

# Responding to Disclosure: Guide for Responsible Employees



**Equal Opportunity and Access Office (EOA)** is committed to fostering and maintaining an inclusive, welcoming, and accessible environment for students, faculty, and staff. We accomplish that mission through a collaborative approach that focuses primarily on addressing reported misconduct, supporting individuals impacted by discrimination or acts of violence, and providing education to the UMass community. The Responsible Employee obligations enable the university to promptly address prohibited conduct outlined in the **Policy Against Discrimination, Harassment and Related Interpersonal Violence** by ensuring individuals impacted by discrimination or acts of violence are informed of support resources and their reporting options.

## CONFIDENTIAL UNIVERSITY RESOURCES

<b>Sexual Assault Support &amp; Advocacy (SASA) at the Center for Women &amp; Community (CWC)</b>	<b>Center for Counseling and Psychological Health (CCPH)</b>	<b>University Health Services (UHS)</b>	<b>Employee Counseling and Consultation Office (ECCO)</b>	<b>Student Legal Services Office (SLSO)</b>
SASA Hotline: 413-545-0800 CWC Office: 413-545-0883 Location: New Africa House <a href="http://umass.edu/cwc">umass.edu/cwc</a>	Phone: 413-545-2337 24/7 emergency on-call services Location: Middlesex House <a href="http://umass.edu/counseling">umass.edu/counseling</a>	Phone: 413-577-5000 24/7 health advice Location: 150 Infirmary Way <a href="http://umass.edu/uhs">umass.edu/uhs</a>	Phone: 413-545-0350 Location: 219 Hampshire House <a href="http://umass.edu/hr/training-and-support/employee-counseling-and-consultation-office-ecco">umass.edu/hr/training-and-support/employee-counseling-and-consultation-office-ecco</a>	Phone: 413-545-1995 Location: 922 Campus Center <a href="http://umass.edu/slso">umass.edu/slso</a>
SASA provides support services to those impacted by sexual violence, relationship violence, and stalking, and provides a 24/7 hotline, individual and group support, and safety planning. Staff supports individuals with understanding reporting options and navigating campus, police, and court processes. Staff can also be available onsite at UHS or Cooley Dickinson hospital for medical advocacy. CWC offers FREE services to survivors of all gender identities.	CCPH provides students with mental health crisis intervention services, short-term psychotherapy, support and therapy groups, psychological assessment, behavioral medicine, and psychiatric services. CCPH emergency on-call services are available 24 hours per day, 365 days a year.	UHS provides designated Sexual Assault Nurse Examiner (SANE) examinations for survivors and assists patients with obtaining services from CWC/SASA.	ECCO offers free short-term counseling and consultation for faculty and staff.	SLSO provides free legal assistance to fee-paying UMass Amherst students.

## REPORTING OPTIONS

<b>Equal Opportunity &amp; Access Office (EOA)</b> Phone: 413-545-3464 Location: 225 Bartlett Hall Email: <a href="mailto:equalopportunity@umass.edu">equalopportunity@umass.edu</a> <a href="http://umass.edu/equalopportunity">umass.edu/equalopportunity</a>	<b>University of Massachusetts Police Department (UMPD)</b> 585 East Pleasant Street   Amherst, MA 01003-9600 Emergency: 413-545-3111 Non-Emergency: 413-545-2121 <a href="http://umass.edu/umpd">umass.edu/umpd</a>
The Equal Opportunity and Access Office (EOA) administers the Policy against Discrimination, Harassment, and Related Interpersonal Violence. The Policy complies with federal and state laws that prohibit discrimination, harassment, sexual misconduct, interpersonal violence, and retaliation.	UMPD is a confidential reporting agency for incidents of sexual assault, domestic/dating violence and stalking. This confidentiality falls under Massachusetts state law that prohibits police departments from disclosing identifying information.

