Governance Executive Summary
Advice, Discussion, Information Item

<table>
<thead>
<tr>
<th>Agenda Title</th>
<th>Helping Individuals at Risk (HIAR) and Office of Safe Disclosure &amp; Human Rights (OSDHR) Annual Reports 2018-19</th>
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**Item**

<table>
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<tr>
<th>Proposed by</th>
<th>Gitta Kulczycki, Vice-President (Finance and Administration)</th>
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<tbody>
<tr>
<td>Presenter</td>
<td>Kris Fowler, Director, Helping Individuals at Risk</td>
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<tr>
<td></td>
<td>Wade King, Director, Office of Safe Disclosure &amp; Human Rights</td>
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**Details**

<table>
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<tr>
<th>Responsibility</th>
<th>Provost and Vice-President (Academic) and Vice-President (Finance and Administration)</th>
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**The Purpose of the Proposal is (please be specific)**

The purpose of this report is to provide an overview and information about the activities of each office and to comment on trends and issues.

**Executive Summary (outline the specific item – and remember your audience)**

**HIAR:**

In 2010, the University created the Helping Individuals at Risk intake function to provide campus community with a centralized service for reporting at risk behaviour. It facilitates a “connecting of the dots” of what could otherwise be viewed as isolated and less urgent incidents. The HIAR program helps connect individuals at risk of harm to self or others to resources before a situation escalates, and ensures a coordinated response across campus.

**OSDHR:**

In 2008, the University introduced the Office of Safe Disclosure and Human Rights as an intake service for issues arising under the Ethical Conduct and Safe Disclosure Policy. The Office has two functions:

- provision of the University of Alberta’s confidential (safe) disclosure services and;
- promotion, stewardship and advice pertaining to human rights (incl. the duty to accommodate).

To support these functions, the office provides intake, advisory, and educational services to students, staff, and faculty at all University of Alberta campuses.

Activities undertaken by each of the programs are reported annually to GFC. Details can be found in the attached documents.

**Supplementary Notes and context**

**Engagement and Routing (Include proposed plan)**

<table>
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<tr>
<th>Consultation and Stakeholder Participation</th>
<th>HIAR and OSDHR - GFC Executive Committee, February 10, 2020</th>
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<tbody>
<tr>
<td></td>
<td>HIAR - Board Learning, Research and Student Experience Committee, February 14, 2020</td>
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<td></td>
<td>OSDHR - Board Audit and Risk Committee, February 24, 2020</td>
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<td></td>
<td>HIAR and OSDHR - General Faculties Council, February 24, 2020</td>
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**Strategic Alignment**
### Alignment with *For the Public Good*

Values – Above all, we value intellectual integrity, freedom of inquiry and expression, and the equality and dignity of all persons as the foundation of ethical conduct in research, teaching, learning, and service.

We value diversity, inclusivity, and equity across and among our people, campuses and disciplines.

- **Goal:** Build a diverse, inclusive community of exceptional students, faculty and staff from Alberta, Canada, and the world.
  - Objective 1 – Build a diverse, inclusive community of exceptional undergraduate and graduate students from Edmonton, Alberta, Canada and the world.
  - Objective 3 – Support ongoing recruitment and retention of a highly skilled, diverse community of non-academic and administrative staff by enriching the University of Alberta’s working environment.
  - Objective 5 – Build and strengthen trust, connection, and a sense of belonging among all members of the university community through a focus on shared values.

### Alignment with Core Risk Area

Please note below the specific institutional risk(s) this proposal is addressing.

- ☐ Enrolment Management
- ☒ Faculty and Staff
- ☐ Funding and Resource Management
- ☐ IT Services, Software and Hardware
- ☐ Leadership and Change
- ☐ Physical Infrastructure
- ☐ Relationship with Stakeholders
- ☒ Reputation
- ☐ Research Enterprise
- ☒ Safety
- ☒ Student Success

### Legislative Compliance and jurisdiction

Post-Secondary Learning Act (PSLA)

