



Building SAFER SPACES

Toolkit





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What is a SAFER SPACE?

An environment where learning can happen 'violence-free' (Gayle et al. 2).

This means that the space requires physical safety from harassment, verbal threats, forms of physical violence, etc. (Gayle et al. 2; Flensner and Von Der Lippe 276).

A safer space is also inclusive and free of discrimination (Flensner and Von Der Lippe 276). All groups, including students, faculty, staff, etc., who may be marginalized or underrepresented due to their sex, race, orientation, class, sexuality, religion, ideology, nationality, etc., must be made to feel welcomed, included, and respected in a safer space (Gayle et al. 2; Flensner and Von Der Lippe 275-276).

A safer space allows for groups to feel comfortable enough to voice their views and perspectives openly and freely so long as they are expressed respectfully (Gayle et al. 2; Flensner and Von Der Lippe 275-276).

In sum, the goal of any safer space in an academic setting (meaning on university grounds – in-person or online) should be “to create an “inclusive and effective ... [healthy] environment in which opportunities for complex cognitive, interpersonal, and intrapersonal development exists for all”” (Gayle et al. 2).

Land Acknowledgment

York University recognizes that many Indigenous Nations have longstanding relationships with the territories upon which York University campuses are located that precede the establishment of York University. York University acknowledges its presence on the traditional territory of many Indigenous Nations. The area known as Tkaronto has been care taken by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat. It is now home to many First Nation, Inuit and Métis communities. We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region.

The Centre for Aboriginal Student Services at York University has a great presentation on what a land acknowledgment is, and when/how to appropriately use it. Below are specific slides from their presentation. We recommend all groups have their club/college/organization representatives trained by the Centre for Aboriginal Student Services to learn about the significance of the Land Acknowledgment.

- A Land Acknowledgement is a formal statement that recognizes the unique and enduring relationship that exists between Indigenous Peoples and their traditional territories.
- Land Acknowledgements are not new and have existed for hundreds of years.
- It was a customary protocol for one First Nation to acknowledge the host First Nation and their traditional territory at the onset of meetings or gatherings.

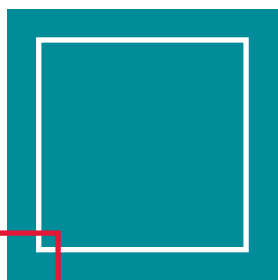
Why Acknowledge Territory?

- Today it can be viewed as a small but essential step toward reconciliation.
- Making a statement recognizing the traditional territory of the Indigenous people who called the land home before the arrival of settlers is the beginning of a learning process.
- It is meant to raise questions about what happened in the past and what changes can be made moving forward in order to further the reconciliation process.

When and How to Acknowledge Territory?

- Acknowledging territory can be performed at any important function such as meetings, presentations, conferences, workshops, awards nights, graduations, celebrations, and various public assemblies.
- The Land Acknowledgement is usually the first item on the agenda and should be done during the Welcoming.
- The Land Acknowledgement is performed by the host, you would usually not ask a guest to acknowledge territory as it is not his/her event.

It is not necessary to have an Indigenous person acknowledge the territory.



Introduction Acknowledgments and THANK YOU!

Greetings!

The Building Safer Spaces Toolkit was created to support our student community in organizing online events. It serves as a tool in ensuring all mechanisms of support are considered. The Centre for Sexual Violence Response, Support & Education has been approached by multiple student groups in the past to assist in thinking of innovative ways of getting the message across about consent, understanding navigating boundaries and ensuring support resources are available.

This toolkit will be ever evolving, and we will continue to update it as circumstances change. We hope this toolkit is useful to you when making decisions about how you will support the attendees who access your event, as well as those who organized them.

In the future, once events have commenced in person, we hope to work with our community again to update the toolkit and its contents.

Thank You.

I would like to thank the committee that worked on this toolkit. Special thanks to Mark Subekti, V Bragagnolo, Gayle McFadden, Jaskarn Duhra & Kathleen Dickson. Your support, and commitment to create this toolkit is incredibly valued.

I would also like to take this opportunity to thank everyone who provided feedback and participated in responding to questions.

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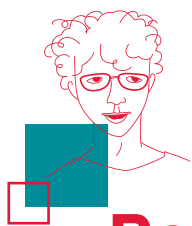
TOOLKIT OVERVIEW and How to Use

How to Use:

- Begin by familiarizing yourself with pages one through eleven of the document (what is a safer space, the importance of pronouns, etc.)
- Once you familiarize yourself with the information provided within the first few pages of the document, look at the table of contents to help you navigate the overall tool kit.
- Decide which platform(s) best suit the event you are planning and use the table of contents to scroll to the section provided which discusses the different types of platforms.
- Familiarize yourself with the platform(s)' features or benefits and drawbacks
- Use the table of contents again to find a sample template for an event that is similar to or the same as the one you are planning.
- Use the sample template to help you better organize your event, to aid in your consideration of safety, and to provide some resources that you may want to handout to participants and volunteers.
- Think about 'worst case scenarios' and what may go wrong in your event. Refer to the table of contents to direct you to the step by step scenarios section of the tool kit which will help you navigate and address any issues that may arise at your event.
- Refer to the glossary or resource list for any additional questions, clarifications or supports needed when planning your event.

Sections Overview:

- Platform Descriptions: Different online platforms that may be used for meetings, project management or social events. Our descriptions focus on accessibility and safety features.
- Online Events Toolkit: Useful pre-event questions to ensure safer and more accessible events by guiding the development of contingency plans and other considerations
 - Sample Events: An assortment of frequently seen campus events that are being adapted to online formats
- Step by Step Scenarios: Guiding steps on navigating difficult online situations that may arise in your online event. These steps are designed to invite questions and team discussions and the development of thorough contingency plans.



Research on SUBJECT MATTER

This group undertook research into the topic of safety and safer event planning through academic journals and essays, news articles, and lobby documents spanning from 1997 to 2018. As the focus of the Safer Spaces Toolkit shifted to online spaces, so did the research to look at accessibility and security measures of various online platforms.

Our research observed trends in harms associated with alcohol consumption and large groups. Several articles outlined binary gender-based violence between male and female-identified people, as well as a tendency towards increased aggression when alcohol is consumed. Furthermore, articles observed the compound violence and threat of violence faced by marginalized individuals, whether based on their race, sex, gender, ability, or social location. It must be noted that violence often occurs due to intersecting factors.

Moreover, the role of event organizers and management teams have in maintaining a safe environment for all attendees was a recurring topic. This was seen in the need for proper training, and a need to address safety issues at events and locations of various sizes.

These topics are still relevant to the online arena, as our events move from banquet halls to Zoom calls.

Research Process

To inform the content of this toolkit, the working group reviewed current academic and community literature. In addition, the working group interviewed various York community stakeholders.

Step 1: Literature Review

Committee members reviewed existing academic literature and community resources. This literature review had several objectives: determining existing best practices and equipping committee members with relevant knowledge. Furthermore, this process informed our subsequent interviews with University stakeholders.

Step 2: Developing Interview Questions for Stakeholders

The committee developed interview questions aimed at determining existing practices of building safer spaces at York University's campuses.

A list of these questions is provided below:

1. In your events, what preventable issues were observed?
2. What would you require more support with in regard to planning?
3. What are your pre/during/post event practices to ensure safety of participants?
4. What is your emergency response protocols?
 - a. Medical
 - b. Violence
 - c. Emotional Support
5. What training have you/your staff had? Would you be interested if this was created into a general training for others? What trainings would you recommend?
6. With the shift to more online events and services, are there specific resources you are looking for?
7. What changes in event planning were made with the advent of COVID-19?
8. What changes do you anticipate when students return to campus?
9. Are there any standards of practices within your organization that are being used currently, when it comes to safety in events?
10. Are there any safety protocols for events that you have found to be particularly successful?
11. What do you consider a high-risk event? How have you worked on this to maintain safety during higher risk events?
12. What would you be looking for in this tool kit to support student safety?

Step 3: Identifying and Interviewing Stakeholders

Next, the committee identified relevant stakeholders within the University community. Stakeholders included student and staff members from various departments across York University's Glendon and Keele campuses. Stakeholder interviews were conducted through Zoom conference calls or were emailed to stakeholders for their input through Google Docs.

