHSU policies. You may submit a Helpline report anonymously. Information will only be shared on a need-to-know basis for investigatory purposes or as required by law.

Internal Incident Form

The Internal Incident Report Form is intended for internal OHSU use by managers, leaders, supervisors, and other individuals who, in the course of their jobs, learn of concerns that they should report pursuant to OHSU policy and their responsibilities as a required reporter. Please note, if you are reporting something you experienced, please submit your concern directly through the <u>Integrity Helpline</u>.

Remember, all employees, except for confidential resources, are required to report instances of discrimination and harassment that they observe or are told about. There are resources, including FAQs, on the form to provide the necessary information and guidance to complete the form. Please provide enough information to help the appropriate department investigate your concern or follow up about a question. The details of your report can only be accessed by authorized personnel. Based on the information you provide, you may be contacted by individuals in the Integrity Office, Human Resources, the OCIC, or other offices for additional information as needed.



What to Expect When You Contact OCIC

After you submit a report (via voicemail, email, or online), we will respond to you as soon as possible and give priority to urgent cases.

When we contact you, we will discuss reporting options and work with you to determine if there is a potential violation of OHSU policy.

The process and timeline for resolution varies depending on your specific situation.

If the situation does not include issues managed by OCIC, the report will be sent to the appropriate office (such as Human Resources or Student Health and Wellness).

All reports are treated with care and as much privacy as possible.

Response to Reports of Discriminatory Misconduct

OHSU responds to reports of discrimination, harassment, retaliation, and sexual misconduct. This may include action to stop, prevent, correct, and when necessary, discipline behavior that violates the Discrimination, Harassment, and Retaliation Policy.

Depending on the information available, OHSU will conduct an initial inquiry, or contact named parties whenever there is sufficient information that Discriminatory Misconduct, including sexual harassment, sexual assault, domestic violence, dating violence or stalking has occurred. In responding to incidents of Discriminatory Misconduct, OHSU follows state and federal law, OHSU polices, and any applicable collective bargaining agreements. A responding party's options, and an anticipated timeline, will be explained to that person by OCIC, Human Resources, or the applicable student office, as appropriate.

Supportive Measures

Regardless of whether an investigation or other process is initiated, OHSU and/or the Title IX Coordinator may provide supportive measures as appropriate and reasonably available. In deciding which supportive measures to implement, OHSU will attempt to mitigate the impact on impacted persons while also balancing the rights of the responding party.

Examples of supportive measures for students may include academic arrangements, escort services, and/or referrals to community agencies.

For employees, supportive measures may include change of employment conditions, leaves of absence, modifications to work schedules, safety planning, and/or information and assistance regarding employee resources.

Interim Actions

After receiving a report of Discriminatory Misconduct, OHSU may implement interim action(s) during the investigation. Interim actions will remain in place until lifted or modified by an OHSU official with authority to do so. Interim actions aim to prevent the repetition of prohibited conduct, if occurring, and eliminate opportunities for retaliation against a reporting or impacted party, other specified persons, or ongoing disruption to OHSU.

The specific interim action(s) implemented will vary depending on the circumstances of each report. In some instances, OHSU may share information regarding such interim measures with an impacted party, or other appropriate individuals, on a need-to-know basis, such as safety planning.

For students, interim actions may also include but are not limited to or promised: removal from campus and/or from some or all programs or activities.

Interim actions for employee responding parties may include but are not limited to or promised: administrative leave or changing reporting lines.

Remedial Measures

Remedial, non-disciplinary action may also be taken where the alleged conduct does not constitute a policy violation, but additional incidents or escalation of conduct could give rise to a policy violation. There will be a determination of whether additional remedies for the parties or the OHSU community are necessary to restore and preserve equal access to OHSU's education programs and activities or to maintain a respectful workplace.

Examples of such remedies may include the initiation or continuation of supportive measures (which may include leaves of absence, modifications to work schedules, safety planning, information and assistance regarding employee and student resources, and/or other reasonable measures), facilitated dialogue, and/or training for members of the OHSU community, as well as modifications to academic, employment, or patient care conditions or assignments.



Stages of an OCIC Investigation

OCIC is responsible for responding to reports of Discriminatory Misconduct.

Upon receipt of a report, impacted persons are offered support resources and the opportunity to meet with an OCIC team member to share more about the experience and discuss options that may be available.

