

# House President

## Training Manual



On issues of

# Diversity

House Presidents,

As a house president you will gain valuable leadership experience and have the opportunity to positively influence your co-op. Communal living does not always run smoothly though, and one of the roles as house president will be to help resolve conflicts. Occasionally these conflicts deal with issues of prejudice, oppression, diversity, and social justice. Although these words can sound scary and big, they are present in various house issues such as someone feeling entitled to areas of the house, dominating conversations during house meetings and making jokes that others find inappropriate.

In order to respect the diversity we have in our co-ops it is important to know what to do if issues arise. There are ways that conflicts and problems can be dealt with both inside your house, through the organization, through utilizing on-campus resources and community resources, and through education. The important thing is that something is done and that when we have these problems in our houses they are not ignored and/or tolerated.

As a house president it is your job to be a resource to housemates, do not feel as though it is your responsibility to fix everything. Do not let yourself feel burned out, use the resources that you are given in order to help your housemates help themselves.

Good luck this year!

Diversity Committee



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# SAFE SPACE

A tool for allowing deep and consensual dialogue

Creating a safe space is important for solving conflicts within your house. People need to feel comfortable and safe in order to be open to accepting advice or support. These safe space principles can also be used during your house meetings.

## The Four Principles of a SAFE SPACE

*from NASCO shared resources*

### **Equalize the Space**

- confidentiality – share stories and experiences, not names and gossip
- step-up/step-down – give space before you take space, and challenge yourself to step out of your pattern
- value and encourage risk taking, while maintaining everyone’s right to pass
- challenge the idea or the practice, not the person
- everyone has equal worth in this discussion, and all knowledges and opinions are equally valid

### **Check Your Assumptions**

- no judgments or disclaimers (including self-judgments)
- maintain gender neutrality in your language, and inquire about preferred pronouns
- treat everyone as an individual and not a representative of any specific group
- personalize your knowledge, don’t project it (i.e. use I statements)
- believe in our common best intentions

### **The Right to be Human**

- we all have the right to be human (i.e. inconsistent, emotional, triggered, etc. )
- avoid blaming people for the misinformation taught to them
- acknowledge emotions
- practice forgiveness

### **Practice Consensual Dialogue**

- active listening – attention focused, maintain appropriate eye contact, check your body language,
- take breaks only when you need to
- silence is okay – an unforced pace of dialogue is one into which people can step-up safely
- be sincere and consistent, practicing respectful honesty

Before a dialog you can ask what will make the members feel safe and what will make them feel unsafe, some examples are

**Safe:** Freedom to not speak, ability to call a “time out”, ability to leave, honesty, laughter.

**Unsafe:** Threats, passive aggression, drug/alcohol use, aggressive body language.

# HOUSE MEETINGS

House meetings in the co-op system are extremely important. Not only is this a time for everyone to get on the same page about what is happening within the house but meetings are also the highest authority within the house, allowing all members to have both a voice and a vote. Something important to remember while facilitating the house meeting is that you need to set the tone so that everyone feels comfortable with their voices and their votes.

Here are a few ways to create a safe and friendly house meeting environment.

- Make sure you remain neutral in your facilitation. As house president you are allowed a vote and an opinion, but try to get a well rounded conversation going before you make your opinion clear. Make sure to distinguish yourself from house president when you do have a strong opinion. If there is a discussion topic that you know you will struggle remaining neutral on, see if someone else can facilitate that portion of the meeting (this can be referral hearings, expulsion hearings, or something as light as what types of food will be served regularly).
- Make sure someone is not being singled out for their point of view or their position in the house. Do not be afraid to end a discussion that is inappropriate or is making someone feel uneasy.
- If someone is repeatedly creating an oppressive environment in the house meeting by not listening or trying to have the loudest voice, make sure to talk with them outside of the meeting and let them know how their actions could be perceived and what they could make other people feel like.
- Be sure to follow the stack and put people who have not spoken in front of those who have already spoken. Make sure that everyone is given a chance to talk and that the same few people are not dominating all of the conversation.
- Put items on the agenda that make everyone contribute to the discussion. An easy way is to put an ice breaker as the first agenda item, even if the only thing that someone says at a meeting is that their favorite ice cream is chocolate, at least they said something!

There can often be circumstances where the meeting becomes unfriendly and not a safe or welcoming environment. If this does happen, here are some ideas of what to do to get back on track.

- Take a quick break; sometimes having five minutes to distress and get everyone out of the room is just what you need to reenergize everyone.
- Excuse anyone who is disruptive from the meeting and have a discussion with them afterwards. If someone is purposefully trying to create an unsafe environment they can be put on referral for uncooperative behavior.
- Have a fun and short game prepared for when things get rough, easy things to do are to say something nice to the person on your left or a quick round of Simon Says.