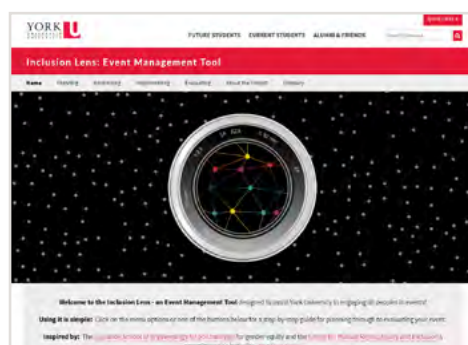


CHALLENGING OPPRESSION at Events

As event organizers, we are responsible for the spaces we create. This includes being aware of how to ensure no forms of hate speech/discrimination are tolerated at your events. It is our collective responsibility to try and make the space safer for all. This includes ensuring you can have a diverse group of people organizing and planning your events.

Challenging oppression occurs at every stage of event planning. For example, during your pre-event planning, consider is the planning process itself reiterating oppression? What might sexism look like at your event? How could anti-Semitism, Islamophobia or transphobia present itself? Are you paying attention to how anti-Black racism manifests at your event or within your planning committee?

Recognizing how race, gender, sexuality, ability and all aspects of intersectional identities may play a role in participant safety can help to create safer spaces for all. This does not mean policing participants, but rather **checking in, clarifying, calling out and calling in problematic behaviour**. Recognizing how inherent biases play a role in decision making and recognizing oppression is important in creating a safer space at your event where we all act with care and compassion to those around us.



The Centre for Human Rights, Equity & Inclusion has created an Event Management Tool which has been designed to ensure York University is inclusive of all peoples in their events. It includes a step by step guide to evaluating your event.

<https://inclusionlens.yorku.ca/>



For more information on the universities' policy on free speech:

<https://secretariat-policies.info.yorku.ca/policies/free-speech-statement-of-policy/>



The Importance of PRONOUNS

Pronouns are used when addressing an individual's gender identity and contribute to the making of an inclusive environment. Do not assume an individual's pronouns. The pronouns used by individuals include, but are not limited to, she/her, he/him, ze/zir, xe/xem, sie/hir, and they/them. To avoid misgendering another individual, and to create a safer environment for others, include your pronouns when you first introduce yourself.

For example:

My name is Alex and my pronouns are she/her.

My name is Spencer and my pronouns are he/him.

My name is Carter and my pronouns are they/them.

Introducing yourself this way will give an opportunity for others in that same space to follow suit. In the case that you do use the wrong pronouns when identifying someone, stop your sentence, correct your error, and continue with your sentence. Apologizing profusely puts focus on yourself. Instead, just apologize for the harm you have done and move forward.

Common errors:

- At times, individuals may begin a meeting by asking individuals to state their preferred pronouns. Prefer implies that someone is telling you something they like better or are making a choice. This may give the idea that one pronoun is preferred over the other, which is not creating the space you are hoping to create. Pronouns are not a preference; they are a part of someone's identity. Instead of using terms like "preferred", just ask people to state their pronouns.
- If you are unaware of someone's pronouns, use their names or simply, ask rather than using they/them pronouns as a default.
 - Using "they/them" pronouns as a default excludes the ownership that someone holds over their identity.

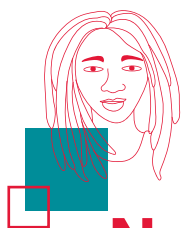


For more information:

<https://www.ihs.gov/lgbt/health/twospirit/>

<https://www.mypronouns.org/what-and-why>

<https://www.adl.org/education/resources/tools-and-strategies/lets-get-it-right-using-correct-pronouns-and-names>



Navigating INTENT VS. IMPACT

A common failure that arises when communicating is a lack of distinguishing between intent and impact. Although one may have good intentions entering conversations, making their intent transparent to them, that person cannot assume that the individual(s) that they are communicating with are receiving the message as clearly. At the same time, the individual(s) on the receiving end of an exchange can also immediately read the impact of the other person's message as intended without taking the time to determine whether this was

actually the case. In sum, the main challenge when having difficult conversations is to avoid the automatic explanatory narratives that we (on both ends of a dialogue) often use to 'easily' make sense of situations. It is through a genuine and sincere willingness to listen, clarify, and learn that individuals involved in discussions about serious topics, such as building safer spaces, can successfully create such an environment (Batista).



PLATFORM DESCRIPTIONS

With the shift to online platforms for events, meetings and classes, various tools are available for our use. We included this section to revisit commonly used applications and suggest additional resources.

Across all platforms, we advise being acutely aware of all functions, privacy concerns and issues before utilizing it. This goes a long way!

Zoom

Description: A video conferencing service that combines online meetings, group messaging, and video conferencing in one platform. It allows for audio, video, and screen sharing experiences.

All York University Faculty, Staff and active Students are eligible for licensed accounts! Sign up for yours simply by logging in with your Passport York information. Users can host meetings of up to 300 participants for an unlimited duration, complete with screen sharing, video recording and a host of other collaboration features.

Key features:

- HD video & HD voice
- Full-screen view
- Join by Zoom Rooms
- Group messaging (Chat)
- Simultaneous screen sharing
- Whiteboarding
- Admin feature controls
- Unlimited VOIP (Voice Over Internet Protocol, or phone service over the internet)

Make your Zoom meetings safer and more accessible:

- Allowing participants to change their names after they enter the meeting space to reflect their pronouns:
 - Click on “Participants”, right click on your name for “Rename”
- For large-sized calls, assign someone to type out captions for accessibility and to provide a transcript for participants post-event
- Calls can be recorded for access to participants who cannot attend. Please ask for participant permission before recording
- “Raise Hand” function allows for a seamless speakers list
- Be familiar with Zoom functions such as the “Mute All” and “Lower Hand” for all function
- Delegate support and accessibility roles among organizers prior to the event. Identify these organizers prominently using the “Rename” function
 - For example, have one person monitoring official email channels, another person engaging participants through the chat function, another acting as a support resource, etc.
- Clearly identify ground rules of an event and expectations of participants. E.g. “this is a safer-space event and this is the way we wish to communicate with you and this how you can let us know your needs (joining a breakout room, private message the facilitator, option for keeping your camera off etc.). Outlining engagement expectations at the beginning can make boundaries clearer
 - Remind participants of engagement expectations throughout event for late-comers and folks who may not have heard the first time around.
 - Tip: Screen-share a slide that has names of each facilitator and contact methods during (chat, breakout room) or post-session (email address etc.)



Accessibility Features: <https://zoom.us/accessibility>

Video Tutorials: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Ensuring safety within your meeting: <https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

Preventing Zoom bombings:

<https://www.theverge.com/2020/4/17/21196104/how-to-keep-your-zoom-meetings-safe-security-privacy>

York University Online Learning Protocol:

<https://currentstudents.yorku.ca/technology-protocol-for-students>

Facebook Live

Description: a streaming service that lets people broadcast real-time video from their cellphone or computer camera to their Facebook News Feed. When using Facebook Live, people can decide who can see their video and who can engage with the content.

Key Features:

- Live location, live activity, and video broadcasting
- Videos play live when shared on Facebook users' walls
- Allows interactions with viewers or commentators via live chat, or gif and emoji sharing



Sharing to Facebook Live: <https://www.facebook.com/facebookmedia/solutions/facebook-live>

Accessibility: <https://blog.hubspot.com/marketing/facebook-live-guide>

Security: <https://www.familyeducation.com/facebook-live-safety-for-kid>

Moderating comments: <https://www.facebook.com/facebookmedia/solutions/facebook-live>

Instagram Live

Description: An Instagram Stories feature that allows for live broadcasting to followers (privately) and everyone (publicly). Content must be within the law, and respectful of community standards.

Key Features:

- Live broadcasting
- Pinning and moderating comments
- Saving the livestream to Instagram stories
- Engaging with viewers while they send likes and comments

Moderating Comments:

Prevent comments you don't want to see appear on your live video before the live broadcast, go to your profile > Select the settings wheel icon on iPhone or three dot icon > Comment Controls > Hide Offensive Comments

Safety:

You can filter out comments containing keywords, phrases or emojis that you do not want to appear.
<https://sproutsocial.com/glossary/instagram-live/>

Instagram Community Guidelines found at
<https://help.instagram.com/477434105621119>

Microsoft Teams

Description: a chat-based workspace and team management tool in Office 365. Allows organizations to easily collaborate through audio and video conferencing, messaging and content sharing. Provides a secure platform for organizations to connect on projects, hold meetings and facilitate events.

