



Approved By	Camosun College Student Society VP Student Experience
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Guidelines Holder	VP Student Experience

## **Guidelines: Camosun College Support Person**

March 2019

Camosun College recognizes that institutional processes can be seen as overwhelming and complex to some, and having a support person who is knowledgeable and resourceful can reduce anxiety and stress for a student. A student has the right to identify anyone of their choosing to be their support person throughout informal and formal institutional processes.

A support person should be someone a student feels comfortable with knowing the details of the incident or situation, as well as someone a student feels comfortable with being present as they recount sometimes explicit details. A support person should be someone who can assist a student in understanding the College's policies and procedures and help a student identify questions that they may have throughout institutional processes.

Much of an administrator's work is done on the basis of consent which is implied either by the words or the behaviours of the student. For example, it is common for a student to arrange an appointment with an administrator, to volunteer background information, and to answer questions. However, to avoid any potential misunderstanding it is suggested to state to the purpose of the meeting at the beginning and ensure the student provides verbal consent for the support person to be present.

Camosun College has a number of institutional supports for students that they may wish to seek support or guidance from prior to engaging in informal or formal processes:

### **Camosun College Student Society**

The Camosun College Student Society (CCSS) was founded in 1990 by students to provide services to all students at Camosun College. The CCSS is an incorporated society in BC and is independent from Camosun College. Since 1990, the CCSS has grown to offer a variety of services, events, and advocacy to students, including CamFest, UPass, Health and Dental, Foodbank, Clubs, Walk Safer, Student Collectives, and many more.

### **Office of Student Support**

The Office of Student Support works collaboratively with students, staff, faculty and community partners to guide and support students on their learning journey towards student success. Through clear articulation and education of rights, responsibilities and Camosun College policies, the Office promotes a safe and inclusive environment for the growth and development of all Camosun students.

### **Ombudsman**

Camosun's Ombudsman is an impartial, independent person whose major function is to provide confidential and informal assistance to students. The Ombudsman receives and investigates student complaints, reports on findings, and helps achieve just and equitable settlements. The Ombudsman is an advocate for fairness and an agent of change.

Note students who require accommodations throughout institutional processes are encouraged and welcome to connect with the Centre for Accessible Learning as early as possible.

Examples of a support person at Camosun include:

- A family member
- A Camosun College Student Society representative
- An Elder
- A friend
- A case worker
- A counsellor

At Camosun College, a support person:

- Assists the student in understanding institutional processes
- Assists the student in understanding their rights and responsibilities
- Assists the student in preparing for meetings
- Assists the student by accompanying the student to meetings
- Provides moral and emotional support – before, during and after meetings
- Fosters a students' personal growth through reflection
- Can seek or provide clarification on information being shared/discussed including process or options identified
- Can suggest a break in the meeting if discussion become difficult or heated
- Can take notes at meetings
- Keeps information shared during meetings and throughout the process confidential

At Camosun College, a support person cannot:

- Have a direct or indirect connection to the matter under consideration (i.e., cannot be a complainant, respondent, or witness in the process)
- Speak on behalf of the student, including answering questions for or on behalf of the student
- Stand in for, or represent a student at a meeting, when a student cannot be present
- Disseminate by any medium or form any information shared or learned throughout the process with anyone other than the student
- Impede the process or act in a manner that obstructs the process

It is critically important for students to speak with their own voice. However, the College recognizes that there may be instances where, despite the best efforts of a support person to assist with this, the student may have difficulty finding their own voice when participating in an institutional or organizational processes. Should these instances emerge, it may be necessary to review these guidelines with all parties to ensure a shared, ongoing commitment to procedural fairness. The College reserves the right to dismiss a support person who is disruptive or who does not adhere to the limitations outlined.