## Helpful Activity:

If there are issues in your house or if it seems as though people are not speaking up about their feelings, positive or negative, the practice of Council can create an open environment for people to talk. Council is a time where every person is able to contribute to the conversation in whatever way they feel comfortable, no one is left out, no one matters more than anyone else, each voice is important.

Start by choosing an item to be the “talking stick” it can be something lying around the house or something that is symbolic. Explain that no one is allowed to speak unless they have the item, there is no room to debate, challenge, or respond to anyone in the circle.

Each person will have time to hold the talking stick. They can choose to say something, do something, or pass it off to the next person without doing or saying anything. Encourage your housemates to hold onto the talking stick for at least a few seconds before passing it on in order to be sure they do not have anything to say.

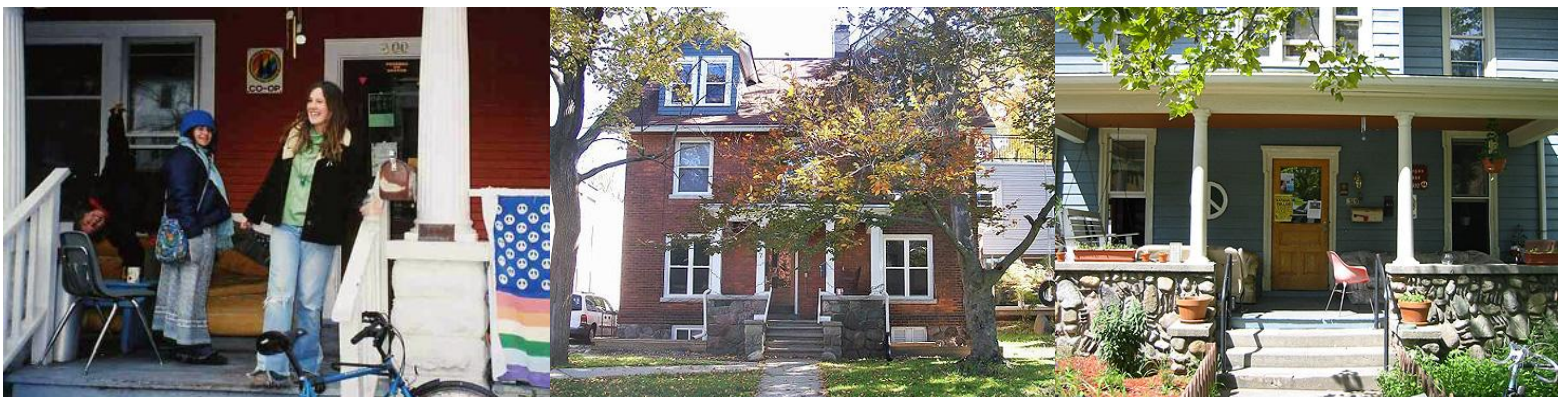
Make sure your housemates know that this is their time to share anything they are feeling with the house or things going on in their lives that affect their roles in the house.

Examples of things that can be heard at council:

“I am feeling really stressed out with school work, and then when I go to clean the TV room it is so messy that it takes me longer than what it should to get it done, I think that if people helped me out by doing their part, I might not be as stressed about getting my chores done.”

“I feel as though I am not really forming any bonds with my housemates, I really would like to get to know some of you better so if anything is going on in the house like if people are watching a movie or playing a game together, just knock on my door and I would love to spend time with you!”

Sometimes people do not have any forum to express how they are feeling in their home and Council can be a time for this. It does not have to be something you do every meeting, but every once in a while, such as in the middle of the term. You might get valuable feedback on how to improve your house atmosphere, or advice on why it should stay the same!



## **DART**

**7.1.7 DART CONSULTATION:** Members and houses are encouraged to work in consultation with DART in resolving the following situations:

- A.** Situations involving sexual harassment or assault, discrimination or prejudicial behavior, mental health or ability issues.
- B.** Situations which are legally sensitive.
- C.** Situations in which a house officer, including the President, is directly involved.
- D.** Situations affecting recruitment or retention.
- E.** Situations involving multiple houses.
- F.** Whenever a house feels strongly that they cannot deal with the situation adequately or fairly.
- G.** Whenever either party directly involved in a dispute requests DART assistance.
- H.** Situations which constitute a significant threat to the health, safety, or welfare of co-op members; whether or not such actions are also subject to penalties under civil or criminal law.

### **2.17 DISPUTE ASSISTANCE and RESOLUTION TEAM (DART)(10/2010)**

**2.17.1 STRUCTURE:** The team is to consist of:

**A. The DART chair, who will:**

- 1.** Have the power to call meetings, write meeting minutes, and agendas
- 2.** Account for labor hours performed by members.
- 3.** Ensure the completion of a report to be in the board packet once every semester.
- 4.** Be eligible to receive up to four credit hours of ICC labor.
- 5.** At times when no team chair can be recruited, the above task will be divided amongst the other team members.