Features of Microsoft Teams:

Chat

- One on One Chat
- Group Chat
- Send gifs, stickers, and emojis

Audio Conferencing

- No limit to how many people can join a call
- Able to start calls directly from pre-existing group chats
- Calls can be conducted through calling plans, mobile apps and online

Video Conferencing

- No limit to how many people can join a call
- Able to start video calls directly from pre-existing group chats

File Sharing

- Access, share, and edit Word docs, PowerPoint, and Excel files in real time



Accessibility:

<https://support.office.com/en-us/article/accessibility-support-for-microsoft-teams-d12ee53f-d15f-445e-be8d-f0ba2c5ee68f#PickTab=macOS>

<https://support.office.com/en-us/article/accessibility-overview-of-microsoft-teams-2d4009e7-1300-4766-87e8-7a217496c3d5>

Security:

<https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview>

Event Organizer Checklist:

<https://support.office.com/en-us/article/teams-live-event-organizer-checklist-44a80886-0fd9-42e5-8e7c-836c798096f8>

Best Practices for Producing a Live Event:

<https://support.office.com/en-us/article/best-practices-for-producing-a-teams-live-event-e500370e-4dd1-4187-8b48-af10ef02cf42>

Analytics and Reports:

Live Event – <https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-live-event-usage-report>

General Platform:

<https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-reporting-reference>

Google Meet

Key Features

A video conferencing available to anyone with a Google Account. Allows for online meetings with up to 100 participants for up to 60 minutes per meeting. Businesses, schools, and other organizations can take advantage of premium features, including meetings with up to 250 internal or external participants and live streaming to up to 100,000 viewers within a domain. Google Meet allows for screen sharing and live streaming.



Accessibility Features: <https://support.google.com/meet/answer/7313544>

Video Tutorials: <https://apps.google.com/meet/how-it-works/#security>

Safety and Security Features: <https://support.google.com/a/answer/7582940>

Slack

Description: A productivity and team management tool that organizes messages by Channels to gather all relevant communication and files in one area. This allows users to be on the same page for projects and eliminates the need for long email chains.

Key Features:

- Utilizes guest accounts and shared channels for working with external organizations



Slack 101: <https://slack.com/intl/en-ca/resources/slack-101>

Running Webinars: <https://slack.com/intl/en-ca/events/webinars>

Setting Up Shared Channels:

<https://slack.com/intl/en-ca/resources/using-slack/setting-up-a-shared-channel>

External Collaborations:

<https://slack.com/intl/en-ca/resources/slack-for-admins/external-collaboration-in-slack>

TwitchTV

Description: Twitch is a live streaming platform for gamers and live or recorded entertainment. Watch and chat with fans from around the world.

Key Features:

- Viewer engagement (comments) and moderators within comments
- Subscriptions to keep up to date with streamers and directly support streamers through donations. Streamers can also monetize through advertisements
- Previous streams or highlight clips can be uploaded as VOD (Video On Demand)
- Comments can be restricted based on keywords to prevent negative behaviour



TwitchTV Guidelines: <https://www.twitch.tv/p/legal/community-guidelines/>

Accessibility statement: <https://www.twitch.tv/p/legal/accessibility/>

Navigating Account, Broadcasting Setup, Chat:

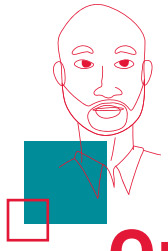
https://help.twitch.tv/s/topic/OTO1U000000CjnWWAS/getting-started?language=en_US

Breakdown + video:

<https://medium.com/@charliedeets/beginners-guide-to-streaming-on-twitch-dc2a7108fbd7>

Ensuring safety: <https://www.twitch.tv/p/security/>

<https://medium.com/@jakubowski/twitch-user-security-guide-pt-i-d78568eb8356>



Online Events TOOLKIT

We created this guide to help you better plan and execute online events and meetings, while acknowledging some of the issues that may present themselves at any event.

Guiding Questions

Here are some important pre-planning questions:

- What type of event is this?
- Educational
- Meet & Greet/Introduction to organization
- Social (games)
- Administrative (meetings/general meetings)
- Wellness Related
- Raising Awareness
- Sports Focused
- Who is our audience?
- Team members familiar with each other
- Team members unfamiliar with each other
- Invitation to an entire community
- One on Ones
- Small group for support

What online platforms are available? Find their accessibility, safety and security guidelines.

- Zoom
- Instagram Live
- Facebook Live
- Microsoft Teams
- Google Hangouts
- Slack
- Twitch TV

Once you determine your events objective, audience and platform, organize a team of event planners.

Some guiding questions for event planners:

1. Who oversees what? (Delegation of responsibility based on skill and ability)
2. Are there resources that you need to better inform event organizers? (E.g. resources on platform functions, accessibility etc.)
3. What can go wrong? (Contingency planning)
4. What policies and procedures do you need to ensure that you are following? (E.g. do we need to seek permission from a department to execute the event?)
5. What does a safe event look like? What does an unsafe event look like?
6. **Consider Platform Privacy Policies** – Participants and organizers should be informed of potential privacy risks that may occur. Steps should be taken to proactively protect participant privacy
 - a. Consider not taking photos to maintain privacy. E.g. Zoom notifies the chat if a photo is taken from the device being used.
 - b. Establish expectation for participants to not take photos or videos

Event Planning Questions

The questions below are a detailed list of questions that your organizing team should answer before an event.

1. What issues can arise at this event?
 - a. Violence
 - b. Personal Crisis
 - c. Health Issues
 - d. General Event Issues
2. What supports are available?
 - a. Off site
 - b. On site
3. What can be explicitly stated (to participants)
 - a. Prior to the event
 - b. During the event
 - c. After the event
4. What risks are present (factors to consider)
 - a. Alcohol and substance use
 - b. Violence
 - c. Space limitations
 - d. Sensitive content
5. How can I make this space more accessible?
 - a. Physical
 - b. Language
 - c. Atmosphere
 - d. Support
6. What are the security protocols?
 - a. Campus or Location Security
 - b. Law enforcement
7. What do organizers need to know?
8. What do attendees need to know?
9. Promotional materials & what is being sent out?
 - a. Is it accessible? Do you have image descriptions, clear text, and accessible colours?
 - b. Are videos clear and captioned?
 - c. Are all the necessary details of the event being sent out ahead of time
(see 8. What do attendees need to know?)
10. What expectations are sent out?
 - a. Waivers
 - b. Rights/Responsibilities

Sample Event Template

Name of Event:

Date & Time:

Platform:

Link to Access:

Password:

Type of Event:

PRE-EVENT:

- **Task list**
 - A document with all the tasks associated with running the event.
- **Foot stepping**
 - Reviewing the event from the participant point-of-view in a systematic manner. Begin from the registration process to the end of the event.
- **Registration**
 - Inform participants of registration process i.e. where to register
 - Send necessary waivers or agreements.
 - Communicate expectations and guidelines for registered participants.
 - Provide information on how to access the event.
- **Promotion/Marketing**
 - What kind of promotional material is needed?
 - Where can individuals find content on the event?
 - What platforms are used for advertising?
- **Organizer Roles**
 - What do organizers need to be aware of?
 - Policies
 - On- and Off- Campus Supports and Resources:
Consider having a resource guide prepared before the event
 - Platform Functions
 - Safety & Security Features
 - Accessibility functions
 - Key identified roles for all organizers
- **Contingency Plans**
 - Creating a plan to deal with problems that may arise.
 - What is your protocol if something goes wrong?
 - When do you remove a participant from the event?
- **Who determines this?**
 - What happens if your own internet connection is not working?
- **Accessibility**
 - Reviewing accessibility features and providing it to attendees in advance.
 - Asking participants to contact organizers for accessibility needs.