GFC Executive Committee Terms of Reference

GFC Terms of Reference

### Attachments

1. Helping Individuals at Risk (HIAR) Annual Report, 2018-19 (7 pages)

*Prepared by:*

Giovana Bianchi, Senior Administrative Officer, Finance and Administration (giovana.bianchi@ualberta.ca)
HELPING INDIVIDUALS AT RISK (HIAR) ANNUAL REPORT 2018-19

The HIAR program provides a centralized location for reports of at risk behavior in order to facilitate a “connecting of the dots” of what could otherwise be viewed as isolated and less urgent incidents. One impetus behind the creation of this program was the key finding from the shootings at Virginia Tech that failure to share information on what were considered isolated incidents resulted in an underestimation of risk. The HIAR program helps connect Individuals at Risk of harm to self or others to resources before a situation escalates, and ensures a coordinated response across campus.

REPORTS OF INDIVIDUALS AT RISK

The HIAR program received 1077 reports, an increase of 239 or 29%, over the previous year; a significant one year growth of the program. As seen in the chart below, this represents a continued increase in the utilization of the program of at least 20% per annum. The 1077 reports referenced 509 Individuals at Risk, an increase of 80 (19%) individuals from the previous year.

Figure 1: Growth of the HIAR Program

The vast majority of reports to the program continue to be regarding students (969 reports, 90%). Of this, 814 reports (76%) were concerning undergrad students, 128 report (12%) were about graduate students, and 27 reports (3%) were concerning students registered in open studies. Seventy-one reports (7%) were about faculty or staff, 15 reports (1%) were about Post-Doctoral Fellows, 2 reports (less than 1%) concerned former students, 2 reports (less than 1%) were regarding visiting students, and the remainder (12 reports, 1%) were regarding individuals with other relationship-to-the-university status (i.e. alumni, special students, or visiting students).

HIAR also tracks the reports referencing international students regardless of undergraduate or graduate status. This reporting year, there were 293 reports concerning international students, which comprised 27% of all reports to HIAR. While the number of reports referencing international students increased to 293 from last year’s 265, the overall percentage decreased from 31% to 27%. For context, international students comprised 20% of the student population at the U of A in 2018-19.
Unlike last year where the reports about Individuals at Risk were almost equally divided between males (417 reports, 49%) and females (393 reports, 47%), this year there was a significant increase in reports regarding females (612 reports, 57%) and a marked decrease in the reports regarding males (365 reports, 34%). Six reports (less than 1%) concerned non-binary or transgender individuals, compared to 9 reports (1%) from the previous year.

Most reports were about a concern that the Individual at Risk was at risk of harm to self (410 reports, 38%), which is a slightly lower percentage than last year (45% for the 2017-18 reporting period). Four hundred and seventeen (39%) reports were regarding individuals who exhibited worrisome behavior that did not yet meet the assessment of harm. One hundred and three (10%) reports concerned individuals who were at risk of harming others, and an additional 18 reports (1%) concerned individuals who were at risk of harming both themselves and others. Eighty-three (8%) reports concerned individuals who were at risk of harm from others. Twenty-three (2%) reports were regarding incidents of bullying or harassment. The balance of the reports pertained to academic concerns (6 reports, less than 1%) and medical concerns (17 reports, 2%). The category “medical” is newly tracked by HIAR for the 2018-19 reporting year based on the relatively low, but significant number of reports students or staff members who were hospitalized or required medical care that impacted their ability to work or study.

As seen in previous years, HIAR continued to receive the highest number of reports from Residence Services, University of Alberta Protective Services (UAPS), Dean of Student (DoS) Portfolio, Instructors, Senior Administration, and Staff.
Members. This year, HIAR saw an increase in reports from Residence Services from 126 reports (15%) in 2017-18 to 240 reports (22%) in 2018-19. This is likely due to a combination of a new reporting process using shared Google docs, and the death of a student in Residence in early February 2019 which impacted student well-being in residence.

The areas of campus submitting the highest number of reports concerning Individuals at Risk for 2018-19 reporting year are as follows:

1. Residence Services (240 reports, 22%)
2. UAPS (181 reports, 17%)
3. DoS Portfolio (175 reports, 16%)
4. Instructors (112 reports, 10%)
5. Senior Administration (108 reports, 10%)
6. Staff Members (105 reports, 10%)

The balance of reports received by the HIAR office were from student advisors (51 reports, 5%), supervisors (28 reports, 3%), other students (27 reports, 3%), Human Resources (16 reports, 1%), Students Union (11 reports, 1%), co-workers (6 reports, less than 1%), friends (6 reports, less than 1%), and family members (3 reports, less than 1%).