**B. Members approved to sit on the committee by the Coordinating Committee shall assume full voting privileges and shall:**

- 1.** Carry on projects planned at meetings.
- 2.** Be eligible to receive up to three credit hours of ICC labor.

**C. The Directors of Education and Membership, who will serve an advisory function.**

#### **2.17.2 PURPOSE:**

- A.** To support members and houses by helping them efficiently and successfully handle dispute resolution.
- B.** To advocate for fair and equitably administered dispute resolution policies and processes within the ICC.
- C.** To assist members and houses in developing a range of responsible options to resolve problems.

#### **2.17.3 DART CODE OF ETHICS:**

**A. Independence:** DART is independent in structure, function, and appearance to the highest degree possible within the ICC. The DART Chairperson reports directly to the Board of Directors.

**B. Neutrality and Impartiality:** DART, as a designated neutral body within the ICC, remains unaligned and impartial towards the members and concerns brought to its

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attention. DART does not engage in any situation which could create a conflict of interest. DART does not advocate on behalf of any individual, house, or issue within the organization.

**C. Confidentiality:** DART holds all communications with those seeking assistance in strict confidence to the extent provided by law. DART does not disclose confidential communications unless given permission to do so. The only exceptions to this privilege of confidentiality are instances where there appears to be imminent risk of serious harm, cases

involving legally sensitive issues, or situations or actions which jeopardize the interests of the membership as a whole or the interests of other co-ops.

**D. Informality:** DART members, as an informal resource, may participate in any formal adjudicative or administrative procedure related to concerns brought to their attention.

# NEW MEMBERS VS RETURNING MEMBERS

One of the best parts about living in a co-op is that everyone is equal. There are no initiation rites, no hazing when you move in and there are no “upperclassmen” to the co-op system.

Make sure returning members:

- do not feel entitled to certain areas of the house. If someone is claiming a guff chair as “theirs” or constantly taking the guff computer away from new members, let the problem member know that they are being exclusive and remind them that they were once a new member who was never asked to “pay their dues.”
- do not feel entitled to the “good chores” or certain officer positions. Everyone in the house is equal and should be treated as such. Make sure during officer elections that new and returning members are both running for positions (nominate new members if need be) and that the work manager will distribute house labor fairly.
- are patient with new members. They will probably have to remind new members every day that “the Hobart is a sanitizer, not a dishwasher” or “change the bag in the vacuum” but with a good attitude everyone will soon be on the same page!
- do not feel like the new members are entering their home. The co-op is not one person’s home, it is everybody’s!



## Fabric of Oppression in the U.S.

When there is conflict in your house, sometimes it is necessary to examine the roots of oppression in the United States to understand where the problem is coming from. For instance, if someone is consistently paying another house member to do their house labor, this could create a dynamic between the privileged class (rich people, ruling class people) and the oppressed classes (poor people, working class, middle class), which could become a conflict by having classism in the house.

This chart could help when examining issues in the house which stem from oppressive behaviors and help you understand why certain issues could create an oppressive environment.

Identity Categories (examples)	Privileged Class	Oppressed Classes	Form of Oppression
Race	White/Anglo/European descent	People of Color, including people whose ancestors came from the Americas, Africa, Asia, and the Arab world. Bi/tri/multi-racial people. Sometimes white people who “appear nonwhite.”	Racism/White Supremacy
Sex	Men	Women, Intersex people, Transsexual people.	Sexism
Gender Identity, Gender Assignment, & Gender Presentation	Men and Women who conform to cultural gender norms.	Transgender, Transsexual, Intersex, and Genderqueer people. People who do not or cannot conform to societal gender norms.	Gender Oppression
Religion	Christians, especially Protestants	Jews, Muslims, Hindus, Buddhists, Atheists, Pagans, and followers of other “smaller” religions.	Anti-Semitism, Religious Oppression, Racism, White (Christian/Aryan) Supremacy
Sexual Orientation	Heterosexual people	Lesbians, Gay people, Bisexual people, poly-folk.	Heterosexism/ Heterocentrism
Socioeconomic Class	Rich people/Ruling class people (inc. Upper Middle Class)	Poor people, working class, middle class.	Classism
Physical, Psychological, & Developmental Ability	Temporarily Able/TAB (temporarily able-bodied)	Disabled/differently abled	Ableism
Age	Middle-aged	Young, Old	Ageism

Revised 10/2001 from Umass Amherst’s ED 691Esocial Justice Issues in Education handout

# MENTAL HEALTH

As a co-op we are welcoming to people with various levels of mental health. As welcoming as we are to diversity, if someone is behaving or acting differently in terms of their mental health it is important to make sure that they get the appropriate help that they need. People in the co-op are most likely not mental health professionals, it is important that the house does not act as a therapist and that the person who needs help is given it.