EVENT:

- Test run with organizers prior to event
- Ensure each organizer is aware of their roles and responsibilities
- Communicate expectations to participants
- Provide an event agenda
- Share support resources with participants
- Inform participants of different functionalities of the platform that can be used:
 - Chat Box
 - Break Out Rooms
 - Video On/Off
 - Asking Participants to mute if not talking

POST EVENT:

- Thank participants for attending and send out an anonymous feedback form
- Review feedback and see what can be done better for next time
- Debrief with fellow organizers
- Create a post event document to outline what worked and did not work for future reference
- For future reference, review platform analytics (if available) to determine popular features

Sample Event: Board of Directors Meeting (page 1 of 3)

Name of Event: Board of Directors Meeting

Link to Access: 985847590

Date & Time: June 5, 2020

Password: 12345

Platform: Zoom

Type of Event: Meeting

PRE-EVENT:

- Task list
 - Determine a time that works for the greatest number of board members.
 - Develop and finalize agenda, minutes, and supporting documents in Agenda Package.
- Registration
 - Send out Agenda package 48 hours ahead of time.
 - Include Robert's Rules of Order at a Glance/cheat sheet in registration package
 - Ask board members to arrive early to iron out any technical difficulties and reach quorum.
- Promotion/Marketing
 - No promotion necessary for this event due to private audience of Board of Directors.
 - Providing all Board Meeting dates ahead of time helpful for future planning.
 - Guests are welcome to attend the Board of Directors meeting but will not have speaking rights at the event.
 - Posters sent through Instagram, Facebook, and organization's website.
- Roles for Organizers
 - What do organizers need to be aware of?
 - Organization policies
 - Support resources within organization
 - Zoom platform functions
 - Key identified roles for staff and executives
 - Executives should complete and finalize all necessary documents and bring up agenda items in formal package.
 - Chair to be prepared on Robert's Rules of Order, organizational bylaws and policies.
 - Chair to shut down conversations and conduct that is out of order.
 - Chair to prioritize first-time speakers and support flow of discussion.
 - Chair to ensure that all members are informed of rules, roles, and agenda points.
 - Chair to act as support person if anyone is struggling in the meeting.
 - President to act as co-host during the meeting
 - Familiar with functions and monitor meeting for significant glitches.
 - Secretary to act as minute-taker for the meeting.
 - Expectations will be shared at the start of the event by the Chair:
 - Only one speaker at a time, Robert's Rules of Order overview, mutual respect, stick to agenda items.

Sample Event: Board of Directors Meeting (page 2 of 3)

- **Identifying issues associated with event**
 - Knowing who is speaking or voting on items.
 - Ask attendees to change their name in Zoom to their name, pronouns and program in the following format: [First Name] [Last Initial] (pronouns) [PROGRAM]
 - Troubleshoot beforehand and test for glitches with executive team.
- **Supports Available**
 - The Chair of the meeting is presented as the unbiased expert on the Rules of Order, technical bylaws and policies to support the flow of the meeting.
 - Create a resource guide of different on campus/off campus resources that can support attendees and their mental health.
 - As part of an Exec team, there should be identified individuals who are knowledgeable on University resources.
- **Contingency Plans**
 - If Board Member is speaking out of turn:
 - Have Host prepared to mute anyone who is speaking out of turn.
 - Have Chair remind participants of the speakers list. Chair can choose to read out the speakers list.
 - Removing a participant:
 - In an official Board Meeting Setting, a Board Member can only be removed if they are censured, which requires a majority vote of the Board. One member will present the censure, with reasoning. The Censured member will be able to defend, and then it will go to an open vote of the Board.
 - Internet connection not working:
 - Restart the Zoom meeting, sending a new link to all participants. Communicate new link and the plan through chat.
 - Discuss contingency plans with co-Hosts prior to event
 - This event has been determined to be low risk, but organizers should still be prepared for any contentious agenda items.
- **Accessibility**
 - Robert's Rules of Order hacks to increase accessibility. All of these allow a participant to jump the speakers list:
 - Point of Personal Privilege: If something is affecting participation in the meeting. For example, oppressive conversation or threats may make it unsafe to participate, or if the Chair's internet connection is patchy and participants cannot hear.
 - Point of Order: If the Rules of Order are being used improperly, or the meeting needs to get to order
 - Point of Information: If a participant has a question or needs clarification.
 - Reviewing Zoom accessibility features and providing to attendees in advance.
 - Ensure that Chair clearly communicates what is being voted on and proceeds at moderate pace.
 - Asking attendees to contact the Chair if they have any accessibility needs.
 - Draw on existing knowledge of the team to determine if accessibility needs are required. For example, Club Execs should ask for an be aware of accessibility needs far in advance, ideally from the very first meeting

Sample Event: Board of Directors Meeting (page 3 of 3)

EVENT:

- Ensure each organizer is aware of their roles and responsibilities
- Communicating expectations to participants
- Screensharing utilized to show agenda and relevant documentation
- Expectations will be shared with all members at the start of the event by the Chair:
 - Only one speaker at a time, Robert's Rules of Order overview, respect for one another, stick to the agenda items.
- Inform participants of different functionalities of the platform and how it will be used in the meeting.
 - Chat Box and document sharing, individual and to whole group
 - Communicate that Chat Box is not to be used as side-chat during the meeting, but rather for clarification conversation
 - All participants not on the speakers list should be muted.

POST EVENT:

- Thank participants for attending and send out the minutes and any follow-up after the meeting.
- Review feedback and see what can be done better for next time
- Debrief with Executive team and Chair of the meeting.

Sample Event: Online Talent Show/Karaoke (page 1 of 3)

Name of Event: General Social Event

Link to Access: 985847590

Date & Time: July 23, 2020 at 2:00pm

Password: 416228

Platform: Zoom

Type of Event: Social

PRE-EVENT:

- **Task list**
 - A document with all tasks associated with running the event including moderators for the chat, attendees, etc.
 - Foot stepping: Pretend you are in the viewpoint of the attendee, and review from the beginning of the registration process to the end of the event how they would perceive the event.
 - Is the date and time accessible?
 - What kind of audience is this catered to?
 - Is the purpose and vibe of the event clear? Is it clear how people will be chosen to perform? Is the event format accessible?
- **Registration**
 - Creating a process where individuals are aware of where to sign up and access the event online/obtain password.
 - Information about organizers and how to get in contact with them.
 - Allow participants to make accessibility needs known to organizers
- **Promotion/Marketing**
 - Having a poster or some sort of visual of the event with relevant information (date, location, how to register, etc.)
 - Be sure to have text and images be accessible and relevant
 - Could contact information be beneficial for the poster?
 - Social media posts: Posting on every social media to ensure full accessibility
 - Posts and stories: Instagram, Facebook, Twitter, TikTok, Snapchat, etc.
 - What important information will be put in the description? How will you get your audience engaged using the language?
 - Include image descriptions or alt text for it to be fully accessible
 - Posting two weeks ahead of time to ensure maximum participation
 - What posts will be made so people know how to register/RSVP for events?
 - If applicable, post on to your Listserv, this way all members will be able to see
 - How is this event being marketed or promoted to individuals who may be interested?
 - What type of demographic will this event have?
 - Can this be in collaboration with other organizations that have similar interests to the event?
 - What kind of outreach can be possible? What kind of interactions will be had to promote event?
 - What is the incentive for participants and audience members? What will make people want to participate? What will make people view?
 - Giveaway, raffle, award, Etc.

Sample Event: Online Talent Show/Karaoke (page 2 of 3)

- Roles for Organizers
- Ensure the division of roles amongst the team:
 - Host and/or Co-hosts
 - Tech Support
 - Someone to monitor the chat box
 - Consider assigning the individual monitoring the chat box with privately messaging individuals that are insulting/not encouraging individuals presenting privately so to not interfere with the overall event.
 - Someone to monitor participants to ensure they receive support if necessary
 - Someone to create an attendee's list and facilitate waiting room participants
- Ensure the division of roles amongst the team:
 - Host and/or Co-hosts
 - Tech Support
 - Someone to monitor the chat box
 - Consider assigning the individual monitoring the chat box with privately messaging individuals that are not encouraging content questions (based in their lack of knowledge) privately so to not interfere with the overall event.
 - Someone to monitor participants to ensure they receive support if necessary
 - Someone to create an attendee's list and facilitate waiting room participants
- Identifying issues associated with event
- Supports Available
 - Creating a resource guide of different on campus/off campus resources that can support your attendees.
- Contingency Plans
- When will someone be removed from the event?
 - If someone is disrespectful towards someone else
 - If someone chooses not to follow group agreements
 - Intentional disruption
 - Host and/or co-hosts to make the decision after a discussion with the individual monitoring the chat box
- Accessibility
 - Reviewing the accessibility features and providing it to attendees in advance.
 - Asking attendees to contact you if they have any accessibility needs.
 - What sort of language will be used during the event (informal vs formal, jokes, laughter, serious, tone, etc.)

Sample Event: Online Talent Show/Karaoke (page 3 of 3)

EVENT:

- Test run with organizers prior to event
- Ensure each organizer is aware of their roles and responsibilities
- Communicating expectations to participants
- Creating a sense of purpose for the event – acknowledging why it was created (to have fun, build friendships, etc.)
- Sharing support resources during the pandemic
- Inform participants of different functionalities of the platform that can be used:
 - Chat Box
 - Break Out Rooms
 - Video On/Off
 - Asking Participants to mute if not talking
 - Adjusting voice audio to regulate background noise
 - Using the example of a talent show, hosts should explain the proper way participants can show their appreciation/what constitutes poisoning the environment. For example, “This is not the space for critical feedback, we are here to appreciate the efforts of individuals who have chosen to present.”