If the report is made by a third party, OCIC will consider any information from the third party in order to reach out to the impacted person(s) thoughtfully. The impacted person is not obligated to meet with OCIC and can choose whether they want to participate in an investigative or other process.

Even if an impacted person chooses not to report formally or chooses not to participate in an investigation or resolution process, the impacted person can contact OCIC for information and assistance accessing on or off campus support resources.

There are three (3) stages of an OCIC investigation:

1. Phase 1: Pre-Investigation

a. During the pre-investigation, this is a time when the impacted party shares their experience with a neutral confidential intake specialist. CIS informs the impacted party as to the ways the matter may be handled. The meeting's focus is to review the facts and ensure that OCIC can provide the necessary support and resources to address the issue effectively and determine if a formal investigation is appropriate. If a case is outside OCIC's area of work, it may be referred to HR Business Partners for follow up.

2. Phase 2: Active Investigation

- a. If it is decided that the case is suitable for OCIC handling, the impacted party will be asked to provide a formal statement with written consent that demonstrates a willingness to participate in a formal investigation.
- b. A Notice of Investigation will be provided to all involved parties and witnesses. Applicable parties will receive frequent case status updates where indicated.

3. Phase 3: Post Investigation

- a. In phase 3, the case is considered closed. All case evidence and case notes will be presented to the parties for review. Parties can review, amend, and acknowledge acceptance of the evidence submitted.
- b. The file is marked final. Once it is marked final, it is sent to the Director of OCIC to review, decide, and conclude. The final determination will be sent to the applicable parties. Parties are afforded the opportunity to meet with the Director to discuss the conclusion and to ask questions.
- c. Case follow-up will be conducted at regular intervals at 30, 60, and 90 days as needed to ensure implementation of recommendations for further accountability and data monitoring.

We know these situations can be difficult and painful. <u>Confidential advocacy and</u> <u>supports</u> are available throughout the process.



Privacy and Non-retaliation

OHSU tries to maintain privacy in connection with harassment and discrimination reports, but it may become necessary to disclose information during the investigation. OHSU prohibits retaliation against individuals who file a complaint or those who participate in an investigation.

Confidential Resources and Support

All OHSU Members can make anonymous reports (be sure not to include any identifying information in your report) through the Integrity Helpline. You can reach the Integrity Helpline 24 hours a day, seven days a week, at 877-733-8313. You may choose to identify yourself or remain anonymous when you submit the Integrity Helpline <u>online</u> report form.

Confidential resources will not make a report for an individual. This means that a report made only to a confidential resource will not be investigated and may not result in any discipline or sanctions against the person whose actions impacted the individual seeking confidential support.

OHSU is committed to protecting confidential information and ensuring legal and professional obligations are met when preserving this information. Confidential services are provided consistent with state and federal laws. Providing confidential services means that your provider will generally not release your information without your permission. Exceptions to confidentiality may arise in situations involving danger to yourself or others, abuse or neglect of a child or vulnerable adult or court orders or subpoenas of records. Please feel free to contact the OHSU Legal Department if you have specific questions about confidentiality.

For Students

Student Health and Wellness

Student Health and Wellness at OHSU offers many types of services for OHSU students, postdoctoral fellows, and adult dependents on the Student Health Insurance Plan. Some services offered include routine primary and preventive care services, in addition to behavioral health services including counseling and crisis support. There is no charge to visit a Student Health and Wellness provider or nurse. Student Health and Wellness is in the lower level of Baird Hall and can be reached at <u>503-494-8665</u>.

Confidential Advocacy Program (CAP)

The Confidential Advocacy Program provides privileged and confidential advocacy services to OHSU students, residents, fellows, and student research/intern volunteers that have experienced sexual or interpersonal violence at any point in time including relationship violence, family violence, or stalking. CAP also provides support for OHSU students who have experienced discrimination, harassment, and retaliation as related to their OHSU experience. CAP encourages students to seek support regardless of whether they feel these specific terms accurately describe their experience but are looking for advocacy support. It is important to note that CAP is a confidential and privileged resource for all matters related to sexual or interpersonal violence. CAP is not confidential or privileged for matters of discrimination, harassment, or retaliation unrelated to sexual or interpersonal violence which must be reported to the OCIC office. CAP will never make a report without a person's knowledge, and they will also provide confidential community resources for matters related to discrimination, harassment, or retaliation. Schedule an intake with a CAP Advocate by filling out our booking link or by emailing CAPsupport@ohsu.edu.