There are times when everyone seems down, depressed, or not themselves, here is help from [campusmindworks.org](http://campusmindworks.org) to distinguish between what might be a onetime problem and what might be a long term issue.

## Mental Health Problems vs. Mental Health Disorders

When making a distinction between mental health problems and mental health disorders, it can be helpful to draw comparisons to other, more common medical conditions.

Everyone has **mental health problems** from time to time, experiencing periods of feeling unusually sad, irritable, anxious, pessimistic, unmotivated, frustrated, or overwhelmed. Often these experiences are a normal response to difficult events, changes, or transitions. These mental health problems are similar to having a bad cold or the flu-- you feel miserable while they last, but you don't expect them to last very long. Many people seek professional counseling to help get through these difficult periods, just like you may visit a doctor when you have a bad cold or the flu.

**Mental health disorders** are not like a cold or the flu. They are more similar to medical problems like diabetes or asthma in that they are chronic, often lifelong conditions that require ongoing care. Many people with mental health disorders like bipolar disorder or major depressive disorder must make adjustments to their lifestyles in order to stay healthy. But as with diabetes, it is possible to manage a mental health disorder while living a fulfilling and productive life.

It can be hard to distinguish between when someone in our house is having a mental health problem and when it gets serious enough to require professional help. Here is a chart from [campusmindworks.org](http://campusmindworks.org) that shows the difference between typical distress and more serious distress.

**NOTE: This list is not intended to replace a professional evaluation.**

## Characteristics of Typical Distress and Distress Requiring Professional Attention

Typical distress	Distress requiring professional attention
Usually begins to subside after a few hours or days	Often does not subside for weeks, months, or even years
Usually has an identifiable cause, such as: <ul style="list-style-type: none"> <li>• Having an argument with a friend or loved one</li> <li>• Performing poorly on a major test or assignment</li> <li>• Receiving disappointing news</li> <li>• Finding out a friend lied to you</li> </ul>	Might not have a clearly identifiable cause: <ul style="list-style-type: none"> <li>• Crying frequently without knowing why</li> <li>• Having angry outbursts at others for no apparent reason</li> <li>• Feeling anxious in situations that are usually considered non-threatening</li> </ul>
Usually has a reasonable intensity given the circumstances: <ul style="list-style-type: none"> <li>• Crying for a few days after a romantic breakup</li> <li>• Feeling butterflies in your stomach before a major exam or presentation</li> <li>• Not talking to a friend for a time after he/she betrays your trust</li> </ul>	Is often out of proportion to the circumstances: <ul style="list-style-type: none"> <li>• Feeling worthless or hopeless after performing poorly on an exam</li> <li>• Angry outbursts over small problems</li> <li>• Avoiding classes or social situations because they make you feel very anxious</li> </ul>
Gets better, at least briefly, when something good happens	Might not get better even when something good happens

All materials below are from [campusmindworks.org](http://campusmindworks.org) with the words "friend" or "loved one" changed to "housemate."

**Below are some common signs that a person may be experiencing symptoms of a mental health disorder:**

- Feelings of hopelessness or worthlessness, depressed mood, poor self esteem or guilt
- Lack of interest that interferes with obligations or keeps a person from participating in social activities
- Withdrawal from friends, family and activities that used to be enjoyable
- Changes in eating or sleeping patterns
- Anger, rage, or extreme reactions to certain situations
- Feeling tired or exhausted all the time
- Trouble concentrating, thinking or making decisions, or suddenly struggling in school
- Restless, irritable, agitated or anxious movements or behaviors
- Regular crying
- Ceasing to care about appearance or about keeping up with personal hygiene
- Reckless or impulsive behaviors such as excessive spending or risky sexual behavior
- Increased use of alcohol or drugs
- Persistent physical symptoms such as headaches, digestive problems, or chronic pain that do not respond to treatment
- Thoughts about death or suicide

Here are some tips for helping a housemate who is experiencing symptoms of a mental health disorder, and examples of how to begin a conversation about your concerns. Put these ideas in your own words. The most important thing is to show that you care.

**Express your concerns** in a straightforward and non-judgmental way:

- Talk about specific behaviors that you've noticed that are worrying you.  
*"I am worried about you. You don't seem like yourself lately. You haven't been eating, you've been sleeping a lot and not socializing like you used to. Have you thought about going to talk with someone about what's on your mind?"*
- If you've noticed a change in a housemate whom you don't feel comfortable approaching, it may be a good idea to share your concerns with someone closer to them.