POST-EVENT:

- Thank participants for attending and send out a feedback form
- While thanking participants, give a glimpse or preview of any future events
 - Be sure to mention and follow-up on any required support
- Creating a publicized post showcasing highlights, photographs, and other forms of media on social media
- Review feedback and see what can be done better for next time
- Debrief with fellow organizers
- Create a post event document to outline what worked and did not work for future reference.
- Check with the platform to review analytics to view what functionalities worked best for future events.

Sample Event: Wellness Event (page 1 fo 4)

Name of Event: Harm Reduction Training

Link to Access: 985847590

Date & Time: June 5, 2020

Password: 12345

Platform: Zoom

Type of Event: Wellness Event

PRE-EVENT:

- Task list
 - Develop and finalize agenda, training outcomes and feedback forms.
 - Prepare educational resources for participants.
 - Research for most updated stats and facts on Harm Reduction.
 - Create Zoom Event with shareable link.
 - Disseminate above and training details to all interested participants.
 - Prepare Certificates of Completion with participant names ahead of time.
- Registration
 - Provide Zoom link and password ahead of time
 - Ask attendees to arrive 10 minutes early to iron out technical difficulties.
 - Provide content warning in registration email so participants can be prepared
 - Ask for any access needs of participants.
- Promotion/Marketing
 - Inform relevant members of information through Facebook Messenger, Twitter, Instagram, Facebook posts, and email listserv.
 - Share details of the event so participants know what to expect, who is speaking, how much time to devote, any incentives for attending the training, and any potential triggers due to the content.
 - Prepare poster, using clear fonts, accessible colours and ample text spacing
 - Cross-promote with on-campus health organizations, nursing classes, public health classes and relevant professors.
- Roles for Organizers
 - Presenter should take a harm reduction approach and provide student-relevant data.
 - Active listener should be present to support with difficult content.
 - Host who is familiar with Zoom should be facilitating the waiting room while presenter shares their screen and presents.
 - Host should be prepared to intervene if Zoom-bombing occurs and prepare to mute anyone being disruptive.
 - Presenter should be aware of local harm reduction centres, addiction services and resources, and accessible support lines.
 - One staff or representative will be on task for any potential Zoom-bombing, ready to remove or mute disruptive members.

Sample Event: Wellness Event (page 2 of 4)

- **Identifying issues associated with event**
 - Ask attendees to use the name they would like on their certificate of completion in the following format: [first name] [last name] (pronouns)
 - Allow the presenter to test out the presentation, make sure all slideshow details transfer correctly.
 - Create group expectations at the start so participants know how to behave.
 - Be prepared to gently name oppressive language, or discriminatory actions. Name the behaviour and remove the individual if it persists.
- **Supports Available**
 - York Federation of Students Wellness Centre
yfswellness.ca
wellness@yfs.ca
 - Harm Reduction Supplies and Locations - Listed
toronto.ca/community-people/health-wellness-care/health-programs-advice/harm-reduction-supplies-and-locations/
 - “The Works” Supervised Injection Site
416-338-7600, 416-392-0520
toronto.ca/community-people/health-wellness-care/health-programs-advice/services-provided-by-the-works/
theworks@toronto.ca
277 Victoria St (ground floor)

Monday - Saturday: 10AM-10PM

- Trip! Project
(647) 822-6435
<https://www.facebook.com/TRIPProject>
<http://tripproject.ca>
- Street Health Toronto
416-921-8668
streethealth.ca/
info@streethealth.ca
338 Dundas Street East

Sample Event: Wellness Event (page 3 of 4)

- **Contingency Plans**
 - If Zoom Bombed:
 - Host can shut down event, remove participants, and/or mute mics
 - Create a “waiting room” as a preventive measure. That way, if a participant is disruptive, they cannot re-enter the main room unless admitted. This can also allow for a debriefing or the exercising of any contingency plans with the remaining affected participants (e.g. new zoom link)
 - If a waiting-room has not been created, the host may be able to create a breakout room, which can also serve as a way of moving the disruptive participant to that space. Then, if they exit the meeting, they wouldn’t be able to rejoin.
 - Have a way for participants to contact you if they require further debrief post-event if the zoom-bombing is triggering.
 - Ensure you check-in with participants after the person is removed and remind everyone involved about the existing event policies surrounding creating safer spaces and that this behaviour is not tolerated before resuming with programming
 - If participant is triggered:
 - Have active listener prepared to step in in a non-intrusive way.
 - If possible, provide contact info of Active Listener so that participant can call or text. Chat function can also be used individually.
 - Have a breakout room available so if an individual needs to chat with the active listener, they can be moved together to another space while the programming is occurring.
 - Disruptive participants:
 - Entertain honest and respectful debate, using a call-in method as opposed to a call-out approach.
 - If someone begins to harass or belittle participants or the presenter, they will be asked to leave by the host and/or facilitator.
 - If internet connection is not working:
 - Restart the Zoom meeting, sending a new link to all participants. Communicate new link and the plan through chat.
- **Accessibility**
 - Review accessibility features of Zoom and providing to attendees in advance.
 - Ask attendees to contact you beforehand for accessibility needs.
 - Draw on existing knowledge of the team to determine if accessibility needs are required. For example, reflecting on needs that have presented themselves in the past.
 - Sending slides and additional resources out following the workshop.
 - Explicitly state that participants can reach out with further questions following the workshop. Provide several points of contact.

Sample Event: Wellness Event (page 4 of 4)

EVENT:

- Test run with presenter prior to event
- Ensure each organizer is aware of their roles and responsibilities, particularly presenter, host and active bystander
- Develop group expectations with participants
- Provide agenda and timeline for the event
- Share support resources
- Take down names and contact information of participants for post-event follow-up.
- Inform participants of different functionalities of the platform:
 - Chat Box (whole group and individual)
 - Break Out Rooms
 - Video On/Off
 - Asking Participants to mute if not talking

POST-EVENT:

- Thank participants for attending and send out a feedback form, and a copy of the presentation.
- Review verbal and written feedback and see what can be done better for next time
- Debrief with fellow organizers.
- Update research and information given any new material learned during the Training.
- Create a post-event document for future reference.
- Check with the platform to review analytics to view what functionalities worked best for future events.

Sample Event: Academic (page 1 of 2)

Name of Event: Meet Your Major

Link to Access: 985847590

Date & Time: July 23, 2020 at 2:00pm

Password: 416228

Platform: Zoom

Type of Event: Academic

PRE-EVENT:

- **Task list**
 - Determine a time for the event that works for all members that are involved in facilitating event. Ensure academic calendar and times of mandatory courses are taken into consideration to ensure optimal attendance.
 - Create event agenda and timeline. Ensure each member's duties are outlined with clear cues. Indicate what each member should be doing and when.
 - Ensure all resources and material created for the event can be shared with the participants in a file.
 - Ensure all facilitators participate in a foot-stepping run-through of event.
 - Establish a separate platform for facilitators to communicate during the event
 - Determine if this is a formal event associated with the faculty or a student perspective (this will impact language, behaviour and topics).
- **Registration**
 - Ensure attendees are aware registration is required prior to the event.
 - Include questions that will allow organizers to easily determine if the individual is a student.
 - Provide a list of community guidelines and event expectations to all who have registered.
 - Have list of registered attendees easily accessible to ensure only registered attendees are admitted.
 - Provide clear guidelines on communicating accessibility needs.
- **Promotion/Marketing**
 - Create a detailed promotion schedule leading up to event, include post date and time, type of post (timeline post, group specific post, story, photo, video, text, etc.) and platform.
 - Promotion is targeted at those who would benefit from the event.
 - Use Inclusion Lens to ensure material produced is accessible and inclusive.
 - Ensure all important details are highlighted in material (date, time, platform, registration link, overview of event, how to access, etc.).
- **Roles for Organizers**
 - Co-host to monitor waiting room to admit late attendees.
- **Identifying Event Issues**
 - Review chosen platform and how to resolve common issues.
 - Review common issues that arise with online events.
 - Troubleshoot platform during foot stepping of event.

