

EXHIBIT A

University of Michigan Faculty
and Staff Assistance Program Webpage

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Creating an Inclusive Community

To the University Community:

Welcome to the University of Michigan, one of our country's great public universities.

Ours is a university with a long-standing commitment to diversity. Through the contributions of thousands of faculty and hundreds of thousands of students over nearly two centuries, we have built a university that is known for a diversity of people, heritage, academic disciplines, and scholarly pursuits.



This impressive range of individuals and intellectual activity is the very core of our academic excellence. From our 19 schools and colleges to our nationally recognized health system, the range of disciplines and their interrelationships throughout our campus are a mirror of the world we serve as a public university.

To meet society's needs, the University of Michigan must draw upon the perspectives of faculty, students and staff from around our state, our nation, and our world.

I firmly believe we learn some of life's most important lessons from each other. The more varied the perspectives represented, the richer our education. Our differences—whether they be the academic questions that engage us, age, economic background, gender, or race, to name just a few—bring a buoyancy to our campus community and help create the intellectual vitality that makes Michigan internationally distinguished.

The University's first president, Henry Philip Tappan, had a bold vision for UM as a model research university, and issued a challenge that continues to propel our institution: "We must take the world as full as it is."

We must always be vigilant about recruiting and retaining the best students and staff and the finest faculty—individuals of all backgrounds and experiences—so that they may further enrich the fabric of this university.

The UM Senate Assembly, the governing body representing faculty from the Ann Arbor, Flint and Dearborn campuses, has voiced its "commitment to the value of diversity and urges that all members of the University—faculty, students, staff, and administration—work together to develop new approaches to maintain diversity as a critical component of student education, research and service at the University of Michigan."

I am proud to belong to an academic community that historically has embraced diversity and is as steadfast about this ideal as it was during its earliest days. I invite you to join our remarkable community and its appreciation of the viewpoints and contributions of others.

Sincerely,

President Mary Sue Coleman,
University of Michigan, July 2010

Process for Discrimination and Harassment at SPH

* What Should You Do?

[...If you are a victim of a hate crime or bias incident:](#)

[... If you are a victim of discrimination or harassment:](#)

[Support Services](#)

Contact Us:

Your SPH experience is important to us. Please contact the [Office of Academic Affairs - Diversity Initiatives](#) with questions or to find out more about our services.

Office of Academic Affairs - Diversity Initiatives
1415 Washington Heights
Ann Arbor, MI 48109-2029

Chanel DeGuzman
Phone: (734) 615-4308
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[Office Hours](#)

What Should You Do?

... If you are a victim of a hate crime or bias incident:

According to the U.S. Department of Justice, a hate crime is a "crime of violence, property damage, or threat that is motivated in whole or in part by an offender's bias based on race, religion, ethnicity, national origin, gender, physical or mental disability, or sexual orientation." Within the State of Michigan, a person is guilty of ethnic intimidation if that person maliciously threatens or physically contacts a person with intent to intimidate, harass or damage the property of that person because of that person's race, color, religion, gender or national origin.

Bias-related incidents are non-criminal activities that harm another because of that person's race, color, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, age, religion, height, weight, marital status and veteran status.

If you are the victim of a hate crime and it is an emergency situation, dial 9-1-1 to be connected to the Department of Public Safety (on-campus) or Ann Arbor Police Department (off-campus). If you believe you have experienced a hate crime, you may report it directly to the Department of Public Safety (on-campus) at 734-763-1131 or the Ann Arbor Police (off-campus) at 734-994-2911. The Expect Respect website requests that reports to DPS or AAPD are also reported to the University's bias incident reporting system for statistical and follow-up purposes.

... If you are a victim of discrimination or harassment:

Hate crimes and bias-related incidents are not necessarily discrimination. Unlawful discrimination or discriminatory harassment refers to specific conduct prohibited by law that unfairly treats people differently because of their race, sex, gender identity or gender expression, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability, height, weight or Vietnam-era veteran status.

If you are the victim of discrimination or harassment, or think you may be, talk to someone. Discrimination or harassment for any reason is not tolerated at the University of Michigan. If you have been made to feel uncomfortable, intimidated, or targeted because of your race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, disability, or Vietnam-era veteran status, you should talk to someone about your concerns. There are several resources available for consultation related to discrimination and harassment. If you would prefer to talk to someone in a confidential setting, see the section on Confidential Counseling for suggested resources. If you are interested in information about informal or formal resolution, see Advice for informal resolution for suggested individuals to talk to.