**Listen:**

- If your housemate talks about their mental health concerns, don't change the subject.
- Resist the temptation to give advice or dismiss their concerns.
- Ask him/her what you can do to help.
- Just listening empathically and allowing your friend to talk about his/her problems can be very helpful.  
*"This is important. I'm listening."*  
*"I may not be able to understand exactly how you feel, but I care about you and want to help."*

**Encourage your housemate to seek help** as soon as possible:

- Mental health disorders are real illnesses. They can get better with treatment.
- If necessary, learn about possible treatment options and offer to help schedule the first appointment or even go with her/him to get help.
- Approaching your friend with information and support is more likely to be effective than trying to pressure her/him into treatment if she/he is not ready for help.  
*"There is hope for feeling better. Can I help you find someone to talk to about your concerns?"*  
*"I have heard good things about the counselors at CAPS."*  
*"Can I walk with you to Counseling and Psychological Services to see the Counselor-on-Duty?"*

**Be prepared for all possible reactions:**

Your housemate may not react to your concern in a positive way. She/he may:

- Deny the possibility that she/he could have a mental health disorder
- Become angry

- Be unready to seek help

Don't take a negative reaction personally.

Don't be pushy, but let your housemate know that you will be available for them if they decide to get help.

If your housemate is unwilling to get help and you are still concerned and unsure what to do, you can contact Counseling and Psychological Services (<http://www.umich.edu/~caps/contactus.html>) to get advice about the situation from a clinical staff member.

It may be helpful to ask your housemate about what, specifically, is stopping her/him from getting treatment.

#### **Take care of yourself:**

- Some people get so caught up in worrying about their friend's mental health that they forget to take care of their own health.
- Make sure to take time out for yourself to do something you find relaxing.
- If you are feeling overwhelmed, call CAPS or another mental health service provider for support.
- Check out free support groups ([http://www.depressioncenter.org/Workshops\\_and\\_Groups/](http://www.depressioncenter.org/Workshops_and_Groups/)) for families and friends of individuals with mental health disorders.

#### **Never keep talk of suicide a secret.**

- All talk of suicide should be taken seriously.
- Call a mental health professional or take your housemate to the Psychiatric Emergency Department (PES): **(734) 936-5900**. PES is located in the University Hospital at 1500 East Medical Center Drive.

#### **Do NOT promise a friend that you will keep their suicidal thoughts or behavior private!**

*Below is from <http://www.dbsalliance.org/> with the word "loved one" changed to "housemate."*

#### **How should I talk to a person in crisis?**

- Stay calm. Talk slowly and use reassuring tones.
- Realize you may have trouble communicating with your housemate. Ask simple questions. Repeat them if necessary, using the same words each time.
- Don't take your housemate's actions or hurtful words personally.
- Say, "I'm here. I care. I want to help. How can I help you?"
- Don't say, "Snap out of it," "Get over it," or "Stop acting crazy."
- Don't handle the crisis alone.
- Don't threaten to call 911 unless you intend to. When you call 911, police and/or an ambulance are likely to come to your house. This may make your loved one more upset, so use 911 only when you or someone else is in immediate danger.

**To identify the symptoms and manifestations of specific mental health disorders go to  
<http://campusmindworks.org/information/information.asp>**

# Sexual Harassment

There are many ways in which someone can be sexually harassed. Forms of sexual harassment include receiving unwanted sexual statements, unwanted personal attention, or unwanted physical or sexual advances.

## ICC Sexual Harassment Policy

### What is Sexual Harassment?

The ICC has defined sexual harassment in the following manner:

1. It is behavior that emphasizes the sexuality or sexual identity of another person and
2. It is behavior that is inappropriate or that a person has reason to know is unwanted and that would tend to have a significantly negative effect on the ability of the recipient to fully enjoy the benefits of membership in or employment by the ICC and
3. It is behavior that a reasonable person with consideration of the relevant gender and/or sexual orientation would find to possess the preceding characteristics of both #1 and #2.

### Examples of Sexual Harassment

Sexual harassment includes but is not limited to:

1. Sexist or homophobic remarks and behaviors that create an uncomfortable, hostile, offensive, or intimidating atmosphere.
2. Unwelcome or irrelevant comments, gestures, or intrusive questioning or other forms of personal attention which may be perceived as sexual overtures or denigration.
3. Unwanted advances including sexual proposition, touching patting, tickling, kissing grabbing or any other invasion of personal space.
4. Advances of the type mentioned above with threatened or implied sanctions including physical or emotional violence or public humiliation.
5. Assault. Any sexual intimacy that is uninvited, accompanied or not by physical violence.