Sample Event: Academic (page 2 of 2)

- **Supports Available**
 - Create a guide for different on and off campus resources that can support your attendees.
 - Identify a member of your team as a resource during the event if attendees need support.
- **Contingency Plans**
 - Create a plan for how your team will respond to different issues that arise, ensure this plan is communicated to your team
 - E.g. Zoom bombing, inappropriate behavior, poor internet connection, host is disconnected, etc.
 - Which member of your team is responsible for taking action during this situation and how to address
- **Accessibility**
 - Review accessibility features and provide to attendees in advance.
 - Ask attendees to contact organizer if they have any accessibility needs.
 - Compile relevant information and send to attendees after the event to alleviate stress of recording all information.

EVENT:

- Communicate event expectations and community guidelines
- Review agenda so participants are aware of what to expect.
- Review platform features.
 - Chat Box
 - Break Out Rooms
- Review accessibility features of platform.
- Introduce team members/facilitators to clearly distinguish support from other attendees.
- Share on and off campus resources.

POST-EVENT:

- Thank participants for attending and send out a feedback form and resources from the event.
- Provide feedback for other academic and community opportunities to be involved in.
- Provide attendees with the best ways to keep updated and find information about your organization and upcoming events (organization's social media, website, YU Connect, etc.).
- Review feedback and see what can be done better for next time
- Debrief with team members.
- Create a post event document to outline what worked and did not work for future reference.
- Review platform analytics to view what functionalities worked best for future events.

Sample Event: Awareness-Raising (page 1 of 4)

Name of Event: Online Rally in Support of Black Lives Matter

Date & Time: June 6th, 2020 at 12:00pm

Platform: Zoom

Link to Access: 789476329

Password: 123857

Type of Event: GFWS/SXST Department Event

PRE-EVENT:

- **Administrative & Registration:**

- Schedule a Zoom meeting.
 - Make sure there is a password.
- Assign a host and co-hosts for the meeting.
- Ensure proper protocols are put into place:
 - Waiting room function.
 - Ensuring that only hosts can share their screen and remove people from meeting if needed
- Finalize registration process and create password for the event.
- Create a waiver form.
- Check in with Black-led groups on campus. Discuss content, individuals that will be involved in/participating in the event, etc.
- Book a Black facilitator to lead the event discussion.
- Create content/trigger warnings as needed.
- Ensure the YU website has information on how to access the event virtually.
- Send email with the event information and its purpose, including password, community guidelines and a link on how to use/log in to Zoom.
- Create a list of questions or a template of how the event will be run (to be disseminated before the event).
- Create a post-event feedback form for participants
- Organize a post-event debrief meeting for the team

- **Foot Stepping:**

1. Attendee views event poster (via online distribution, online community boards, etc.).
2. Attendee registers based on the information on the poster.
3. Attendee reviews the information on the YU website regarding content to be present and discussed during the event and how to access event.
4. Attendee gets an email a day before the event with information on the community guidelines and the password for the meeting/instructions on how to access Zoom.
5. Attendee hears from facilitator and host about the information leading to the formation of the event, the reasoning for the event, and the resources that will be shared throughout and after the event.
6. Attendee participates in event (online rally and forum addressing ongoing systemic racism).
7. Event ends, and attendees receive an email and feedback form to fill out and submit for future events.

Sample Event: Awareness-Raising (page 2 of 4)

- **Promotions/Marketing:**
 - Create a poster, online flyer/bulletin, etc.
 - Ensure all information regarding the event and its content is on the website.
 - Ensure all information about registration is on the website and the chosen recruitment source (poster, online flyer/bulletin, etc.).
 - Email information on the event and ways to register through the club and department list serves.
 - Send out password one day before the event, along with community expectations for the event.
 - Ensure that the email that is sent out has the specific contact information of the individual who will arrange alternate forms of accessibility needs prior to the event if needed.
 - Ensure the email also contains the biography on the black facilitator, movement, campus group running the event, etc.
- **Roles of Organizers:**
 - Ensure a list of university resources/external resources are created and are available should anyone need.
 - Ensure the division of roles amongst the team:
 - Host and/or Co-hosts
 - Booking the facilitator/Event Organizer (make sure the event organizer has experience in organizing rallies)
 - Tech Support
 - Someone to monitor the chat box
 - Some individuals may not be as educated as others on the topics being discussed. Consider assigning the individual monitoring the chat box with privately messaging individuals that have content questions (based in their lack of knowledge) privately so to not interfere with the overall event.
 - Someone to monitor participants to ensure they receive support if necessary
 - Someone to create an attendee's list and facilitate waiting room participants
 - Some attendees may not want to be listed as having attended certain events. This could be for a variety of reasons, such as political, mental health related, etc. This, it would be valuable to share that attendance is being taken, or to ask consent that it be taken.
- **Identifying Issues Associated with Event:**
 - Exercise of running through different issues that may arise:
 - Technical Difficulties
 - Someone being triggered
 - Someone registering and entering the event with disruptive motives (hate speech groups etc.)

Sample Event: Awareness-Raising (page 3 of 4)

- **Further Addressing Safety Concerns & Things to Consider:**
 - Who is allowed into the space?
 - Is the event for only York University students? Or are individuals from the surrounding communities welcome?
 - If so, how will consent be obtained? (i.e. consent for photos, etc.)
 - Online Consent Spreadsheet/Sign-up
 - Emailed Consent (Participant to send in written email of consent)
 - PDF Consent Form
 - Informed Consent Email (“once you join the following Zoom call, you are giving consent to xyz”)
 - Consider Platform Privacy Concerns – Participants and organizers should be informed of potential privacy risks that may occur. Steps should be taken to proactively protect participant privacy
 - Consider not taking photos to maintain privacy. Zoom notifies the chat if a photo is taken from the device being used. Inform participants that if a photo is taken, they will be removed.
 - Agreement to not take photos or videos should be added into signed consent statements.
- **Supports Available:**
 - Create a list of resources to share with participants at the beginning and end of the event.
 - Ensure the event has a support person to provide resources (school-based or external) to individuals who may be triggered, targeted, etc.
 - Resources include forms of support for individuals via text, call, email and through video conferencing depending on their situation.
 - Create a list of questions or a template of how the event will be run to hand out to participants prior to the event.
- **Contingency Plans:**
 - When will someone be removed from the event?
 - If someone is disrespectful towards someone else
 - If someone chooses not to follow group agreements
 - If someone uses hate speech
 - Intentional disruption
 - Host and/or co-hosts to make the decision after a discussion with the individual monitoring the chat box
- **Accessibility:**
 - Someone wants to participate but does not have a computer
 - Provide them with the opportunity to call in by phone if that is needed
 - Someone who wants to take part in the event, but English is not their first language, or they are hearing impaired
 - Speaking slower, assigning an individual with the task of typing what is said in the event in the chat box, utilize Closed Captioning function
 - Make efforts to enunciate words and hold pause on important concepts.
 - Clarify acronyms. Repeat concepts by providing examples
 - Check-in with participants before moving onto next point
 - Allow for adequate time for participants to type in questions (knowing it might take longer than normal)

Sample Event: Awareness-Raising (page 4 of 4)

EVENT:

- Test run with organizers prior to the event
- Ensure each organizer is aware of their roles and responsibilities
- Communicate the expectations to participants
- Provide an agenda for the event and possible questions that may arise
- Share support resources
- Inform participants of different functionalities of the platform that can be used:
 - Chat Box
 - Break Out Rooms
 - Video On/Off
 - Asking Participants to mute if not talking

POST-EVENT:

- Thank participants for attending and send out a feedback form
- Review feedback and see what can be done better for next time
- Debrief with fellow organizers
- Create a post event document to outline what worked and did not work for future reference
- Check with the platform to review analytics to view what functionalities worked best for future events

Sample Event: Club Meet & Greet (page 1 of 2)

Name of Event: Handing-over to new Executive Committee

Link to Access:

Date & Time: 29 May (Friday) at 10am

Password:

Platform: Zoom

Type of Event: Orientation and Meet & Greet

PRE-EVENT:

- **Task List**
 - Develop and finalize agenda, Orientation and Transition material
 - Disseminate above and meeting information to all incumbent and new Executives
- **Registration**
 - Inform relevant members of information through Facebook Messenger
 - Ask attendees to arrive early to iron out any technical difficulties
- **Promotion/Marketing**
 - No promotion necessary for this event due to specific and private audience
- **Roles for Organizers**
 - Incumbent Execs should complete and finalize all necessary transition documents and bring up agenda items
 - President, Vice-President and Treasurer to act as co-Hosts during Zoom call
 - Co-Hosts need to be familiar with Zoom functions prior to call
 - Expectations will be shared with all members at the start of the event:
 - Only one speaker at a time (one co-host will moderate at a time)
- **Identifying issues associated with event**
 - Ask attendees to not use nicknames when entering Waiting Room to prevent confusion.
 - Ask attendees to provide phone number if they are calling in
- **Supports Available**
 - As part of an Exec team, there should be identified individuals who are knowledgeable on University resources
- **Contingency Plans**
 - Discuss contingency plans with co-Hosts prior to event
 - This event has been determined to be low risk
- **Accessibility**
 - Draw on existing knowledge of the team to determine if accessibility needs are required. For example, Club Execs should ask for an be aware of accessibility needs far in advance, ideally from the very first meeting

Sample Event: Club Meet & Greet (page 2 of 2)

EVENT:

- Ensure each organizer is aware of their roles and responsibilities
- Communicate expectations to participants
- Provide an agenda for the event
- Inform participants of different functionalities of the platform:
 - Chat Box
 - Video On/Off: asking Execs to have their video on to facilitate discussion
 - Ask participants to mute if not talking

POST EVENT:

- Thank participants for attending and send out a feedback form
- Review feedback and see what can be done better for next time
- Debrief with fellow organizers
- Create a post event document for future reference.

