

## Facing Challenges at the Learning Site

This section covers what you, your course director, and your site supervisor should do in a wide range of difficult situations. Should you have any questions or suggestions about these procedures, please contact your experiential education coordinator.

### ***Imminent Threats, Danger, or Accident***

If there is an imminent threat of danger, injury to yourself or someone else, or in any other emergency situation, **call 9-1-1**. Ensure that you get the help you need. As soon as the threat has passed, immediately contact the experiential education coordinator. You must contact your coordinator whether or not an injury has occurred, because any incident must be reported to risk management.

### ***York University Incident/Accident Report Form***

In case of any of the following incidents, the York University Incident/Accident Report form must be filled out in collaboration with the student and the course director:

- Any health and safety incident during the academic CSL placement
- Any reason that an academic CSL activity is not completed, such as the student's feeling unsafe in the area due to potential abuse and/or violence
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- Contact your experiential education coordinator to retrieve a copy of the Incident/Accident Report Form.

### ***Child in Danger***

In many placements, students will have contact with children. Therefore, it may occur that the student receives information about a child in danger. If this occurs, follow these steps:

1. If a child confesses that they are in danger, at home or otherwise, you must report this, even if you have promised the child to "keep it a secret." It is best practice to never make this kind of a promise, and if you feel like they want to tell you something but want you to keep it a secret, you either encourage them to tell you (without making promises) or, if you feel uncomfortable, encourage them to tell a teacher/counselor/authority figure.
2. Once you know a child is in danger, report it to the site supervisor immediately.
3. Finally, report the incident to your professor and/or experiential education coordinator. From there they will be able to take further action.

### ***Precautions for Preventing the Spread of Infection***

You should attempt to prevent the spread of infection (during community placements) between yourself and fellow students, clients, and/or staff. Effective hand washing is essential, and in a medical setting, this should be done after any type of direct person-to-person contact. We recommend that students wash their hands with soap and water immediately before and after placement experiences to minimize the transmission of colds, flu viruses, and infections. **If you feel the onset of an illness, you are strongly advised to stay home.**

### ***Strikes***

Should a strike or staff walkout occur at a learning site, students must immediately contact the course director and/or the experiential education coordinator. A decision must be made by the students' school/department about whether the student can remain at that site until the dispute is settled or if another site must be negotiated. Until this decision is made, the student is not to attend the learning site. Under no circumstances is a student to cross a picket line or to perform the work of striking site employees.

### ***Sexual Harassment***

If you feel at all uncomfortable at the work site, leave immediately and inform the course director and/or the experiential education coordinator.

The ethics governing behaviour in a professional relationship between a student and a supervisor should be the same as those in a worker-client relationship. Students are especially vulnerable because of perceived authority and power at the learning site. The student should consult the course director and/or the experiential education coordinator as soon as possible if the student feels uncomfortable or under pressure.

The Centre for Human Rights assists individuals and groups in addressing and resolving allegations of discrimination and harassment, as defined by the Ontario Human Rights Code. They are here to listen to students' concerns, issues and complaints. Then they will assist the student in exploring options and solutions to human rights concerns. They can be contacted by phone at 416-736- 5682 or in person at Ross Building South, Suite 327.

### ***Dealing with Prejudice and Discrimination***

Prejudice and discrimination during a placement is unacceptable. Issues relating to oppression and marginalization of minority groups with respect to race, class, colour, gender, culture, age, sexual orientation, language or disability will not be tolerated by York University. If the learning site reports that a student is engaging in this behaviour, the student will be removed from the learning site, and appropriate action will be taken by the school or department. Should a student become aware of anyone in the learning site engaging in prejudicial behaviour toward a client, he or she should discuss the matter with the course director or the experiential education coordinator immediately. Refer to centre for human rights.

### ***Student not Meeting Expectations***

During your experience, you should not feel pressure to be perfect. It is a learning experience, and it is expected that you will make mistakes. "Not meeting expectations" refers to a serious and/or ongoing breach of the Student Guidelines for academic CSL and/or the York Student Code of Conduct. Some common examples are:

- Consistently not arriving at your placement on time
- Unauthorized absence from your placement
- Not changing your behavior after feedback from the site supervisor
- Consistent inappropriate dress, language, or behavior while at the learning site
- Breach of confidentiality of clients of the learning site
- Not completing work in a timely manner
- Any continued unprofessional behavior that the student fails to rectify

Consequences for not meeting expectations can result in removal from the learning site, and/or failure of that section of the course. If the student is participating in co-curricular experiential education, the student (after

having been removed from the learning site) will not be able to list the experience on their co-curricular record. Consequences will vary depending on the situation, and it is left to the discretion of the course director and the site supervisor to assess appropriate responses to any performance-based issues with students.

### ***Conflict Between Student and Site Supervisor***

Firstly, refer to the sections on sexual harassment and discrimination if you feel that either of those situations is occurring. If you are feeling at all uncomfortable or unsafe in your placement, you may immediately leave and contact your course director and the experiential education coordinator.

Should a conflict of a professional nature emerge between you and your supervisor, it is first and foremost your responsibility to make every effort to remedy the situation. As reflection is a key component of experiential education, you are encouraged to reflect on the causes of the situation and attempt to resolve it through open and courteous communication. If you are unable to rectify the situation, you may reach out to your course director or experiential education coordinator for assistance. Should a compromise be found impossible, the student may submit a signed letter to the course director and the experiential education coordinator detailing why the situation cannot be resolved. At that point, at the discretion of the course director, the student may complete an extra credit assignment to make up for the time they did not complete during the placement.