Types of Services CAP Provides:

Emotional Support: CAP Advocates can support participants through crisis-management, including grounding techniques, identifying coping skills and resource referrals/connections.

Safety Planning: CAP Advocates can support a participant in creating a written plan that addresses specific physical, emotional, psychological, academic, professional, or other safety needs. This can include providing safety items and connecting them to resources that address these safety concerns such as protection orders, legal services, and more.

Accompaniment: CAP Advocates can accompany participants to meetings on and off campus related to their experience of power-based violence. CAP Advocates can provide emotional support, ask clarifying questions, take notes, and support with communication and planning logistics.

Systems Navigation: CAP Advocates can review options for reporting in a judgment free space. CAP Advocates can also provide education and information about processes such as OCIC, HR, reporting to law enforcement, or court.

Academic Support: CAP Advocates can support students in identifying their academic needs and support, accessing academic accommodations, and educating faculty and administrators on the challenges and academic impacts a student may face when experiencing power-based violence.

Education: CAP Advocates provide education on resources and topics related to powerbased violence both one on one with participants and in group settings. OHSU members can request an educational consult which may include bringing CAP to provide a presentation around power-based violence or one on one support around responsible employee situations.

For Employees

Employee Assistance Program

The EAP is available to help with issues that impact your life. Participation is confidential and no information revealed by an employee is shared without the employee's knowledge and consent. EAP offers, among other things, three free counseling sessions per issue. You can access EAP services at 800-433-2320 or visit <u>www.sparkworklife.com</u>. You may also request an appointment on o2.

School of Medicine Resident and Faculty Wellness Program

The School of Medicine Resident and Faculty Wellness Program for School of Medicine faculty (0.5 FTE and above) and GME trainees provides an array of services to increase clinician wellness and reduce burnout and distress, thereby facilitating a strong and thriving workforce. Email <u>wellnessmeeting@ohsu.edu.</u> For an urgent consultation, page 10975 from 9 a.m. to 6 p.m., 7 days a week.

Confidential Advocacy Program for Employees (CAP-E)

CAP-E provides resources and support specifically for OHSU Employees who have experienced any form of discrimination, including harassment or sexual misconduct whether at OHSU or external to OHSU. Contact OCIC at 503-494-5148 or email CAP-E@ohsu.edu.

Community Based Resources for Support

An asterisk * indicates resources offering services in languages other than English.

Portland Area:

- <u>Call to Safety</u>: 888-235-5333. 24/7 crisis line for support and information; <u>support@calltosafety.org</u>; Identify <u>shelters' capacities</u> (every day at 9am) in and around the Portland area as well as those outside Portland area counties.
- <u>National Crime Victim Law Institute</u>: A nonprofit legal education and advocacy organization based at Lewis & Clark Law School in Portland.
- *<u>Raphael House</u>: 503-222-6222. 24/7 Hotline for confidential safety planning, shelter information, resource referrals, and crisis support in English, Spanish, and Russian.
- <u>*UNICA from El Programa Hispano Catolico</u>: 503-232-4448 or 800-232-4448. Línea de Crisis disponible las 24 horas. 24/7 English and Spanish crisis line for survivors of interpersonal violence. Provides culturally specific urgent services as well as mental health counseling and support services, housing services, and programs aimed at preventing gender-based violence, advocacy, and crisis intervention.
- *<u>Slavic Oregon Social Services</u>: 503-381-7757. 24/7 crisis line and domestic and sexual violence program (Программа помощи жертвам домашнего и сексуального насилия) serving Slavic-speaking individuals in Multnomah, Clackamas, Washington, and Marion Counties in Oregon and Clark County in Washington.
- <u>Bradley Angle</u>: 503-235-5333. 24/7 crisis line. Healing Roots & Kinship: Black/African American survivors and their children; Marsha's Folx: services to meet the needs of LGBTQIA+ people. Operates two confidential, gender-inclusive shelters in Multnomah County.
- <u>Clackamas Women's Services</u>: 503-654-2288 or 888-654-2288. 24/7 crisis and support line.
- <u>A Safe Place Family Justice Center</u>: 503-655-8600. Offers advocacy, culturally specific services, safety planning, counseling, support groups, legal and law enforcement support for anyone impacted by domestic violence, sexual violence, human trafficking, and elder abuse.