Figure 4: Reporters of At-Risk Behavior

Analyzing the reports by Faculty and School, the largest number of reports were received from the Faculty of Arts (95 reports, 9%), Faculty of Science (91 reports, 9%), and Faculty of Engineering (46 reports, 4%). This is the same top three reporting faculties as last year. Though reports were not received from all faculties during this reporting year, HIAR did continue to extend their reach across campuses with reports originating from both Augustana and Faculte St. Jean.

The busiest months for receiving reports of at risk behaviour historically are the months at the end of the fall and winter semesters. This reporting year there was a slight deviation from previous trends with February 2019 being the second busiest month for report intakes. As stated earlier, this is likely due to an increased number of reports from Residence Services following the death of a student in early February 2019.

The top 5 months for the 2018-19 reporting year are as follows:

1. April 2019 (145 reports, 13%)
2. February 2019 (143 reports, 13%)
3. March 2019 (131 reports, 12%)
4. October 2018 (125 reports, 12%)
5. November 2018 (122 reports, 11%)

SERVICES PROVIDED

During the last reporting year, the HIAR team adjusted the reporting categories detailing the services provided to both the Individual at Risk and the reporter. This was done in an effort to best represent the work and follow-up completed by the team. Through this reporting year, the categories were further adjusted to quantify the services provided once a report is received by the HIAR team. For this reason, you will see numbers that were not reported in detail in previous years and were previously grouped into more general categories.

It is of importance to note, when receiving a report regarding an Individual at Risk, typically more than one service is provided to the individual and/or the reporter, depending on the situation and the level of risk. The only type of report that requires no action from a HIAR team member is the ‘Information Purposes Only’ report. During this reporting year, 18% of the reports fell into this category which means 82% of reports (880 reports) required staff to provide at least 1 service, often multiple services, for a total of 2,559 recordable and reportable services.

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Number of Reports</th>
<th>% of Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Services Provided</td>
<td>1,315</td>
<td>2,127</td>
</tr>
<tr>
<td>Information Purposes Only</td>
<td>105</td>
<td>125</td>
</tr>
<tr>
<td>Coaching/Advice for Reporter</td>
<td>164</td>
<td>302</td>
</tr>
<tr>
<td>Contact Individual at Risk</td>
<td>131</td>
<td>175</td>
</tr>
<tr>
<td>Discuss Safety Measures</td>
<td>33</td>
<td>30</td>
</tr>
<tr>
<td>Monitor Situation</td>
<td>43</td>
<td>131</td>
</tr>
<tr>
<td>Resources for Individual at Risk</td>
<td>256</td>
<td>350</td>
</tr>
<tr>
<td>Referred to HIAR Case Team</td>
<td>178</td>
<td>220</td>
</tr>
<tr>
<td>Refer to or Attend Protocol Team</td>
<td>34</td>
<td>86</td>
</tr>
<tr>
<td>Reporter/Victim Provided Resources</td>
<td>46</td>
<td>69</td>
</tr>
<tr>
<td>Formal Assessment of Risk</td>
<td>24</td>
<td>38</td>
</tr>
<tr>
<td>Follow up (TOTAL)</td>
<td>301</td>
<td>564</td>
</tr>
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</table>
The most common services delivered by the HIAR team were:

1. Follow ups (695 reports, 65%)
2. Providing resources for the Individual at Risk (446 reports, 41%)
3. Coaching / advice for the reporter (404 reports, 38%)
4. Directly contacting the Individual at Risk (238 reports, 22%).

HIAR staff attended or referred reports to the Protocol Team on 98 occasions, a slight increase from the previous reporting year.

It is important to note that the number of cases requiring a welfare check or contact with Edmonton Police Services or University of Alberta Protective Services (UAPS) remained low at 13 reports, and is a testament to the program’s intention to provide early intervention for individuals rather than providing emergency response. This continues to confirm that the HIAR program is not only receiving the appropriate cases into the program, but is mitigating the risk associated with the individuals referenced in these case reports.

