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Reasonable Accommodations: Coordinated  
Development of Efficient, Trauma Informed  
Policies & Practices at the University of  
Denver

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# Introductions



# Objectives

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The American College Health Association's (ACHA) *Addressing Sexual and Relationship Violence: A Trauma Informed Approach (2016)*, outlines best practices for providing reasonable accommodations and support for survivors.

- Highlight recommended best practices by ACHA
- Our investment in coordinated support
- Overview of DU's policies/practices for support and interim measures

**\*Note on Language:** *“Reasonable accommodations”* is a term used by ACHA. We recognize that many campuses do not use this language for many reasons, including reasons related to ADA. We tend to use terms like *“support”* and *“interim measures”* when informing individuals of their options.



# Four R's of TIC

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## Realization

At every level, people have a basic **realization** about trauma.

## Recognize

People within an institution are able to **recognize** the signs and symptoms of trauma.

## Respond

Campuses as a whole should **respond** with a trauma-informed systematic approach.

## Resist re-traumatization

Policies and practices can unintentionally compound trauma. They should be developed to **avoid re-traumatization**.

# Six Key Principles of TIC

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**Safety**

**Trust &  
Transparency**

**Collaboration  
& Mutuality**

**Empowerment  
Voice & Choice**

**Peer Support**

**Cultural  
Historical &  
Gender Issues**

# Reasonable Accommodations & Interim Measures outlined by ACHA

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- Should be made regardless of whether a victim/survivor chooses to report to Title IX or Law Enforcement
- Purpose is to address safety and mitigate the effects of trauma for as long as the victim/survivor needs
- Minimize the burden placed on the victim/survivor
- Range of measures include but are not limited to: no contact orders, protective escorts, academic accommodators, changes in living/work/academic settings, access to health and mental health care.



# Investment in Coordinated Support

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- Holistic student development
- Culture of care and support
- Efficiency and consistency
- Retention

# Disability Service Program

## CAPE Request for Temporary Academic Accommodations

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- Email from CAPE
  - Accommodations requested
  - Optional request for Letter of Personal Emergency to be sent to instructors
- Confirmation email from student
- DSP sends email directly to instructors (student cc'd)
- DSP sends email directly to student
  - cc CAPE
  - cc Executive Director Executive Director of Academic Resources (if Letter of Personal Emergency requested)

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## **Trust & Transparency**

Transparent and consistent policy/practice.

## **Resist Re-traumatization**

Eliminate need for student to recount event.

## **Empowerment Voice & Choice**

Removes pressure survivor may feel to disclose to professors.

- Minimize turn-around time (less than one working day)
  - Low threshold – process should not discourage support
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# Health and Counseling Center: Services for Survivors

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- Sexually transmitted infection treatment and screening, pregnancy prevention according to established guidelines.
  - These services are available at no cost to the survivor.
  - Will do follow up testing/treatment in addition to initial visit.
- Administration of Post Exposure Prophylaxis (PEP), vaccinations and other medical care as indicated.
  - These services are an additional fee.
  - CAPE survivor fund, community resources.
- Utilize an interdisciplinary, trauma informed model.
  - All medical providers, support staff, administrative staff have received training on trauma informed care.
  - Integrated clinic model.

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## **Safety**

Physical and medical safety. Can connect with counseling and advocacy for additional physical/emotional safety needs.

## **Empowerment Voice & Choice**

Services give the survivor agency to choose their own course of medical care and consent is obtained at every stage.

## **Collaboration & Mutuality**

Collaborate with other department to ensure survivor is receiving all services needed. Collaborate with survivor on needs.

## **Cultural Historical & Gender Issues**

Providers receive training on cultural humility, trauma informed care and common myths/stereotypes.

# Housing & Residential Education (HRE) Safe Room Process

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**Step 1:** Communication from CAPE Advocate to HRE

**Step 2:** HRE Team Member coordinates with CAPE Advocate the use of one of 6 safe rooms and communicates Administrator on Call (AOC) duty phone number for student to contact directly

**Step 3:** AOC is called by the student to meet at designated safe room building – Linens & Toiletries available in safe rooms, if needed

**Step 4:** Students identity remains anonymous to all student staff members – only AOC knows student information

**Step 5:** Student can stay up to 3 nights in safe room – unless otherwise designated through CAPE Advocate- Permanent room changes made before the completion of 3 nights

**Step 6:** Student checks out of safe room directly with AOC

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## **Safety**

Student is given a room that other students do not know about in a location away from permanent room. Student's identity is kept private except for AOC.

## **Collaboration & Mutuality**

Cross collaboration with CAPE & HRE. No questions asked.

## **Trust & Transparency**

CAPE Advocate represents student through process. Practice is transparent among campus partners and easily communicated to survivors.

# Student Rights & Responsibilities

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**Step 1:** Communication from CAPE Advocate to Director of SRR regarding need for a mutual temporary No Contact order (TNCO)

**Step 2:** SRR consults with CAPE Advocate regarding if a location restriction is appropriate

**Step 3:** Director of SRR creates the Temporary No Contact Order and distributes it Campus Safety, CAPE advocate, HRE if applicable, Title IX, and other campus partners

**Step 4:** Director of SRR meets personally with the non-requesting party to discuss parameters, expectations, and next steps

**Step 5:** The temporary no contact order is reviewed within one month as to the appropriateness of creating a mutual Standing No Contact Order; approved by committee

TNCO's are designed to allow time for safety plans, initiating interim measures, engaging in an investigation as needed, and protecting the safety & due process for all involved parties

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## **Safety**

Addresses safety concerns in a timely manner. Can create emotional safety for survivor who is not ready to share a lot of detail with administrators.

## **Collaboration & Mutuality**

Cross collaboration with CAPE, HRE, Title IX. Survivor can collaborate on what information they feel safe sharing and when.

## **Trust & Transparency**

Practice is transparent among campus partners and easily communicated to survivors. Survivors can know what information will be shared with respondents.

## **Resist Re-traumatization**

Temporary order gives space for survivor to address safety without feeling the need to recount everything. Survivor is given time before standing order to consider options.



# Campus Safety & Title IX

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## -Trespass Orders (temporary vs. standing)

- - Issued by Campus Safety against non-community members; and
- - community members deemed to be an ongoing threat by a multi-disciplinary team

## - Parking passes (temporary vs. standing)

- - Provided to community members that have night courses; or
- - have a perpetrator whose location or identity is unknown

## - Student advisory boards and campus climate surveys

- - Annual campus climate survey published during SAAM

## - Annual training, and ad hoc training as needed for specific departments

- - Tailored specifically to the needs of the academic unit or administrative department
- - Increased presence in professional schools and graduate programs

## **Safety**

Address physical safety needs first with out needing to get a lot of detail.

## **Empowerment Voice & Choice**

Student advisory boards and campus climate surveys.

## **Recognize**

Organize annual and ad hoc training on issues of gender based violence and trauma.

## **Resist Re- traumatization**

Trying to minimize the need for a survivor to re-count what happened. Explain the rationale why they may need to.

## **Cultural Historical & Gender Issues**

Recognize that there are many barriers to reporting that could be connected to identity, historical trauma, stereotypes, etc.

## **Trust & Transparency**

Policies/practices are consistent and transparent among campus partners. Transparent about roles of staff.

# Q & A

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- Questions after the conference?

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