

**Navigating Experiences of Maltreatment, Microaggressions, and Discrimination: Emergency
Medicine Department, School of Medicine, University of North Carolina at Chapel Hill**

Last Updated: 11/8/2021 by Julianne Cyr (she/her), jcyr@med.unc.edu

Introduction

The goal of this document is to provide a list of resources to help people who have experienced or witnessed maltreatment, microaggression, or discrimination. This document was developed for faculty, staff, residents, and students interfacing with the Emergency Medicine Department.

Members of the university are protected under the following classes: age, color, disability, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, and veteran status.

UNC-CH maintains a nondiscrimination policy. Please see <https://eoc.unc.edu/our-policies/policy-statement-on-non-discrimination/> for more information. For more information on Title IX and Violence Against Women Act (VAWA), please see <https://eoc.unc.edu/our-policies/state-and-federal-laws/title-ix-and-vawa/>.

Additional information addressing accommodations (e.g., religious, disability) are detailed at the end of this document.

Accessing Resources

To access confidential or formal reporting avenues, please first identify which description below best fits your job, title, or affiliation with UNC. Then determine if you would like to use confidential resources, or those resources which are better for discussing issues and identifying next steps, or formal reporting avenues, which are resources that work with you to find a solution to the issue. Some resources can be utilized to report experiences with or without identifying yourself, depending on the level of information you provide.

Please know some employees cannot keep information confidential because they are designated a Responsible Employee. This includes supervisors, managers, directors, coaches, deans and chairs of departments, etc. If you share harassment, discrimination, or sexual misconduct with a Responsible Employee, they are required to relay that information to the Equal Opportunity and Compliance Office (EOC) so that you receive information on all campus resources and reporting options. The Responsible Employee is required to share information with the EOC, but you are not required to respond to EOC outreach.

The descriptions of and links to these resources are available in the next section.

University/School of Medicine Faculty, Fellows, and Administrative staff (For those with a PID)

Confidential Resources

[University Ombuds Office](#)

[Gender Violence Services Coordinators](#)

[Employee Assistance Program](#)

Reporting Avenues

[Equal Opportunity & Compliance Office](#)

[University Human Resources – Employee and Management Relations](#)

[Department of Emergency Medicine Human Resources](#)

[Learning Environment Resource](#)

Any Supervisor

APPs and other UNC Healthcare and Medical Center Employees (For those who have an EID)

Confidential Resources

[Gender Violence Services Coordinators](#)

Reporting Avenues

[Equal Opportunity & Compliance Office](#)

[Department of Emergency Medicine Human Resources](#)

[UNC Healthcare Portal](#)

[Learning Environment Resource](#)

Any Supervisor

Residents

Confidential Resources

[Gender Violence Services Coordinators](#)

Reporting Avenues

[Equal Opportunity & Compliance Office](#)

[Department of Emergency Medicine Human Resources](#)

[UNC Healthcare Portal](#)

[Learning Environment Resource](#)

[Graduate Medical Education](#)

Any Supervisor

UNC SOM Students (they have the special learning maltreatment section)

Confidential Resources

[University Ombuds Office](#)

[Gender Violence Services Coordinators](#)

[Counseling and Psychological Services](#)

Reporting Avenues

[Equal Opportunity & Compliance Office](#)

[Department of Emergency Medicine Human Resources](#)

[Learning Environment Resource](#)

Any Supervisor

Undergraduate & other non-SOM students

Confidential Resources

[University Ombuds Office](#)

[Gender Violence Services Coordinators](#)

[Counseling and Psychological Services](#)

Reporting Avenues

[Equal Opportunity & Compliance Office](#)

[Department of Emergency Medicine Human Resources](#)

[UNC Dean of Students' Office](#)

Any Supervisor

Resource Description

Below are the descriptions of and links to resources previously listed.

Counseling & Psychology Services (CAPS)

CAPS provides individual and group counseling services, medication managements, and referrals to long-term support in the community. They also provide a 24/7 hotline. See: <https://caps.unc.edu/>.

Department of Emergency Medicine Human Resources

Any reports can be made directly to our Human Resources (HR) contact, Kelly Armstrong (kelly_armstrong@med.unc.edu). Kelly will help identify which office is the best to contact and coordinate reporting between you and the appropriate resources.

Employee Assistance Program (EAP)

For those experiencing personal or professional concerns, mental health, addiction, financial, and other issues, you can reach out to EAP for assistance. See: <https://hr.unc.edu/benefits/work-life/eap/>.

