



Office of Nondiscrimination & Accommodations Compliance

What to do when an employee reports discrimination, unlawful harassment, or retaliation:

Guidance for Deans, Directors, Department Heads, and Other Supervisors

Being a supervisor places you in a position of responsibility to ensure the safety and wellbeing of all employees in your area. This guide is designed to help you, as a supervisor, understand your reporting obligations, where to make reports, what happens after a report is made, confidential and nonconfidential resources at UCF, and what to do during and after a disclosure of discrimination is made.

Know Your Reporting Responsibilities

Under [UCF Policy 2-015](#) (*Reporting Requirements Related to Nondiscrimination*), all **supervisors** (deans, directors, department heads, and other supervisors) are required to report to the Office of Nondiscrimination & Accommodations Compliance all relevant details about an incident of Prohibited Conduct (e.g., discrimination, harassment, sexual misconduct, retaliation) where the respondent is a university or DSO employee or volunteer. Reporting is required when such deans, directors, department heads and supervisors know (by reason of direct or indirect disclosure) or should have known of such Prohibited Conduct

Failure to report a concern to ONAC may result in disciplinary action, up to and including termination of employment. If a dean, director, department head or supervisor is uncertain if specific conduct constitutes conduct that must be reported, ONAC should nevertheless be contacted for assistance with making this determination.

In addition, if an employee with supervisory duties and responsibilities knows or should have known that an employee has professional responsibilities that make it possible for them to influence the status or circumstance of a student or another employee with whom the employee has or has had an amorous relationship, the employee with supervisory duties and responsibilities is obligated to report this to the Office of Nondiscrimination & Accommodations Compliance.

All university and DSO employees and volunteers are strongly encouraged to report to law enforcement any conduct that could potentially present a danger to the community or may be a crime under Florida law.

How to Report

All discrimination reports must be filed with ONAC. The Office of Nondiscrimination & Accommodations Compliance can be contacted for questions and advice at:

Office of Nondiscrimination & Accommodations Compliance
Barbara Ying CMMS (Building 81)
12701 Scholarship Drive, Suite 101
Orlando, FL 32816
(407) 823-1336
onac@ucf.edu

Online forms for reporting discrimination can be found at <https://onac.ucf.edu> → Discrimination and Harassment → Discrimination and Harassment Forms.

The ONAC website also contains information regarding the University's nondiscrimination policy and regulation; workplace accessibility and accommodations for people with disabilities, individuals observing religious holidays, and employees experiencing pregnancy or pregnancy-related conditions; the University's Title IX procedures; and other employment equity resources. This website is a great resource to bookmark on your computer.

What Happens After the Report is Made?

After a report is made, personnel within ONAC and/or other appropriate University offices (such as human resources) will assist the impacted individual with any immediate concerns and connect the impacted individual with appropriate resources and services. An investigator with ONAC will contact the impacted individual, known in this process as a Complainant, to discuss available investigation options. In the event that an investigation is initiated, University personnel will provide the same resources and services to employees or students accused of engaging in misconduct. For a full overview of the University's process for addressing discrimination complaints, please visit <https://onac.ucf.edu>.

Know the Resources at UCF

There are both confidential and nonconfidential resources at UCF to support employees who may have experienced discrimination, unlawful harassment, or retaliation. Being familiar with and guiding employees to these resources is both helpful and encouraged.

Confidential Resources

UCF Victim Services (provides confidential advocacy and support)

- (407) 823-2425 (office phone, available during normal business hours)
- (407) 823-1200 (24/7 hotline, available year-round)
- (407) 823-6868 (24/7 text line, available year-round)
- <http://victimservices.ucf.edu>

Office of Nondiscrimination & Accommodations Compliance
<https://onac.ucf.edu> • 407-823-1336 • onac@ucf.edu

Ombuds Office (provides informal, independent, confidential, and neutral assistance and impartial advice regarding concerns related to the University)

- (407) 823-5607 (office phone, available during normal business hours)
- <http://ombuds.ucf.edu>

Health Advocate - Employee Assistance Program (university-funded, confidential benefit that offers support and resources employees need to address challenges or concerns effecting their wellbeing and/or work performance)

- 877-240-6863
- <https://members.healthadvocate.com/>

Additional Campus Resources

UCF Human Resources/Employee Relations (provides guidance and counsel related to workplace concerns for A&P (non-unit), USPS, and OPS (non-faculty) employees, including questions regarding collective bargaining/union agreements)

- <https://hr.ucf.edu/current-employees/employee-relations-information/>

United Faculty of Florida at UCF (professional association and collective bargaining agent for faculty members)

- <https://www.uffucf.org/>

AFSCME at UCF (professional bargaining association for most USPS staff)

- <https://hr.ucf.edu/current-employees/employee-relations-information/collective-bargaining/afscme/>

Florida Police Benevolent Association (represents sworn law enforcement officers, corporals, sergeants, and investigators employed in regular positions by UCF)

- <https://hr.ucf.edu/current-employees/employee-relations-information/collective-bargaining/pba/>

UCF Police (able to work with faculty and staff who have safety concerns or wish to report a crime)

- <https://police.ucf.edu>
- 407-823-5555 (non-emergency)

What Do I Do During and After a Disclosure?

As a supervisor, you must report all information regarding possible discrimination concerns involving employees. It is important that you provide support to affected individuals while appropriately handling these sensitive disclosures. The following guidance may help you navigate a conversation with an employee who brings a discrimination concern to your attention.

What to Do

- **Listen without judgment and offer appropriate support and resources.** An appropriate response may include, “I am sorry to hear that you are having this experience. I appreciate you telling me and would like to help. What would be most helpful to you right now?” You can then provide the resources listed in this guide.
- **Inform the employee of your reporting obligations as early in the conversation as is feasible.** An appropriate interjection may include, “I appreciate you sharing your concerns about discrimination. As a supervisor, I have an obligation to report this concern to our Office of Nondiscrimination & Accommodations Compliance. I want you to understand that the reason I’m doing this is to provide you the best support and resources available to address your concern.” Remind the employee that what they share with you is ***not confidential*** and notify them if they would prefer to speak to a confidential resource that they can contact the confidential resources listed in this guide or off-campus resources.
- **Report all available information to ONAC.** It is important that you contact ONAC immediately to report the discrimination concern. You will be asked to provide as much information as you have, including the nature of the complaint, the names and contact information for parties involved, and any actions you as a supervisor may have already taken to address the concern.
- **Remember to take care of yourself.** Responding to a concern of discrimination, unlawful harassment, or retaliation may be stressful for you, too. Reach out to the Employee Assistance Program (EAP) to access confidential help and support.

What Not to Do

- **Never promise confidentiality.** You are not able to keep information regarding discrimination concerns confidential. Be transparent with the employee that you can provide privacy and discretion, but not confidentiality.
- **Never tell the employee you won’t report their concern, even if they ask you not to.** As a supervisor, you are obligated to report any knowledge of discrimination involving an employee to ONAC. Failure to do so may result in consequences for you.
- **Never attempt to investigate a discrimination concern or mediate the dispute.** While supervisors are well-equipped to manage various types of workplace grievances, discrimination concerns should always be addressed with the assistance of ONAC since they are the subject-matter experts. Also, trying to mediate a discrimination concern without first consulting with ONAC may make the situation worse.

We are all responsible for creating a safe and nondiscriminatory working and learning environment for everyone in the UCF community.

Remember, ONAC is here to help! Always reach out if you have questions or concerns.