### *From SAPAC*

The following descriptions, while not all-inclusive, will help you understand the types of behavior that are considered “conduct of a sexual nature” and that, if unwelcome, may constitute sexual harassment:

#### ***Unwanted sexual statements***

sexual or “dirty” jokes, comments on physical attributes, spreading rumors about or rating others as to sexual activity or performance, talking about one’s sexual activity in front of others and displaying or distributing sexually explicit drawings, pictures and/or written material. Unwanted sexual statements can be made in person, in writing, electronically (email, instant messaging, blogs, web pages, etc.) and otherwise.

#### ***Unwanted personal attention***

letters, telephone calls, visits, pressure for sexual favors, pressure for unnecessary personal interaction and pressure for dates where a sexual/romantic intent appears evident but remains unwanted.

#### ***Unwanted physical or sexual advances***

touching, hugging, kissing, fondling, touching oneself sexually for others to view, sexual assault, intercourse or other sexual activity.

Stalking is defined as a willful course of conduct involving repeated or continuing harassment made against the expressed wishes of another individual, which causes that individual to feel emotional distress including fear, harassment, intimidation or apprehension.

# ON CAMPUS RESOURCES

## The University of Michigan

### **Counseling and Psychological Services (CAPS)**

**Location:** Room 3100, Michigan Union

**Phone Number:** (734) 764-8312

**Website:** [www.umich.edu/~caps](http://www.umich.edu/~caps)

“Counseling and Psychological Services (CAPS) is your counseling center and we strive every day to meet the needs of our community. As active members of the University of Michigan community, we provide services that are designed to help students reach a balanced university experience, ranging from various counseling services, educational and preventive initiatives, training programs, outreach and consultation activities, and provide guidance on how to “do something” to fully contribute to a caring healthy community. As specialists in working with undergraduate and graduate University students, we can help you address whatever it is that may be of concern to you. We will do our best to ensure that your needs are met, through a CAPS group, individual counseling, or a referral to another resource.”

### **Multi-Ethnic Student Affairs (MESA)**

**Location:** Room 2202, Michigan Union

**Phone Number:** (734) 763-9044

**Website:** [www.mesa.umich.edu](http://www.mesa.umich.edu)

“The Office of Multi-Ethnic Student Affairs and the William Monroe Trotter Multicultural Center serve as resources of support for diverse student populations in our campus community. We strive to engage and empower students in all of their identities by implementing programs that foster intercultural leadership and strengthen community development. In our ongoing commitment to social justice, we seek to create a campus that is inclusive to all students.”

### **Office of Student Conflict Resolution (OSCR)**

**Location:** 600 East Madison, G121 South Quad

**Phone Number:** (734) 936-6308

**Website:** [www.oscr.umich.edu](http://www.oscr.umich.edu)

“OSCR provides a variety of programs and services designed to support a safe, just and peaceful community, and to help Michigan students learn how to manage and resolve conflict peacefully. OSCR offers a full-spectrum menu of conflict resolution pathways. These include Facilitated Dialogue, Restorative Justice Circles, Shuttle Negotiation, Social Justice Mediation, as well as the Formal Conflict Resolution process as described by the *Statement of Student Rights and Responsibilities*. The *Statement* is a community-owned expression of Michigan's values that outline both the rights that U-M students enjoy as well as responsibilities they accept as members of this community. OSCR continually strives to Build Trust, Promote Justice, and Teach Peace.”

### **The Program on Intergroup Relations (IGR)**

**Location:** Room 3000, Michigan Union

**Phone Number:** (734) 936-1875

**Website:** [www.igr.umich.edu](http://www.igr.umich.edu)

“The Program on Intergroup Relations (IGR) is a social justice education program on the University of Michigan's Ann Arbor campus. As a joint venture of the College of Literature, Science, and Arts and the Division of Student Affairs, IGR works proactively to promote understanding of intergroup relations inside and outside of the classroom. Multidisciplinary courses offered by IGR are distinguished by their experiential focus, teaching philosophy, and incorporation of dialogical models of communication.”

### **Services for Students with Disabilities (SSD)**

**Location:** G664 Haven Hall

**Phone Number:** (734) 763-3000

**Website:** [www.umich.edu/~sswd](http://www.umich.edu/~sswd)

“Services for Students with Disabilities (SSWD) provides services to students with visual impairments, learning disabilities, mobility impairments, hearing impairments, chronic health problems and psychological disabilities, so they may enjoy a complete range of academic and non-academic opportunities. We offer selected student services which are not provided by other University offices or outside organizations, and our services are free of charge. Our top priorities are to assist students in negotiating disability-related barriers with respect to education, to improve access to University programs, activities, and facilities for students with disabilities, and to promote increased awareness of disability issues on campus.”