**HIAR CASE TEAM**

The mandate of the HIAR Case Team is to utilize a multi-disciplinary approach to triage the risk of an Individuals at Risk’s behavior and develop an action plan to manage the risk. The Case Team meets on a weekly basis (bi-weekly during the summer months) and is comprised of representatives from UAPS, the Office of the Dean of Students, Residence Services and Human Resource Services. The Case Team is not a disciplinary body, nor does it deal with imminent danger or emergencies, as the University has systems in place for dealing with these issues.

Reports are referred to the HIAR Case Team when they are regarding an Individual at Risk who is at risk of harm to others and which is not currently being handled by the Protocol 91 Team, police or UAPS, or when they are about a second (or more) incident about an Individual at Risk who has previously been brought to the attention of the HIAR program.

The number of reports being brought forward to the HIAR Case Team increased to 287 from the previous reporting year of 220. The majority of the reports escalated to the HIAR Case Team were about a concern that the Individual at Risk was at risk of harm to self (126 reports, 44% of reports escalated to the Case Team). One hundred reports (35%) escalated to the Case Team were regarding an Individual at Risk exhibiting a behavioral concern. The balance of reports

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Number of Reports</th>
<th>% of Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow up General</td>
<td>N/A</td>
<td>240</td>
</tr>
<tr>
<td>Follow up Academics</td>
<td>N/A</td>
<td>137</td>
</tr>
<tr>
<td>Follow up Residence</td>
<td>N/A</td>
<td>100</td>
</tr>
<tr>
<td>Follow up Student Services</td>
<td>N/A</td>
<td>87</td>
</tr>
<tr>
<td>Follow up Dean of Students</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Follow up UAPS</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Follow up Reporter</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Follow up Human Resources</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Information shared with health care provider</td>
<td>N/A</td>
<td>21</td>
</tr>
<tr>
<td>Welfare check/contact police</td>
<td>N/A</td>
<td>16</td>
</tr>
</tbody>
</table>
are comprised of individuals exhibiting harm to others (35 reports, 12%), risk from others (11 reports, 4%), bullying and harassment (7 reports, 2%) harm to both them-self and to others (4 reports, 1%), and medical concerns (4 reports, 1%).

**Figure 6: Reports escalated to HIAR Case Team**

**HIGHLIGHTS**

Despite an increase in both the number of reports and the number of Individuals at Risk, the HIAR office was able to effectively respond to and manage the incoming work. In addition to this, the team participated in the following activities:

- Hosted a Multiple Risk Triage training seminar for key stakeholders (Case Team Members, Office of the Dean of Students, Human Resources Services, Residence Services, UAPS)
- Improved upon the risk assessment / triage process for suicide to a Self-Directed Violence risk triage
- Participated in the following campus-wide initiatives
  - Suicide Prevention Implementation Policy Review Committee
  - ACCESS Network
  - Restorative Initiatives Review
  - OHS Act Legislative Changes Working Group

The HIAR team continues to process a high volume of reports regarding an increasing number of individuals at risk. The development of efficient daily operating procedures and actions has enabled the team to effectively process the increasing number of individual reports on a year-over-year basis while the staffing hours have incrementally increased over the past 3 years (2.6 FTE to 2.8 FTE).

**UPCOMING PRIORITIES**

Looking to the next reporting year, the HIAR team has both operational and administrative goals defining the priorities.

Continuing to educate and spread awareness of the program to the campus community is fundamental to the HIAR mandate. Ensuring the campus community knows how and when to access the program will ensure the HIAR team is
receiving the appropriate reports and able to take preventative action and provide early intervention to mitigate further risk. The following means will be taken:

- Presentations to faculty and department councils to maintain awareness of the program
- Furthering cooperative and strong working relationships with key stakeholders
- Updating the HIAR website (uab.ca/HIAR) to best reflect the purpose of the HIAR program.