Sample Event: Online Workout (page 1 of 2)

Name of Event: Weekly Team Workout (Sports Club)

Date & Time: 29 May (Friday) at 11am

Platform: Zoom

Link to Access:

Password:

Type of Event: Workout

PRE-EVENT:

- **Task List**
 - Create an accessible home workout program
 - Consider space restrictions
 - Express expectation that cameras do not need to be turned on for workout
 - Consider physical fitness capabilities in time of quarantine
 - Seek input on accessibility of workout during planning stage e.g. physical injuries etc
 - Workout facilitator to consider verbal cues during workout to facilitate healthy workout space
 - Examples of healthy workout considerations: distinction between 'toxic' and 'healthy' encouragement, refraining from comments on bodies, not commenting on taking breaks
 - Promote workout to members: email and social media (Instagram and Facebook group)
 - Create detailed timeline for workout program including briefing, warm-up, workout, cool-down and debrief along with talking points for briefing/debrief
- **Registration**
 - In information email to members, request that no nicknames be used when entering waiting room to facilitate entry
 - Expectations: ask members to leave their camera on throughout the workout for motivation and coach feedback. (Discuss with participants prior to workout)
 - Coach, Vice-President/President will act as co-Hosts
- **Promotion/Marketing**
 - Advertising to be done through email, Facebook group and Instagram (closed participant group)
 - Queries, accessibility needs and concerns to be directed to Executive Members
- **Roles for Organizers**
 - Co-Hosts to be aware of various Zoom platform functions
 - Event (trial run)
- **Supports Available**
 - Creating a resource guide of different on campus/off campus resources that can support your attendees. Include resources on discussing toxic fitness cultures and incorporating measures to make our space a healthy one
- **Contingency Plans**
 - Possible problems of technical difficulties and members being unable to attend due to work/school (logistical issues)
 - Work with Exec and General members to work around issues
- **Accessibility**
 - Review the accessibility features and provide to attendees in advance.

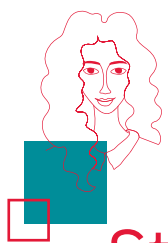
Sample Event: Online Workout (page 2 of 2)

EVENT:

- Ensure each organizer is aware of their roles and responsibilities
- Communicating expectations to participants
- Sharing support resources
- Information participants of different functionalities of the platform that can be used:
 - Chat Box
 - Video On/Off
 - Asking participants to mute if not talking

POST EVENT:

- Event will run for longer duration (beyond 2 months), so Execs have the opportunity to work with Coaches and Members to refine the workout program/event over time
- Workout event ties in with other social events: Execs should work to keep events inclusive e.g. utilizing Doodle polls to schedule events, having multiple social slots to accommodate different work/study schedules
- Following-up with members on physical concerns e.g. injuries



Step by Step SCENARIOS

A variety of situations may occur during your event. As such, you should undertake extensive contingency planning to ensure that you are able to respond to situations as they unfold. Here are a few examples of situations that may occur and how you may respond.

Navigating Boundaries

Setting healthy boundaries, especially as we navigate the new realm of having our private life be in our professional life, can be confusing.

It is important to set boundaries of behaviour in our community. Even though many of our interactions have switched to online – these boundaries are still important, especially when we hold positions of authority.

Pre-Event/Discussing Expectations:

Clear expectations and discussions of said expectations are very important prior to any event. Talk with your team of what is appropriate versus what is not appropriate.

Consider the following situation:

During orientation week, an incoming student wants to get to know their orientation leader a bit more and sends them a Direct Message on Instagram. Would it be appropriate to message this person back, and continue a conversation in their direct messages?

Measures to Consider:

1. Address expectations, boundaries, and limits to conversation
 - a. For example, scheduled drop-ins can be organized so individuals can have specific times to interact and check-in with their orientation leaders.
2. Dedicated social media accounts
 - a. For example, dedicated Orientation Chair Instagram account that allows incoming students to direct message, email accounts for individual positions.
3. For Orientation: ask leaders to privatize their social media accounts and refer only to official, dedicated accounts.

Overall, navigating online boundaries involves developing clear expectations, rules, and consequences:

- a. Developing contingency plans for specific situations
 - i. For example, when should an individual be blocked for negative online behaviour? Should this behavior be reported to someone else?
- b. Develop clear protocols for responding and reporting situations that fall within these contingencies.
- c. Think about how exploring the distinctions between intentions and impact can be brought up in your event planning. Refer to the Navigating Intent vs. Impact subsection for further information.

If you have more individualized questions, you can contact thecentre@yorku.ca and we can work with you. If you feel someone has inappropriately crossed boundaries, support can also be accessed here. Please refer to our Resources page (at the end of this toolkit).

Accessibility at Online Events

Pre-event considerations:

Consider where your virtual events are taking place, and how participants will access it.

Cost: Think about what platform you plan to host it on. People with disabilities are more likely to be unemployed or live in poverty due to systemic oppression. Internet access and devices like laptops, smartphones, and tablets can be expensive. If you're hosting an event over video conferencing software like Zoom or Google Hangouts, offer options for attendees to dial-in by phone and participate without a computer or internet.

Platform Accounts: If your event is being held on social media platforms like Facebook Live, Instagram Live/Stories, YouTube, do attendees need to have an account on that platform to take part? Have you looked into accessibility issues inherent to the platform you are using?

Communicate with your community.

Share your notes: If sharing a presentation for the event, send slides and speaker notes before the call so participants can read along. Also share what accessibility steps you are taking before the event, so students know if they can participate. Be sure to use an accessible file format.

Share the details of the event: This helps participants plan their breaks, attendance, and the rest of their day. Let participants know they can ask questions. Include detailed, step-by-step directions of how to get on the event and resources on using the platform. Consider providing a glossary of terms for participants to prepare with.

Call out for Access Needs: Ask your community ahead of time if they have specific access needs and work to support those needs. Be mindful of stigma associated with disabilities and institute this while maintaining participant dignity and confidentiality. Factor these supports into the cost of your event. Make sure the platform and device you are using is compatible with screen readers, or that you have incorporated image descriptions.

Practice Makes Perfect: Go over the platform utility and accessibility measures beforehand with your event hosting team so you are prepared for glitches.

Setting up virtual Invitations and presentations

- Ensure that fonts are easy to read and text is large and has good color contrast. Keep your slides uncluttered and use image descriptions for pictures. E.g. utilize Powerpoint's Accessibility Checker feature. Otherwise, search online for an image accessibility checker and run your promotional materials through it.
- Be mindful of jargon, slang, and assumed knowledge to be inclusive of all attendees. Be particularly aware of any language that is ableist, sexist, racist, ageist, classist, xenophobic or otherwise discriminatory.
- Do not use flashing or strobing animations in presentation materials. If such animations are necessary, insert clear warnings before showing the material.
- For sharing pre-recorded video, verbally describe what is happening in the video and add captions using programs like Final Cut or Adobe Premiere, or apps like Clipomatic, Clips, Caption This, and AutCap.
 - For uploading the video to YouTube, you can use automated captions and then edit those captions to fix any errors before publishing.

During-event considerations: Consider tech involved for event.

Use a good, external microphone

- Using an external microphone and sitting close to it will improve the sound quality for everyone on the call.
- This also allows auto-caption technology to better capture your words.
- Ask that everyone mutes their mic when not speaking.
- Encourage speakers to share their name and pronouns when they speak or change their name on the platform.