### **Sexual Assault Prevention and Awareness Center (SAPAC)**

**Location:** 715 N. University, Suite 202

**Phone Number:** (734) 998-9368 (business line)  
(734) 936-3333 (24 hour crisis line)

**Website:** [www.umich.edu/~sapac](http://www.umich.edu/~sapac)

“SAPAC provides educational and supportive services for the University of Michigan community related to sexual assault, dating and domestic violence, sexual harassment, and stalking. We are committed to fulfilling this mission in a culturally-sensitive, empowering, and empathic way to University of Michigan students, faculty, and staff. SAPAC offers a number of services to the University of Michigan community including education and training, information and referral, crisis intervention, advocacy, and special events. In addition, SAPAC offers rewarding volunteer opportunities in the Networking, Publicity, & Activism; Peer Education; and Men's Activism Programs.”

### **The Spectrum Center**

**Location:** 3200 Michigan Union

**Phone Number:** (734) 763-4186

**Website:** [www.spectrumcenter.umich.edu/](http://www.spectrumcenter.umich.edu/)

“Our Mission: With sexual orientation, gender identity and gender expression as our framework, the Spectrum Center is committed to enriching the campus experience and developing students as individuals and as members of communities. Our work is accomplished through student-centered education, outreach, advocacy and support.”

### **Student Legal Services**

**Location:** 2304 Michigan Union

**Phone Number:** (734) 763-9920

**Website:** [www.studentlegalservices.dsa.umich.edu](http://www.studentlegalservices.dsa.umich.edu)

“Student Legal Services (SLS), a unit of The Division of Student Affairs, is a full-service law office available to currently enrolled students at the University of Michigan - Ann Arbor campus. Student Legal Services is staffed by attorneys who are licensed to practice in the State of Michigan as well as the United States District Court and the Sixth Circuit Court of Appeals.”

## **Eastern Michigan University**

### **Counseling and Psychological Services (CAPS)**

**Location:** 313 Snow Health Center

**Phone Number:** (734) 487-1118

**Email:** [Counseling.Services@emich.edu](mailto:Counseling.Services@emich.edu)

“We provide quality services that help EMU students reduce psychological symptoms, cope with difficult life events, and be successful in their personal and academic endeavors. We provide consultation to faculty and staff and training to new mental health professionals in support of the academic mission of the University.”

### **Counseling Clinic**

**Location:** Clinical Suite: Counseling/Reading/Speech & Hearing Clinics, John W. Porter Building, Suite 135

**Phone Number:** (734) 487-4410

**Website:** [www.emich.edu/coe/clinics](http://www.emich.edu/coe/clinics)

“Everyone needs assistance at some point in their lives. The Counseling Clinic offers personal, family, career, assessment, and academic counseling that taps into your potential and builds upon your strengths and the strengths of your support systems. Services are provided to individuals, couples, families, and children.”

### **Wellness Center**

**Location:** Snow Health Center, Top Floor

**Phone Number:** (734) 487-2226

**Email:** [health.educator@emich.edu](mailto:health.educator@emich.edu)

“Our mission is to provide a range of planned, proactive health promotion and primary prevention services addressing the needs of Eastern Michigan University students that are consistent with the educational mission of the university.”

### **Students with Disabilities Office**

**Location:** 240K Student Center

**Phone Number:** (734) 487-2470

**Website:** [www.emich.edu/disabilities/](http://www.emich.edu/disabilities/)

“The disability experience has the potential to intersect with any and every facet of the university mission, philosophy, and life. As such, our responsibility is to promote accessibility while facilitating awareness through partnerships, training, information sharing, innovative programs and human and technological resources.”

### **Lesbian, Gay, Bisexual, and Transgender Resource Center**

**Location:** 354 EMU Student Center

**Phone Number:** (734) 487-4149

**Website:** [www.emich.edu/lgbtrc](http://www.emich.edu/lgbtrc)

“Gay, straight, trans, bi, queer, questioning, gender benders, allies, and anything in between - if you have a question, together we'll find an answer. Come to your LGBT Resource Center for information, new friends, class resources, to volunteer, fun, quiet, support, answers, events, trainings, to watch a DVD, find your voice, and more! We strive to maintain an open and supportive environment for all. Our events are intended for everyone. That means YOU.”

### **Center for Multicultural Affairs**

**Location:** 358 EMU Student Center

**Phone Number:** (734) 487-2377

**Website:** [www.emich.edu/cma/index.html](http://www.emich.edu/cma/index.html)

“The Center for Multicultural Affairs is dedicated to planning and implementing educational and cultural programs that improve campus climate and enhance community life at EMU. We provide opportunities for cultural exploration, dialogue, personal reflection and leadership development within the student life experience. While we programming throughout the year, our cultural heritage celebration months provide programs for historically underrepresented groups to ensure rich learning experiences in and outside of the classroom.”

