

January 2022

SERVICE AGREEMENT & INFORMED CONSENT FORM

Welcome to the University of Toronto's Sexual Violence Prevention and Support Centre (Centre). We are a tri-campus service that is a confidential, non-judgmental space for students, staff and faculty who have experienced sexual assault, sexual harassment or other forms of sexualized violence. We also provide information and assistance to students, staff and faculty who receive disclosures of sexual violence or have been affected by sexual violence. All gender identities, expressions and sexualities are welcome to access our services, and will be welcomed by a team of highly-skilled and compassionate Coordinators.

If you are an employee of the University of Toronto and are represented by a union, you have the right to be accompanied by a Union representative to any meeting with us.

1. ELIGIBILITY FOR SERVICES

All University of Toronto students, staff, faculty and librarians.

2. ABOUT OUR CLIENT SERVICES

We assist you in navigating the supports and services that are available to you, both on- and off-campus.

Our Coordinators can also provide:

- Coordination and navigation of University supports, services and accommodations
- Support in making a disclosure
- Assistance with reporting
- Referrals to counselling; through the University's Health and Wellness programs or off-campus mental health professionals
- Referrals to medical services
- Coordination of academic, workplace and/or housing accommodations
- Support with accessing emergency bursaries or other financial aid
- Referrals to legal support and information
- Self-care resources

3. OUR COMMITMENT

We recognize that your needs, circumstances and choices are unique – and we respect that. When you access services from the Centre, you can rest assured that you will:

- Be treated with dignity and respect
- Receive non-judgmental, empathetic care
- Be free to ask questions and drop in and out of service
- Learn about on- and off-campus support services and resources
- Be fully informed about Centre policies, confidentiality and conditions of service
- Get the information you need to make informed choices about whether to report sexual violence, and how and where to do it – and know that your decision will be respected

Our services are trauma-informed, anti-oppressive, client-centred and voluntary. This means that you do not have to talk about anything you do not feel comfortable discussing and you can discontinue services at any time.

4. CONFIDENTIALITY

Information that you share will be treated confidentially. As part of our integrated team, if necessary, your Coordinator may consult with other members of the Centre team on a “need to know” basis to provide you with the best possible service.

The Centre treats disclosures and reports of incidents of sexual violence as confidential, consistent with the *Freedom of Information and Protection of Privacy Act*. At the start of your appointment, we will explain our confidentiality and privacy commitment and answer any questions you may have about it.

We only share information as necessary to implement the *University's Policy on Sexual Violence and Sexual Harassment*, including providing services, supports, accommodations and interim measures; and where necessary, investigation, hearing and decision-making processes, and any corrective action resulting from those processes.

To protect your information, all university staff who need to receive information follow all applicable University policies, guidelines, and legal requirements, including the Freedom of Information and Protection of Privacy Act.

The Centre may be required to disclose information in certain specific situations, including where:

- Information needs to be disclosed in order to address a risk to the health and safety of Members of the University Community
- An individual is at risk of imminent and serious harm to themselves or others
- Disclosure, report or investigation is required by law (for example, violence involving a minor, sexual violence by a regulated health professional, a subpoena, court order, obligations related to occupational health and safety or to human rights legislation or other legally effective requirement)
- Disclosure of a record is required to comply with disclosure obligations during the hearing process under the University's Code of Student Conduct or an employment arbitration process

Information collected during visits to the Centre, over a phone call and via email communication, will be recorded in your Electronic Record, and will be accessible to Centre staff, as required. You can ask to see your records at any time. Please speak to your Coordinator for more information.

Email Communication

We routinely use email to communicate with clients about appointment bookings and resources and to provide information updates. We communicate confidentially by email, and the security of UTOR to UTOR email is supported by strong contractually confirmed security measures. Nevertheless, email communications, particularly between different email services may be less secure, so confidentiality of email communications cannot be guaranteed.

We will respond to emails as soon as we can during regular business hours. The Centre's email account is not monitored outside of office hours.

If you have safety or privacy concerns about use of email, please let your Coordinator know.