- *Gateway Center for Domestic and Sexual Violence Services: 503-988-6400. Not a crisis line. Operates to connect individuals in Multnomah County with all available resources. Services offered in English, Spanish, Russian, and Ukrainian.
- *IRCO Refugee and Immigrant Family Strengthening: 503-234-1541. Not a crisis line. Over 50 access sites across Oregon. Advocacy, safety planning, and referrals to services in English, Spanish, German, Portuguese, Hindi, Hmong, French, Russian, Urdu, Ukrainian, and Vietnamese languages.
- <u>Sexual Assault Resource Center (SARC)</u>: 503-640-5311 or 888-640-5311. 24/7 call, anonymous SMS text, online chat, or Facebook Messenger crisis line. Assists with crisis intervention, information and referrals, safety planning, and more.
- *<u>Multnomah County Crisis Line</u>: 503-988-4888 (24/7); toll-free 800-716-9769; hearing impaired dial 711

Statewide:

• *<u>Bridges Oregon</u>: 971-800-6250. M-F 8am-12pm, 1pm-5pm. Serving Oregonians who are Deaf, DeafBlind, Hard of Hearing, or face other communication barriers with a variety of services, including victim advocacy.

Monmouth:

- <u>Abby's House, Center for Equity and Gender Justice:</u> Located at Western Oregon University. 503-838-8219. Not a crisis line. Basic needs team, confidential advocates, and more serving WOU students.
- <u>Sable House</u>: 503-623-4033 or 866-518-0284. 24/7 crisis line serving Polk County.
- <u>Center for Hope and Safety</u>: 503-399-7722. 24/7 crisis line serving Polk and Marion Counties.

Klamath Falls:

• <u>Klamath Advocacy Center, Martha's House</u>: 541-884-0390. 24/7 crisis support, referrals to other services, emergency shelter, legal advocacy, confidential advocacy, safety planning, and more.

Ashland:

- *<u>Community Works</u>: 541-779-4357. 24/7 crisis line offering support and resources for domestic violence, sexual abuse, and sex trafficking in multiple languages, including American Sign Language.
- <u>Jackson County Sexual Assault Response Team</u>: 541-840-0904. Not a crisis line. Offers support to address medical, emotional, and financial needs.

La Grande:

• <u>Shelter from the Storm</u>: 541-963-9261. 24/7 crisis line offering support for domestic violence, interpersonal violence, sexual assault, stalking, and human trafficking.

National Resources:

- *<u>National Deaf Domestic Violence Hotline</u>: 855-812-1001 (video phone), DeafHotline (instant messenger), or email <u>nationaldeafhotline@adwas.org</u>. 24/7 crisis line for people who are Deaf or hard of hearing.
- <u>StrongHearts Native Helpline</u>: 844-762-8483. 24/7 helpline for culturally appropriate support for Native Americans and Alaska Natives.
- *<u>Trans Lifeline</u>: 877-565-8860, also available in Spanish.
- <u>Racial Equity Support Line</u>: 503-575-3764. Mental health support for those impacted by race-based violence, microaggressions, immigration challenges, and other cross-cultural issues.
- <u>National Sexual Assault Hotline</u>: 800-656-HOPE (4673) or <u>chat online</u>.
- <u>National Suicide Prevention Lifeline</u>: Call or text 988 (24/7)
- <u>Crisis Text Line</u>: Text HOME to 741741 (24/7), also available in Spanish
- <u>National Domestic Violence 24-hour Hotline</u>: 800-799-7233 (24/7). For domestic violence survivors.
- Speaking of Suicide
- International Find a Hotline

See something? Say something.

Hear something? Say something.

When in doubt, report it out.



Complaints

OHSU encourages all OHSU Members with a complaint about Discriminatory Misconduct to follow the process in this guide. However, individuals may always choose to make a discrimination complaint directly to outside agencies or law enforcement, including, but not limited to:

- Bureau of Labor and Industries' Civil Rights Division
- Office for Civil Rights of the U.S. Department of Education
- U.S. Equal Employment Opportunity Commission
- Educational Opportunities Section of the Civil Rights Division of the U.S. Department of Justice

Complaints About Patient Behavior

OHSU is committed to providing inclusive patient care and will not exclude or treat people differently based on any protected class. At the same time, patients, guests, and visitors are also expected to behave respectfully and OHSU will not tolerate discriminatory or harmful behavior by patients, guests, or visitors.