## **WASHTENAW COUNTY COMMUNITY COLLEGE**

### **Personal Counseling**

**Location:** 2nd floor of the Student Services Building

**Phone Number:** (734) 677-5102

**Website:** [www4.wccnet.edu/studentservices/otherservices/advising/counseling/](http://www4.wccnet.edu/studentservices/otherservices/advising/counseling/)

“Life gets complicated and stressful for everyone at times . . . but it doesn't have to disrupt your academic performance. Our Licensed Professional Counselors and Social Workers are on hand to provide support and counseling through these difficult times so you can continue to succeed in your classes. All sessions are private and confidential.”

# COMMUNITY RESOURCES

## SafeHouse

24/7 Helpline: 734-995-5444

Business Line: 734-973-0242

[www.safehousecenter.org](http://www.safehousecenter.org)

“SafeHouse Center is a non-profit organization dedicated to ending domestic violence and sexual assault in Washtenaw County, Michigan. SafeHouse provides free and confidential services for any person victimized that lives or works in Washtenaw County. Our programs include counseling, court accompaniment, information and referrals, emergency shelter and personal advocacy.”

## GLBT National Help Center

Youth Talkline: 1- 800-246-7743

Hotline: 1-888-843-4564

[www.glbtnationalhelpcenter.org](http://www.glbtnationalhelpcenter.org)

“We offer several different programs including two national hotlines that help members of our community talk about the important issues that they are facing in their lives. We help end the isolation that many people feel, by providing a safe environment on the phone or via the internet to discuss issues that people can’t talk about anywhere else.”

## WRAP Resource Center

734-995-9867

[www.wrap-up.org](http://www.wrap-up.org)

“The Washtenaw Rainbow Action Project (WRAP) is a resource for the gay, lesbian, bisexual, transgender (“queer”), and allied residents of Ann Arbor, Ypsilanti, and greater Washtenaw County.”

## Transgender Michigan

517-420-1544

[www.transgendermichigan.org](http://www.transgendermichigan.org)

“Transgender individuals and significant others, families, friends, and allies (SOFFAs) face discrimination, violence, harassment, and inequality daily. To combat this, TransGender Michigan aims to remedy social injustices and create a better future for all.”

## MI AIDS/HIV hotline

1-800-872-2437

## Alcohol and Drug Abuse Hotline

1-800-821-4357

## Planned Parenthood (Ann Arbor)

734-973-0710

[www.plannedparenthood.org/midsouthmi](http://www.plannedparenthood.org/midsouthmi)

“We are a trusted health care provider, an informed educator, a passionate advocate, and a global partner helping similar organizations around the world. Planned Parenthood delivers vital reproductive health care, sex education, and information to millions of women, men, and young people worldwide”

## First Step

Helpline: 888-453-5900

[www.firststep-mi.org](http://www.firststep-mi.org)

“The mission of First Step is to reduce the incidence of domestic and sexual violence and to provide services to individuals affected by these crimes. Prevention of domestic and sexual violence through education, advocacy and appropriate intervention is the ultimate goal of First Step.”

**University of Michigan Health System**  
Comprehensive Gender Services Program  
734-763-0466

[www.med.umich.edu/transgender](http://www.med.umich.edu/transgender)

“The University of Michigan Health System Comprehensive Gender Services Program (UMHS-CGSP) is an academic, multidisciplinary program. This program provides comprehensive health care services for individuals who are transgendered and in need of gender-related care, including endocrinological, surgical, mental and general health care services. UMHS-CGSP is a member of the World Professional Association for Transgender Health, Inc, and operates under strict standards of ethics and human rights.”

### **Ozone House (QueerZone)**

Ann Arbor: 734-662-2222

Ypsilanti: 734-485-2222

[www.ozonehouse.org](http://www.ozonehouse.org)

“Ozone House is a community-based, nonprofit agency that helps young people lead safe, healthy, and productive lives through intensive intervention and prevention services. Since 1969, Ozone House has actively developed unique, high-quality housing and support programs and services that provide support, intervention, training, and assistance to runaway, homeless, and high-risk youth and their families. Through these support services, we help youth develop essential life skills, improve their relationships, and enhance their self-image so that they may realize their full potential for growth and happiness.”

### **UNITED WAY FOR SOUTHEASTERN MICHIGAN 2-1-1**

[www.211.UnitedWaySEM.org](http://www.211.UnitedWaySEM.org)

(888) 299-7380 TTY

(800) 552-1183 Alternative Number

211 Call 2-1-1 from service area

“Every hour of every day, hundreds of people need essential human services - they are looking for training, employment, food pantries, help for an aging parent, addiction prevention programs for their teenage children, affordable housing options, support groups and ways of becoming part of their community. 2-1-1 allows people to give help and to get help.”

### **Psychiatric Emergency Services**

University of Michigan Health System

24 Hour Suicide Hotline

(734) 936-5900

