Responding with Care

**Do:**
- Remain calm
- Assess your own safety
- Be considerate and express care
- Focus on relevant information: (Name, student number, key issue, and how Gateway can help.)
- Respect confidentiality

**Avoid:**
- Arguing with the student
- Getting locked in a single way of dealing with the student
- Expecting the student to change his/her view
- Lecturing or chastising
- Making assumptions
- Ignoring cues of escalation
- Crowding the student’s personal space
- Ignoring your gut feelings
### Guiding Principles
- Privacy
- Dignity
- Professionalism
- Civility
- Courtesy

### Underlying Assumptions
The director is the primary responder to incidents. Allow her/him to handle situations unless a delay can result in harm.

Incident reports allow for appropriate communication to stakeholders.

Involving the appropriate roles/people is better than involving too many.

Where things take place matters.

### Continuum of Threat
- Threatening
- Disruptive
- Disrespectful
- Dissatisfied

### Practice
#### Responding Administrator
If the director of the office is unavailable, the following positions assume the role of Responding Administrator, in this order:
- Associate Director
- Division Director
- Dean of Students