

# EMORY REACH METHOD

## Responding To Reports of Discrimination Regarding Social Media, Open Expression, or Interpersonal Interactions With Faculty and Staff

The Department of Equity and Civil Rights Compliance (DECRC) has developed the following strategy for Emory University representatives to employ when they receive reports of discrimination and harassment arising from social media activity (on professional or private social media platforms), interpersonal interactions, or conduct outlined in Emory's Open Expression Policy. When concerns arise, use the "Reach Method" to ensure a prompt and thorough response to reports of discrimination.

### Recognize the Issue & Your Institutional Responsibility

Take a moment to read/listen to the complaint and determine whether the person alleges the activity or expression is objectionable based on **race, color, religion, sex, national origin, ethnicity, ancestry, age, or disability status**. If so, the report implicates Emory University's Equal Opportunity and Discriminatory Harassment Policy 1.3, and you have a professional responsibility to ensure the matter is reported to DECRC.



### Respond With Empathy

When you receive a report, demonstrate empathy and express Emory's commitment to creating an inclusive environment. However, please refrain from making any statements about the validity of their concerns.



### Refer With Care

Put the reporter at ease by advising you will report their concerns to DECRC and give the reporter DECRC's contact information. Also, encourage the reporter to reach out to DECRC directly.



### Remember Confidentiality

Ensure a reporter's verbal concerns and any written or electronic documents are forwarded to DECRC immediately. Keep all sensitive information or personal details confidential and refrain from disclosing information to unrelated parties.



### Resolution is the Goal

Please end your communication with the reporter by assuring them that DECRC will contact them to address their concerns and let them know that DECRC will be their primary contact for any additional questions. No additional referrals are required. DECRC will follow up with the reporter and, as appropriate, engage OGC, Open Expression Partners, Deans, and Department Leadership to remediate concerns.