Patient related questions and concerns can be directed to the Patient Advocate Office. Patient Advocates are committed to providing patient advocacy, complaint management, crisis intervention and ethics consultation in a non-judgmental, non-defensive, harassment-free manner. Patients are expected to be respectful of all OHSU community members. If you have concerns about discriminatory or harmful behavior by patients or visitors, report those to the Patient Advocate Office at <u>503-494-7959</u> or <u>advocate@ohsu.edu</u>.

When patients request or refuse health care providers with specific characteristics based on discriminatory reasons, providers who receive such a request should inform the patient that OHSU is not obligated to honor that request and should immediately report the issue to their supervisor and contact the Administrator on Duty by paging 12241. Or, during normal business hours, the Patient Advocates Office.

All requests for health care professionals or other personnel with specific characteristics, except those requests approved pursuant to the process set in OHSU Policy No. HC-RI-133-POL, Patient Requests for Health Care Professionals with Specific Characteristics, must be reported to the Patient Advocate Office at <u>503-494-7959</u> or <u>advocate@ohsu.edu</u> by the OHSU Healthcare workforce member receiving the request or by their supervisor (if the matter is reported to the supervisor).

For more information on how to report and respond to requests of, or refusals of, health care professionals with specific characteristics, see Requests for or Refusal of Healthcare Professionals or Other Personnel with Specific Characteristics Policy (<u>HC-PRM-133-POL</u>).

How to respond to a request for, or refusal of, health care professional with specific characteristics from patients or their representatives:

OHSU is an affirmative action and equal opportunity employer. We value diversity in our community and want to ensure that all team members are included and supported. Use clarifying language if you think someone is being discriminatory to address the situation, then be sure to report the incident to the Patient Advocate Office at 503-494-7959 or advocate@ohsu.edu.

Below are scripts you can use to respond to possible discrimination.

- 1. Acknowledge and clarify if the request for, or refusal of, a different health care professional is discriminatory:
 - a. "I want to be sure I understand the reason for your request. Are you saying that you want a different provider/caregiver because of their <gender, race, religion, ethnicity, sexual orientation, etc.>?"
- 2. Take action:
 - a. If no, identify the behaviors of the health care professional that the patient would like to change: "I see you have some specific requests to improve your care. Let's work together with <caregiver/provider name> so we can

try to meet your expectations. I'll ask <employee name> to come in so we can all talk about your request." OR "Let me contact your nurse and <employee name> so they can talk to you about your requests."

- b. If yes, focus on relevant facts/mirror mutual respect: "I want to reassure you that all of our team members are competent and skilled. We are all specially trained to provide you with the care you need. At OHSU, we care for all individuals who need our services, and we respect all of our team members. I would be glad to (or glad to contact your nurse to) address any specific requests you feel are important to your medical care."
- 3. Reclarify your stance if you meet resistance:
 - a. "I understand that you do not want <employee name> to care for you because of their <gender, race, religion, ethnicity, sexual orientation, etc.>. However, respect for all, both patients and our team members, means that we do not change our care teams based on a patient's preference for specific characteristics of our team members that is unrelated to medical need or modesty concerns."
 - b. If person continues to object: "If you would like, I can put you in touch with the Patient Advocate Office (or Administrator on Duty, if outside of normal business hours)."
- 4. Follow up with the team member who may have experienced discrimination:
 - a. "I heard/know that <patient name> said/did something that may have been hurtful or distressing to you. I want to let you know that their behavior is not acceptable to me, and I am here to support you if you would like."
 - b. You may also refer the team member to the <u>Requests for, or Refusal of,</u> <u>Healthcare Professionals or Other Personnel with Specific Characteristics</u> <u>policy</u> for information on resources that are available to them

How to address patients' discriminatory and/or harassing behavior:

OHSU is an affirmative action and equal opportunity employer. We value diversity in our community and want to ensure that all OHSU Members, visitors, and guests, including patients and their family members, support and include all of our team members. Below are some options for how to deal with patients, or their family members, if they are (or if they appear to be) behaving in a harassing and/ or discriminatory manner.

