

Responding to Disclosures

- 1) **Listen to the complainant and thank them for sharing. Assure them that Cornell is a caring community and that you want to help them identify all of their options for support and reporting.**
 - Avoid questions that convey blame and judgment, like “Why didn’t you speak up in the moment?” or “Why did you go to that place?” Instead, ask supportive, open-ended questions such as “What do you need?” and “What can I do to help right now?”
 - If you know the respondent, avoid saying things like “They’re not that kind of person” or “They would never do something like that.”
- 2) **If the individual’s safety is an immediate concern, call 911 or contact the Cornell University Police at 607-255-1111.**
 - More information about the Cornell University Police Department (CUPD) here: cupolice.cornell.edu.
- 3) **Provide them with the information and resources listed on the [Cornell Office of Civil Rights](#) and [SHARE Office](#) websites.**
 - You might phrase a suggested resource as a question, such as “Have you considered reporting what happened?” or “Would talking with a confidential resource be helpful?”
 - Allow them to make their own decisions about support options, counseling, reporting, medical care, and academic or other needs.
- 4) **Report the incident to COCR in accordance with Policy 6.4. (Please refer back to the information in the Reporting Requirements Under Policy 6.4 lesson in this training.)**
 - If you are a Designated Reporter and the complainant asks that you keep the information confidential, you may wish to explain to them the difference between privacy and confidentiality.
 - Maintain the privacy of the information and do not share it with anyone unless they have a need to know.
 - If you have any questions about the process, contact the Cornell Office of Civil Rights at civilrights@cornell.edu and/or visit the [COCR website](#).

COCR Website: officeofcivilrights.cornell.edu
SHARE Office Website: share.cornell.edu