With anticipated workload increase, the HIAR team has the following administrative goals to best manage the incoming reports and Individuals at Risk:

- Implementation of a case management software to facilitate tracking and reporting of reports and Individuals at Risk remains a high priority for the office. The ability to manage files, generate accurate business reports, and securely share case information will be priorities when implementing the software.
- Continued development of file retention guidelines based on best practice and recommendations from the Records Management Office.
Program Goals

The Office of Safe Disclosure & Human Rights (OSDHR) has two functions:

- provision of the University of Alberta’s confidential (safe) disclosure services and;
- promotion, stewardship and advice pertaining to human rights (incl. the duty to accommodate).

To support these functions, the office provides intake, advisory, and educational services to students, staff, and faculty at all University of Alberta campuses.

This report spans the period of July 1, 2018 - June 30th, 2019.

Disclosure Activity

OSDHR operates on a confidential intake and referral model.

Where required, individuals or groups that make disclosures to the office are referred to the most appropriate university service provider(s) in order for the matter to be addressed. Disclosures can be made in person, online, over the telephone or via email. Disclosures made via email or our online reporting tool have the option of being made anonymously. Where possible (that is when we are provided with contact information) anonymous disclosures are responded to with an invitation to speak directly to an advisor.

During the reporting period, the OSDHR provided intake and referral services for 240 members of the University community.

Referrals

Matters reported to the Office are typically referred to existing campus resources for resolution. While disclosures related to a range of issues including theft, fraud, safety, academic integrity, and research ethics, the majority of disclosures allege discrimination and harassment.
The OSDHR maintains working relationships with colleagues across campus to ensure our referral services are effective. While there are over 21 potential resources we draw upon, the majority of our referrals are to the Non-Academic Staff Association (NASA), Office of Student Ombuds, the appropriate Chair/Dean, Academic Association of Staff University of Alberta (AASUA), Employee and Family Assistance Program (EFAP), and Graduate Students’ Association (GSA). Other services referred to less frequently include Faculty Relations, Protective Services, Helping Individuals at Risk, Immediate Supervisor, Internal Audit Services, and Student Accessibility Services.

**Human Rights**

The Discrimination, Harassment, and Duty to Accommodate policy provides direction for Human Rights at the University. The policy states “The University is enriched by diversity, and it welcomes and seeks to include many voices, including those that have been under-represented or excluded.”

The OSDHR undertakes a variety of activities that enhance awareness and understanding of the principles of human rights, including the provision of training, consulting, and coaching to faculty, staff, students, and postdoctoral fellows.

We also monitor current trends, demographics, case law, and legislation to ensure we are proactively identifying and addressing both current and emerging human rights matters.

**Education, Outreach and Research**

OSDHR continues to respond to the educational needs of the University of Alberta as they relate to human rights and related policies and strategies. These sessions occur in response to requests from our colleagues and often are developed and delivered in collaboration with staff and faculty in other academic or administrative units.

In 2018-19 the office provided 59 unique workshops/presentations to students, faculty, and staff. We wish to highlight our ongoing collaboration with Human Resources through our participation in Gold College, EDI Week, the Supervisory Leadership Program, and responding to needs identified by the EDI Advisor and HR Partners. During 2018-19 OSDHR participated in New Deans’ and Chairs’ School, (with a focus on the implications of the Equity, Diversity and Inclusivity Strategic plan for leadership) and the “Controversial Topics” workshops developed by the Office of the Provost. Approximately one third of our sessions were provided to students, including medical students, engineering students, international students, and student leaders.

OSDHR participates in selecting and hosting for the annual Visiting Lectureship in Human Rights. This year Dr. Lila Abu-Lughod delivered the lecture and our office organized one full day of her itinerary.

The OSDHR Advisor is a co-Investigator for, New Frontiers in Research - Re-imagining Intersectional Inclusion. This is a multi-disciplinary, three-year research project which examines inclusionary praxis.

When possible, the OSDHR collaborates with community organizations to lend expertise or build awareness of the University’s commitment to human rights. In addition to the OSDHR Director’s secondment to the City of Edmonton for 2018, OSDHR employees have also collaborated on community events with: The Canadian Institute of Internal Auditors, the
Northern Alberta Institute of Labour Relations, the BC & Yukon Human Resources Association, the Edmonton Public School Board Multicultural Policy Advisory Committee, RIMS Canada (Risk Management), the Canadian Privacy and Access Conference, the Canadian Association for the Prevention of Discrimination and Harassment in Higher Education, the Edmonton Business Diversity Network and the Edmonton Integrity Network.