Always assess the situation for safety concerns

First, if there are any safety concerns, the OHSU member should immediately discuss the issue with their supervisor and promptly contact the Administrator on Duty (AOD), Patient Advocates' office and/or the Department of Public Safety (Public Safety) (503-494-4444). When contacting Public Safety, consider using one of the Codes below:

- In inpatient and ED settings, if there are immediate precursors of violence, including patient self-harm, use CODE GREEN. Code Green is a coordinated-team response to patient violence. It provides a well-defined process for activating a team, working through the process, and documenting and reviewing events. Activate by calling 4-4444 or 503-494-4444.
- For inpatient, ED, Marquam Hill and South Waterfront locations, Public Safety is available for emergent safety concerns by calling **4-4444** or <u>503-494-4444</u>. Use the coded phrase Dr. Strong when a threatening person is within earshot, and you do not want to alert them you are calling for help. To use it, call (or ask a coworker to call) Public Safety at <u>503-494-4444</u> and ask for "Dr. Strong" to come to a specific location.

For all other locations, please use location-specific procedures, including 911, for emergency safety issues.

Addressing the behavior

After assessing personal safety, consider taking the following steps:

1. If you feel comfortable, remind the patient of their responsibilities, including the Patient Rights, Responsibilities and Safety policy, and implement an appropriate bystander intervention technique(s).

Be Direct: Verbally address the person(s). Directly confront the patient and tell them that you think their comment or behavior is offensive and hurtful; and/or remind the patient they must be considerate and respectful of people who are helping or caring for them. State that they will not be reassigned for reasons related to race, gender, or other characteristics unrelated to their professional role.

Ask for Help: Alert a manager or leader and consider calling Public Safety.

Distract or Defuse: Neutralize tension by interrupting it before it escalates further. Pull the person who seems uncomfortable aside and ask if they are okay. **Delay and Follow Up:** Sometimes things happen so quickly that you can't intervene. If it is better to wait, or you miss an opportunity to directly intervene, make a plan and address the situation as soon as possible.

- 2. Escalate your concerns to your manager, leader or other administrative staff member.
 - The manager should ask the impacted employees whether they are still comfortable providing care to the patient or would like the patient to be reassigned to another provider. If at any time health care professionals are uncomfortable with a patient, they have a right to disengage, if it is safe to do so.
 - The manager should discuss the behavior with the patient and tell them that OHSU will not tolerate discrimination or harassment of any kind and further conduct may result in restrictions, up to and including exclusion from care.
- 3. Report the incident to the Patient Advocate Office (**advocate@ohsu.edu** or <u>503-494-</u> <u>7959</u>) or Administrator on Duty.
 - OHSU prohibits retaliation for reporting or bringing forward any concerns. Regardless of how you decide to respond to the incident in the moment, be sure to report it to OCIC <u>submitting a helpline report online</u> or email <u>ocic@ohsu.edu</u>.

Strategies for how to take care of yourself and others after an incident

- Consider a debrief, in the moment or shortly thereafter, with the team involved.
- Leaders should reinforce the importance of safety and well-being and remind team members of any applicable protocols for responding to similar situations.
- Explore opportunities for impacted person(s) to reflect on the encounter in written or verbal form.
- Seek support and mentorship from colleagues.
- Consider accessing confidential support resources.

Other resources

- 1. Requests for, or refusals of, <u>Healthcare Providers with Specific Characteristics -</u> <u>OHSU Healthcare Policy</u> (HCRI-133-POL)
- 2. <u>How to Respond to a Request for, or Refusal of, Health Care Professionals with</u> <u>Specific Characteristics</u>



Relevant OHSU Policies and Procedures

OHSU Code of Conduct Policy 03-05-048, Discrimination, Harassment and Retaliation Policy 03-05-060, Prohibition on Bullying Policy 02-01-200, Equal Access for Students with Disabilities Policy 03-05-055, Accommodations Policy 03-05-045, Conflicting Consensual Relationships Policy 03-05-040, Employment of Family Members Policy 03-05-037, Religious Exercise and Religious Expression in the Workplace and Educational Environment 01-01-000, Definitions and Interpretations Policy 07-30-020, Workplace Violence Policy 07-30-025, Investigation of Potentially Criminal Conduct OCIC website on Responding to Concerns OCIC website on Sexual Misconduct and Title IX OHSU Annual Security Report