### Who is a responsible employee?

UMass employees, with the exception of those who are confidential, are responsible employees. Confidential employees are university employees bound by statutory privilege or confidentiality obligations under Massachusetts or federal law, when they are functioning within the scope of that privilege or confidentiality. UMass Amherst confidential employees include CWC, CCPH, UHS, SLSO, and ECCO staff.

### What is my obligation as a responsible employee?

Responsible employees must report known or possible incidents of sexual harassment, sexual violence, sexual assault, relationship violence, stalking, gender discrimination, sexual orientation discrimination, pregnancy discrimination, and retaliation.

### What must I share when I report to EOA?

You are expected to share all information that was shared with you, including names, locations, and details of incident(s). It is okay if you do not know the detail of what occurred. You should not investigate, try to determine what occurred, ask for more details, or attempt to intervene or address the incident. Respect the privacy of the person who shared the information with you. While information must be provided to EOA, responsible employees should not discuss the information with other people who do not have a legitimate need to know. Employees may discuss the disclosure with their supervisors if they are seeking guidance on their responsibility, and with confidential resources if they are helping the person access services.

### What happens when I report to EOA?

Submitting a report as a responsible employee does not automatically trigger an investigation. EOA will follow up with the impacted individual to provide resources and information about their rights and reporting options. The impacted person will always have a choice whether or not to respond to EOA's outreach, file a complaint with the university, and/or participate in an action or investigation. The primary goal of EOA's outreach to impacted individuals is to determine if and what supportive measures the individual may need.

### Will I find out what happened with my EOA report?

No. EOA prioritizes the privacy interests of those involved in any reported incident as well as the integrity of any investigation or resolution processes. Therefore, information is shared on a strict need-to-know basis.

### What about disclosure of pregnancy and related conditions?

Students experiencing pregnancy or related conditions have equal access to education, employment, and other university programs and activities. If a student shares with you that they are experiencing a pregnancy or a related condition, you should inform them they have a legal right to reasonable accommodations and refer them to EOA for resources, support, and assistance with reasonable accommodations. You do not need to submit a report but are encouraged to assist the student in connecting with EOA if they agree.

# How Should I Respond to a Disclosure as a Responsible Employee?

TIPS ON HOW TO RESPOND	EXAMPLES OF WHAT TO SAY OR DO
<p><b>Communicate that you are a responsible employee</b> Gently interrupt, if necessary, to remind the person that you are not a confidential employee.</p>	<p>“Before we continue, it’s important you know that, in my role at UMass, if I learn of any incident of prohibited conduct, I am required to share the information with the Equal Opportunity and Access Office who will then follow up with resources and information. I’m letting you know this so that you can choose how much you want to share with me. I also want to let you know that there are confidential resources available to you.”</p>
<p><b>Connect the person with resources</b> A warm person-to-person interaction and referral from someone familiar can make a huge difference for the impacted person. Helping the student connect with the SASA hotline or CCPH is a good place to start. If there is an immediate concern for an individual’s safety, contact UMass Police at 413-545-3111.</p>	<p>“Thank you for trusting me. I imagine it can be difficult to share. There are number of resources on campus you can reach out to for more information and support, including some that are confidential resources.” “There are trained staff, including some that are confidential, that are available to support you. I would like to help you connect with them now if you would like.”</p>
<p><b>Contact EOA Office</b> Promptly share what you learn with EOA</p>	<p>Contact the Equal Opportunity and Access Office (EOA) by filling out the online “Report an Incident Form” at <a href="http://umass.edu/equalopportunity">umass.edu/equalopportunity</a>, emailing <a href="mailto:equalopportunity@admin.umass.edu">equalopportunity@admin.umass.edu</a>, or by calling 413-545-3464.</p>
<p><b>Take Care of Yourself</b> Ask for help. You do not have to handle this alone.</p>	<p>Learning that someone has experienced misconduct or other discrimination can be very difficult. Remember that there are resources available to support you as well. Consider reaching out to CWC, ECCO, and EOA for support.</p>

### Questions regarding responsible employee obligations should be directed to:

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