5. STATEMENT ON RESPECT

The staff at The Centre is expected to respect you as a person. This respect is demonstrated by maintaining professional standards of conduct. They will always encourage you to discuss any concerns regarding your experience in service.

The Centre strives to create an environment in which all visitors, employees, and services users behave in a civil manner and treat each other with respect and civility regardless of position or status in the organization.

The Centre will not engage in nor condone uncivil conduct. This includes communications through electronic means, such as email, and other forms of electronic contact, interaction, or promulgation of information, including social media.

Some examples of behaviours that will generally not be viewed as civil, and therefore inconsistent with the respect and civility requirements of the Centre are:

- Shouting
- Profanity, abusive, aggressive or violent language, including when directed at an individual or individuals
- Suggestions of or references to violence, including use of props
- Slamming doors
- Throwing objects
- Humiliating, degrading, demeaning, belittling, insulting, frightening or intimidating another person
- Distributing comments about an individual, whether verbally or in writing, including online, that could be reasonably expected to have a negative impact on the individual

6. **PROVIDING FEEDBACK**

We hope that your experience at the Centre is a positive one. If at any time you have any questions or concerns about the Centre services, please discuss them with your Coordinator during your appointments.

We welcome feedback and encourage open and honest communication between yourself and your Sexual Violence Prevention and Response Coordinator. We want to hear what's working and how we can do better. You can also provide feedback on your experience with the Centre through our online feedback form. Responses to this form are shared directly with the Centre Director.

If for any reason you are not comfortable with your Coordinator please contact our office directly and we will do our best to accommodate your request. If you have any concerns about the services you are receiving at our office you can request to speak with the Centre Director.

7. OFFICE HOURS & APPOINTMENTS

Dealing with the impacts of sexual violence is not easy and it is important to know you are not alone. We will work with you to ensure you are connected to the information, support, and resources that suit your individual needs.

It is important to note that we are not a crisis service and are not accessible 24/7. Please refer to the Centre's website for up-to-date information on the Centre's hours of operation. We are generally open for appointments Monday to Friday between 9 a.m. – 4 p.m. and closed on weekends, during the University's holiday closure and statutory holidays. The Centre's website also includes information on 24/7 crisis and emergency resources available on- and off-campus.

Our appointment times are scheduled for up to 50 minutes during our regular office hours. After your first appointment, your assigned Coordinator can book you in as needed. To change or cancel an appointment, please contact your assigned Coordinator directly. If you require an appointment outside of our regular hours of operation, please e-mail or call us to discuss further.

8. EMERGENCIES

In the event of an emergency, please call 911 or go to your local hospital. If you are in urgent need of support, you can contact one of the 24/7 resources listed on our [website](#). For quick reference we have listed a few here:

Office/Resource	Contact
Campus Police	416-978-2222
My Student Support Program (My SSP)	https://studentlife.utoronto.ca/departments/health-wellness/
Good 2 Talk (Post-Secondary Student Helpline)	1-866-925-5454
Toronto Rape Crisis Centre Multicultural Women Against Rape	416-597-8808
24/7 Crisis Support Peel	905-278-9036
24h crisis line for male sexual abuse survivors	1-866-887-0015
Assaulted Women's 24h Helpline	416-863-0511
Trans Lifeline (by and for trans people)	1-877-330-6366
Employee & Family Assistance Program (for University employees)	https://people.utoronto.ca/employees/efap/

9. **CENTRE CONTACT INFORMATION**

Website: www.svpscentre.utoronto.ca

Phone: 416-978-2266

E-Mail: svpscentre@utoronto.ca

10. **CONSENT TO SERVICES**

By signing this form, you are indicating that you have read and understood the information above and are consenting to services at our Centre. You can withdraw your consent for services at any time by notifying our Centre by email or by phone at 416-978-2266.

	Yes	No
I have read and understand the service agreement for the Centre		
The Coordinator has explained the service agreement form to me		
I have been given a chance to ask questions about the service agreement		
I understand that the content of my meeting will become part of my Electronic Record		
I have been given a copy of the service agreement		

CLIENT NAME

CLIENT STUDENT or EMPLOYEE NUMBER

CLIENT SIGNATURE Date

COORDINATOR NAME Date