Related Federal Regulations

• Civil Rights Act of 1964

- Title II prohibits discrimination based on race, color, religion, or national origin in public accommodations.
- Title IV prohibits racial segregation in schools
- Title VI prohibits discrimination by programs and activities that receive federal funding
- Title VII prohibits discrimination from employers of fifteen (15) or more employees on the basis of race, color, religion, sex, or national origin
- Title IX (of the Education Amendments Act of 1972) prohibits discrimination on the basis of sex (and currently expanded to include sexual orientation and gender identity) in any educational setting that receives federal funding
- <u>Title IX of the Education Amendments of 1972</u>
- <u>Rehabilitation Act of 1973 as Amended</u>
 - Section 504 prohibits discrimination by any institution that receives federal funding against people with disabilities
 - Provides equal access to educational activities

- Americans with Disabilities Act of 1990 as Amended (ADA)
 - Title I prohibits employers of fifteen (15) or more employees on disability-based discrimination
 - Title II prohibits disability-based discrimination in state and government services
- Violence Against Women Act (VAWA) of 1994

In addition to what is listed above, we encourage you to seek additional supportive resources on the <u>OCIC website.</u>



For Students Who Have Experienced Sexual Violence

Students may contact Title IX Coordinator, **Angela Fleischer**, by email <u>titleix@ohsu</u> or call <u>503-494-5148</u> and select option 5 if you have any questions about options available for support.

Your Options and Rights

You have the option or right to:

- Contact law enforcement.
- Contact OHSU Public Safety.
 - o <u>503-494-4444</u> (emergencies)
 - o <u>503-494-7744</u> (non-emergencies)
- Be treated with respect by OHSU officials.
- Be free from retaliation.
- Get information about and take advantage of campus support resources.
 - o <u>Student Health and Wellness</u>
 - o <u>Confidential Advocacy Program</u>
- Have others present during the investigation process.
 - An advisor, lawyer, union representative or <u>Confidential Advocacy</u> <u>Program</u> member can go with you to any proceedings and provide support and advocacy.
- Decide whether to pursue informal resolution or a formal investigative process.
- Get information about options to change academic, living, transportation and working situations.
- Access safe living accommodations and educational and work environments.
- Get a forensic medical exam free of charge.

OFFICE OF CIVIL RIGHTS INVESTIGATIONS AND COMPLIANCE | RESPECT FOR ALL

- Receive updates on the sexual assault evidence, including:
 - Any results of a sexual assault evidence kit.
 - Policies governing the kit's collection and preservation.
 - If the state government and storage system intend to destroy the kit after the statutory limitations period or 20 years have passed; and request in writing to have sexual assault evidence preserved longer.
- Have OHSU evaluate and explain the scope of a no contact order.
- Fully participate in any process, whether you or OHSU is filing a complaint.
- Access investigative materials during the investigation and before a decision is made.
- Know the outcome of any investigation and the reasons for that outcome, in writing.

Additionally, the State of Oregon's Victims' Rights Guide may be accessed online by going to the Oregon Department of Justice <u>Crime Victim and Survivor Services website</u>. It is available in 9 languages and multiple formats.

Legal Options

OHSU encourages you to contact law enforcement when a crime has occurred. For help with civil protective orders, please contact the Confidential Advocacy Program (CAP). Book an appointment <u>here</u> or email us at <u>CAPsupport@ohsu.edu</u>.

Protective Orders:

- The <u>Family Abuse Prevention Act (FAPA)</u> provides restraining orders in cases of domestic violence, harassment, stalking or sexual assault from a family or household member. Restraining orders are designed for those in imminent danger of further abuse. Learn more about applying for, modifying and renewing <u>FAPA</u> restraining orders.
- Extreme Risk Protection orders are court orders that prevent a person who is at risk of hurting another person or of committing suicide from having or getting deadly weapons, including firearms.
 - Any family member, household member, or intimate partner can apply for an ERPO. Law enforcement officers can also apply.
 - For help with civil protective orders, please contact the Confidential Advocacy Program (CAP) by booking an appointment <u>here</u> or email <u>CAPsupport@ohsu.edu</u>. You may also contact the Department of Public Safety for emergency safety concerns by calling 503-494-4444.