**Human Rights Advisory Services**

OSDHR provides advice and expertise to both University initiatives/programs and in many areas of University operations.

University initiatives include:

- EDI Scoping Committee
- EDI Action Committee
- Departmental EDI committees
- Visiting Lectureship in Human Rights
- New Deans’ School
- New Chairs' School
- New Employee Orientation
- Ad-hoc sub-committees of GFC
- Staff Leadership and Development
- Gold College
- EH&S Committee - OH&S changes
- Aboriginal Admissions Committee (FoMD)
- MMI process (FoMD)

Input on University operations include:

- Advising senior administrators, managers, supervisors on how to resolve discrimination, harassment, and ethical conduct allegations brought to their attention
- Advising on the application of the Duty to Accommodate Policies and Procedures in work and learning environments
- Providing advice on the Public Interest Disclosure Act (PIDA) and the Alberta Human Rights Act
- The development of faculty/department EDI initiatives and plans
- Identifying areas in need of an “human rights/equity environmental review” and participating in the process
- Advice to conference planners and hosts on EDI and Disclosure best practices
- Providing human rights/disclosure trends and analysis to assist unit-business planning
- Input into the development of training and awareness activities across campus
- Input into communication strategies and activities
- Participating in “issues management” when there are incidents related to Human Rights that arise at the University
- Supporting dissemination of EDI data
- Student support
  - Advising student support units on Human Rights, the Duty to Accommodate and Equity that pertain to their operations
  - Scholarships and awards
  - Liaising with student government on matters of human rights
  - Working with Student Groups on initiatives or concerns
- Human resource operations
Recruitment & Selection
Inclusion of employees
Advice on considerations related protected grounds and employment
Monitoring for retaliation within termination processes
Advice to HR Partners and Sr. Admin
Administration of the NASA Agreement Article 18 Intake process.

Areas of Focus for 2018-19

Implementation of the Equity Diversity and Inclusion (EDI) plan

In 2018-19 OSDHR continued to participate in the activities of the EDI Scoping Group and Action Group. Through our membership on these committees, we contributed to the development of the EDI Strategic Plan, to the socialization of The Plan, and to the ongoing implementation of The Plan. We would like to highlight the significant contribution our office made conducting the research and drafting the first iteration of the EDI Strategic Plan. OSDHR also supports the work of RSO, VP-Research and the Deputy Provost as it relates to EDI and the University of Alberta’s Canada Research Chairs program.

Annually, our office partners with Organizational Development, Equity and Health to host EDI week and the annual EDI awards. This year during EDI week there were 7 sessions offered on topics ranging from The Poetics of Deafness to Intersectionality. Five EDI Awards were handed out to faculty, students and staff.

Finally, OSDHR undertook a research project with a focus on equity issues in academic recruitment, advancement, and retention. This project is designed to inform our own capacity to advise where Human Rights intersects with Equity issues.

Address Implications of New Occupational Health and Safety Act (Alberta)

OSDHR has been participating in and providing expertise on the process to ensure the University’s policies, practices and culture are aligned and adhere to the Occupational Health and Safety Act revisions of 2018. These revisions impose requirements on the university pertaining to harassment and violence, including policy and training requirements. This process is being led by Environmental Health and Safety.

Upcoming Strategic Areas of Focus

For 2019-2020, the focus of OSDHR will continue to be the provision of core services (disclosure and human rights advising / education) in an effective and efficient manner.

Demands for OSDHR resources continue to increase and are anticipated to grow in the future, particularly in light of additional legislative oversight and the EDI Strategic Plan.

In order to continue to meet our core mandate as effectively as possible, the OSDHR will focus on:

- Tools, training and advice to support the Equity, Diversity, and Inclusion Strategic Plan Implementation
- Implementation of a new OSDHR intake and workflow system for disclosures
- Discrimination, Harrasment and Duty to Accommodate Policy and Procedure Review