Equal Opportunity and Compliance Office (EOC)

EOC is the central office at UNC to respond to incidents of protected status harassment and discrimination, as well as sexual misconduct and stalking. Anyone who is experiencing harm based on their identity (race, religion, sex, sexual orientation, veteran status, disability, etc.) can seek options, remedies, and reporting. The EOC can provide support measures such as a campus No Contact Order or changes to classes/work spaces, and can also formally investigate if the reporting party is seeking action. You do not have to identify yourself or share information with the EOC in order to talk with them about your options: <https://eoc.unc.edu/what-we-do/address-misconduct/>.

Gender Violence Services Coordinators (GVSCs)

If you have been impacted by gender-based violence (including sexual harassment, stalking, and/or relationship violence), you can seek confidential services here. The GVSCs provide support, advocacy, and referrals, and can accompany you to other offices such as the Equal Opportunity and Compliance Office. See: <https://gvsc.unc.edu/>.

Learning Environment Resource

For grievances occurring within the learning environment, you can start the process by filling out this form: <https://www.med.unc.edu/md/forms/student-mistreatment-and-learning-environment-concern/>. This form can be filled out anonymously or with your contact information. Reports made with your name and other identifying information will ensure the departments investigating the incident can reach you for further information.

Office of Graduate Medical Education

The Office of Graduate Medical Education offers an online reporting portal for residents and fellows via their website at: <https://www.uncmedicalcenter.org/uncmc/professional-education-and-services/office-of-graduate-medical-education/gme-policies/>. Additionally, you can contact the Dean of Graduate Medical Education, Dr. Kenya McNeal-Trice, directly at kmtrice@med.unc.edu.

Supervisor

When you report an experience of discrimination, maltreatment, or harassment to your supervisor or any supervisor on campus, they will help identify and escalate your information to the appropriate offices.

UNC Healthcare Portal

Healthcare professionals are able to report cases of harassment and microaggressions directly through the [UNC Healthcare portal](#). For reporting and resource options, log in to the portal and then access their “well-being” page at: <https://www.unchealthcare.org/wellbeing/>.

University Human Resources – Employee and Management Relations

You can report violence and other grievances directly to Human Resources (HR) (see: <https://hr.unc.edu/employees/emr/online-reporting/>). You will be asked for detailed information about the misconduct and the appropriate offices will contact you for further information.

UNC Dean of Students’ Office

Staff in the Dean of Students' Office can help connect students, staff, faculty, and families with resources across campus and in the community. If they receive reports of harm or discrimination they will refer students to the appropriate reporting entity: <https://dos.unc.edu/student-support/>.

University Ombuds Office

Setting up a confidential meeting with an ombudsperson allows you to talk through your experience without escalating the incident until you are ready. The Ombuds Office can help you make sense of what happened and what you can do next, if you choose to take further action. They supplement, but do not replace, formal reporting avenues within the university. See: <https://ombuds.unc.edu/about-us/>.

Accommodations

Disability Accommodations

- Resources for **students**
 - Accessibility Resources and Services (ARS) coordinates and implements appropriate reasonable accommodations including academic adjustments and provides appropriate resources and services in accordance with the American with Disabilities Act Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act (504).
 - To learn more about accommodations for **all students**, visit: <https://ars.unc.edu/>.
 - Additionally, if you are a **medical student**, please visit this website for more specific information: <https://www.med.unc.edu/md/student-services/student-services/services-for-students-with-disabilities/>.
- Resources for **SOM and University employees**
 - To learn more about disability accommodations at UNC-CH, please see <https://eoc.unc.edu/our-policies/ada-reasonable-accommodations-in-employment-policy/>.
 - The Department works with faculty, staff, and students to ensure reasonable and appropriate accommodations are made when requested. To request accommodations, please work with your supervisor and EOC to ensure accommodations are made. Examples of accommodations performed within the Department to-date include:
 - Servicing first floor Houpt Building doors to be accessible
 - Modifications made to hold open glass doors, add accessibility buttons to bathrooms
 - Ensuring space for service animals at desks
 - Acquisition of specific software for use

Federal and UNC-CH guidelines mandate and permit reasonable accommodations for religious and disability needs.

Religious Accommodations

To learn more about religious accommodations within UNC-CH, please see <https://eoc.unc.edu/our-policies/religious-accommodations-policy/>.

In addition to holidays observed by UNC-CH, our Department observes a variety of holidays. On these days, we do not permit or accept meetings for Department faculty, staff, and students. As the exact dates of many of these holidays change each year, we encourage you to check their dates at the beginning of each calendar year. Additionally, these holidays are reviewed annually and updated to reflect the composition of our department.

- Spring Festival
- Holi
- Easter
- Eid al-Fitr
- Juneteenth
- Eid al-Adha
- Rosh Hashanah
- Yom Kippur
- Diwali
- Christmas Day
- Kwanzaa