- Stalking Orders: According to the <u>Oregon Department of Justice</u>, stalking refers to "unwanted, obsessive attention directed at a specific person that would reasonably cause them to feel threatened" and afraid for their safety.
 - Stalking is a crime. If you are impacted by stalking behavior, you can file
 a <u>Stalking Protective Order (SPO)</u> in the county where the respondent lives
 or where the unwanted contact happened.
- A Sexual Assault Protection Order (SAPO) may be issued by a court when a
 person was subjected to unwanted sexual abuse by another person who is not a
 family member or intimate partner. The SAPO was created to fill a gap not
 covered by the <u>Family Abuse Prevention Act</u> (FAPA), specifically related to sexual
 assault from acquaintances or other people you know by name but do not know
 well.
 - OHSU students can contact the <u>Confidential Advocacy Program (CAP)</u> for assistance. OHSU employees can contact the <u>Confidential Advocacy</u> <u>Program for Employees (CAP-E)</u>.
 - <u>Learn more about a Sexual Assault Protection Order (SAPO) in the state of</u> <u>Oregon</u>.

OHSU-Based Services and Resources

Confidential Support

OCIC supports those impacted by sexual assault, harassment, domestic violence, dating violence, stalking and discrimination of any kind. An OCIC Confidential Intake Specialist will be in touch to help you understand next steps.

• <u>Get confidential support</u>

Confidential Advocacy Program (CAP)

The Confidential Advocacy Program provides confidential advocacy services to OHSU learners who have experienced sexual violence including sexual harassment and sexual assault, relationship or family violence, or stalking as well as discrimination, harassment, or retaliation related to protected class or power-based violence. To schedule an intake with a CAP Advocate:

- Book an appointment <u>here.</u>
- Or email us at <u>CAPsupport@ohsu.edu</u>

Confidential Advocacy Program - Employees (CAP-E)

CAP-E provides resources and support specifically for OHSU employees who have experienced any form of sexual misconduct: Sexual Assault, Domestic Violence, Dating

Violence, Stalking, and Sexual Exploitation, whether the incident occurred within or outside of OHSU. The CAP-E Director reports directly to the Title IX Coordinator.

Counseling

Access OHSU counseling services and assistance anytime you need it.

- For students: <u>Student Health and Wellness</u>
- For employees: <u>Employee Assistance Program</u>

Personal Safety Assistance

OHSU members can get trauma-informed personal safety assistance from the OHSU Department of Public Safety. They can help you create a plan to:

- Increase your safety from harassment, intimidation, abuse, violence (domestic and dating) and stalking.
- Respond to threats.

For assistance, email Sierra Walker, Community Safety Coordinator, at <u>walkersi@ohsu.edu</u>.

More Resources

See <u>civil rights policies and resources</u> to learn more about your rights and responsibilities as an OHSU community member.

State and Community-Based Services and Resources

- Oregon Sexual Assault Task Force help for survivors (SATF) and Oregon Coalition Against Domestic and Sexual Violence (OCADSV)
 - SATF and OCADSV do not provide direct services but have helpful information, educational opportunities, and resources
- Oregon Department of Justice County Victim Assistance Programs
- Database of Oregon shelters, advocacy programs and legal assistance
- <u>Crisis, Trauma, Emergencies and Safety resources</u>: Oregon Family-to-Family Health Information Center
- <u>Plan to Safety</u>: National Domestic Violence Hotline

- <u>Personalized Safety Plan</u>: National Coalition Against Domestic Violence
- <u>myPlan</u>: Free app to help with safety decisions
- <u>Family Law Resources</u> and <u>Crisis help</u>: Domestic violence resources from the State of Oregon
- How to get a protective stalking order in Oregon
- <u>Oregon circuit court county map</u>
- Oregon stalking resources to protect yourself
- Oregon Department of Justice Crime Victim and Survivor Services
- <u>Stalking Prevention, Awareness, & Resource Center (SPARC)</u>

Contact OCIC

Email: <u>ocic@ohsu.edu</u> Phone: 503-494-5148 Website: https://www.ohsu.edu/ocic

OFFICE OF CIVIL RIGHTS INVESTIGATIONS AND COMPLIANCE | RESPECT FOR ALL