Support Services

School of Public Health Diversity Officer (Coordinator of Diversity Initiatives)

The Diversity Officer for the school advises students, staff, and faculty on matters related to diversity, discrimination, diversity related disputes, and provides information about University policies and procedures related to diversity; makes referrals; and provides diversity resources when appropriate. Also the Diversity Officer works closely with students, faculty, and staff to create diversity programming at the school that demonstrates an inclusive climate and educates the SPH Community. [More information.](#)

Confidential Counseling

The University of Michigan offers a variety of counseling services for its students, faculty and staff who wish to discuss their concerns in a confidential and safe environment. Confidential counseling is an excellent resource if you are not sure that what you have experienced constitutes discrimination and/or you would like to consult with someone confidentially to sort out what you have experienced and options for addressing the matter, should you choose to take action.

Students seeking confidential counseling services may contact any of the resources below:

Counseling and Psychological Services (CAPS) services are free, confidential, and available to currently enrolled students. Services include: brief counseling for individuals, couples and groups; consultation to students, faculty, staff, and parents; assistance with referrals to community resources; and crisis interventions.

Office of the Ombuds is a place where student questions, complaints and concerns about the functioning of the University can be discussed confidentially in a safe environment. The Office offers informal dispute resolution services, provides resources and referrals, and helps students consider the options available to them.

Faculty and Staff Assistance Program (FASAP) is a University of Michigan program that offers a number of services designed to help staff, faculty, and their immediate family members with personal difficulties encountered at both work and home. A student, who is also a University employee (i.e., a GSI/GSSA/GSRA) is eligible for assistance from FASAP. All FASAP services are free of charge and confidential. Services include:

- Short-term counseling services to all staff, faculty, and their immediate family members on personal, emotional, family and work place issues
- Personalized coaching services to assist with achieving professional or personal goals such as overcoming procrastination, improving work
- Organization and completion of specific projects
- Critical incident, trauma and grief counseling

Specific Issue Support Services

In addition to confidential counseling resources, students may seek advice and support on matters related to discrimination and harassment or bias from the following offices:

The Center for the Education of Women (CEW) provides professionally trained and experienced counselors who work within a developmental framework to help women and men consider their options, make informed choices, and both define and resolve problems, while focusing on issues of achieving balance between work and family responsibilities.

Sexual Assault Prevention and Awareness Center (SAPAC) provides services for the U-M community related to sexual assault, dating/domestic violence, sexual harassment, and stalking. SAPAC offers crisis intervention, outreach, counseling, advocacy, consultation, training, awareness, and prevention.

The Spectrum Center provides a comprehensive range of education, information and advocacy services to create and maintain an open, safe and inclusive environment for lesbian, gay, bisexual, transgender, and similarly-identified students, faculty, and staff, their families and friends, and the campus community at large.

Advice for Informal Resolution

It is often difficult to confront a person who is engaging in discrimination or harassment. There are occasions, however, when you feel able to speak to the person engaging in discrimination or harassment to tell that person that the behavior is inappropriate and to stop. This can be done in person, by telephone, e-mail or

letter, and may resolve the matter without further intervention. Self-help resources are available to assist with managing difficult or sensitive discussions.

Informal resolution is an optional method of addressing concerns. Although it is not an appropriate option in all situations, it can offer a number of benefits such as preserving relationships, correcting misunderstandings, and giving you control over the outcome. If you feel that you have been discriminated against or harassed, and would like to explore options for informal resolution, consult with any of the resource persons listed below:

Within the School of Public Health, contact the Diversity Officer at 615-4308 or cdeguzma@umich.edu.

The Resolution Officer assists with questions regarding SPH and University policies and procedures, complaints, concerns and advocacy. The Resolution Officer offers dispute resolution services, provides resources and referrals, and can offer alternative resolutions in consultation with other offices as appropriate.

At the University, talk to a representative in the Office of Institutional Equity for concerns regarding bias incidents and harassment issues.

[The Office of Institutional Equity](#) serves as a resource to the University community on issues of diversity, respect and inclusiveness, provides training on these issues as well as discrimination and harassment, investigates or provides assistance with discrimination and harassment complaints, and assists with reasonable accommodations for employees and general accessibility issues.

If informal attempts at resolution are unsuccessful, or you do not feel safe or comfortable enough to speak to the person, then you may want to explore avenues for formal action, including what to expect if you file a formal complaint.

File a Formal Complaint

We recognize that it may be difficult to report suspected discrimination and harassment or bias incidents, but doing so is essential to maintain an inclusive community characterized by civility and respect. Should you choose to file a formal complaint, there are supports in place to explain what to expect and assist you through the process. You may decide to seek informal resolution of the matter at any time in the process.

File a Report Online

To report a bias-related incident online, please use the [Online Hate Crime and Bias Incident Reporting form](#) or call (734) 615-BIAS (2427) during regular business hours.

[More information.](#)

To file a complaint against another student, contact the [Office of Student Conflict Resolution \(OSCR\)](#). OSCR provides information about the Statement of Student Rights & Responsibilities and processes complaints of violations of the Statement. The office also provides mediated discussion to help students resolve conflict and helps students learn skills for managing conflict in daily life.