Headphones improve the sound quality for everyone

- If all call participants can use headphones, the better the experience will be. Many headphones have a built-in microphone too, which makes audio output clearer.

Make sure you have a good internet connection

- This is important for high video and audio quality. Sit closer to the WiFi router or consider a WiFi extender to improve your internet connection.

Accessibility considerations:

Take your video call in a well-lit environment.

- This makes facial expressions clearer for everyone, especially for participants who are signing or lip-reading.
- Describe live scenarios, text and images during presentations.
- If you are presenting a video, explain what is going on. If there is an image, describe the image. Read any text that is on the screen.
- Using a speakers list: communicate to participants how someone gets in line to speak and monitor accordingly. It is good practice to prioritize first-time speakers at any event to encourage new ideas. Offer the option for participants to message their questions or comments in a chat, or through alternative methods if they are not comfortable speaking in front of the group.
- Be patient
- Factor in processing time, break times, and the general bodily needs of the group. Always leave extra time for questions.

Post-event debrief and follow-up:

- Share materials in an accessible format like PDF or Word. Share links for further learning if you have them.
- If your event was live-tweeted or live-streamed or if an online chat was part of the event, create a blog post or other easy-to-read collection of those tweets for anyone who was unable to participate live.
- Offer your attendees the opportunity to provide personalized or anonymous feedback about the event, including accessibility, to help you prepare to plan the next one.
- Make accessibility an ongoing, inclusive conversation in your community for all types of events. Remember, accessibility is a learning process. Be open, be honest, be accessible.
- Include people with disabilities or accessibility needs in your planning process.

Online Platform Glitching

Most glitching or lagging on online platforms are due to connection and network issues from the modem and/or router. The modem (“modulator-demodulator”) is hardware that converts data from a telephone/cable wire to digital data. This connects to the router, a networking device that forwards packets of data between computer networks. This allows the internet to become wirelessly connected, resulting in WiFi connection.

Troubleshooting/solution: Internet speed can differ based on subscribed internet package speeds, router type, router location, how many devices connected to the internet, etc.

Steps to Prevent Platform Glitching:

1) Strengthening Internet Connection

- a) Use this website to check if a website or domain is operational: <https://www.isitdownrightnow.com/>
- b) To check if your internet connection is weaker than normal:
 - i) <https://www.speedtest.net/>
 - ii) <https://fast.com/>
 - iii) <https://www.rogers.com/customer/support/article/internet-speedtest>
 - iv) <https://support.bell.ca/internet/internet-speed-test>
- c) Changing location of router: move your router closer to your device to ensure maximum speeds.
- d) Tip: The strongest internet network connection is a direct connection (Ethernet-connected or “wired” to either the modem or router).
- e) Closing background programs: There may be other programs on the device that are using the internet bandwidth. By closing background programs or applications, it prioritizes the online platform you are using.
- f) Purchasing equipment: You can purchase a tangible wireless network extender or an advanced router to strengthen the signal speed
- g) Checking your internet package: Slow connection speeds may be due to your service provider. Switching to providers with faster speeds and accessible prices may help.

2) Viruses/Malware

- a) YorkU provides free antivirus software: <http://student.computing.yorku.ca/antivirus-software/>

Engaging Introverts

Pre-Event Briefing:

- Clearly communicate participation expectations for each event (knowing what to expect can help introverts prepare for and feel ready to be involved e.g. if individuals will be interacting a lot, if the event is more lecture-styled, etc.).
- Have clear protocols on how your team checks-in on participants, at what point do they reach out, etc.
- Ensure all past incidents have been communicated (allows team to know whether this is an isolated incident or not). Incidents can include harassment, hate speech, physical safety related, etc. This should be done without identifying members or providing any form of identifying characteristics.

How to Identify:

- Understand that engagement looks different based on the individual. Participants do not have to be constantly speaking or adding to the conversation to be engaged. Also consider that an individual may avoid participation due to alternative reasoning, such as discomfort due to atmosphere, rather than solely their personality trait.
- You may notice that participants may not be active or responsive if group is asked to do something. Consider alternative options for engagement e.g. having typed responses, voting in a poll, etc. This method will offer the individual who is uncomfortable due to alternative reasonings other means of participating as well.

Assessing the Situation:

- Is this an isolated incident or has this happened before?
- Is this impacting the experience of others?
- Is this behaviour consistent depending on the size of group and type of event?
- Has this individual been checked in on before?
- Is the person uncomfortable due to their personality trait or is the environment triggering their discomfort? If it is an unsafe environment, address the situation following proper protocol.

Addressing the Situation:

- Direct (Two on One)
 - Checking in
 - How are they? Are they in an environment that allows them to freely and fully participate and concentrate?
 - Is an online platform an accessible option? (Sufficient internet connection, etc.)
 - Do they feel comfortable in the online space?
 - Ask what can be done to help them feel more comfortable and confident participating in this community.
 - Review community guidelines.
 - Connect the individual with a resource that can help (on campus or a member of your team that is able to act as a resource).
- Indirect (Addressing Group/Marketing)
 - Communicating community guidelines and expectations while marketing events and at the start of events.
 - Outlining different ways to participate (video, chat, smaller vs larger groups, etc.) and different types of events (social, academic, self-care, etc.).
 - Do not call-out individuals. Instead, use consistent and planned community reminders.

Post-Event Debrief:

- Follow-up with individual.
- Find ways to better involvement and participation e.g. feedback surveys.

Addressing Triggering Content

In online events, it may be difficult to use content/trigger warnings to inform participants about subjects that may be difficult to process due to the absence of an in-person support resource. Hence, it is important that we line up supports and have participants be informed of potentially triggering content.

Here are some steps you can take:

1. Share information on discussed content that will be discussed during the promotion of the event.
 - a. E.g. “This event includes speakers who discuss their experiences of bullying, harassment, and living with a long-term health condition.”

This allows individuals to prepare themselves if they wish to attend or not and have their support systems in place.

2. Contact support spaces within the University in advance to determine available options and share this in your introduction.
 - a. Student Counselling & Development
 - b. The Centre for Sexual Violence Response, Support & Education
 - c. Office of Student Community Relations
 - d. Community Safety Department
 - e. External Resources (Included in package)
3. Identify active listeners in the organizing team to act as resource providers.

Private Event Becoming Public

Scenario: a general member enters a private Executive Committee meeting OR a non-member enters a club social.

Pre-event:

- Optional: implement waivers where participants acknowledge privacy protocols
- Ensure participants are aware of the importance of privacy and event expectations (e.g. safe space for discussion, counselling space, etc.).
- Assign roles to event organizers/members. Give each member tasks to complete in worst case scenarios i.e. event contents are made public.
- Use foot-stepping: visually and/or verbally plan out the event. E.g. what will participants see as soon as the call starts? What will they hear?
- Prepare a package/handout for participants. This will aid in accessibility and allows participants to engage fully.

During-event:

- Try to avoid cancelling the entire event if possible.
- If the participant refuses to voluntarily leave, remove the participant from the event. If it is a Zoom-bombing situation, end the meeting and starting another meeting

Post-event/Follow-up:

- Follow-up with individual(s) that were warned or removed from the meeting/social. This helps to improve future contracts, privacy standards etc.
- Debrief with event organizers/members. Discuss what went wrong, what went right, where the process could have been improved, was it preventable, etc. Record plans for future events

Addressing Substance and Alcohol Use Online

Scenario: Individual entering virtual space under influence of substance/alcohol

Pre-event briefing:

- Clarify chain of command and response protocols
 - Is there a risk of this occurring? (i.e. likely or not likely to happen?)
- Delegating tasks and roles to organizers

How to identify:

- Slurring of speech
- Obvious presence of substances in video

Assessing situation:

- Is the person disruptive?
- Response would depend on hosting platform

How to address:

- Direct: Calling out
 - Informing individual that this is not the space for their actions (through private message or directly, depending on situation)
 - Issuing warning, followed by forced removal
 - Forced muting (if available)
- Indirect: Calling-in
 - Utilize chat functions
 - Coordinate with fellow organizers to indirectly address situation

Post-event debrief/follow-up:

- Ask an Organizer to follow-up with individual
- Debrief with team members (and other participants)
 - Check-in with team members and participants on wellbeing
- Were there preventable steps that could have been taken in this situation?

Online Harassment

Examples of Online Harassment

1. Cyberstalking
 - a. When someone uses online platforms, such as email, social media or chat rooms to harass, threaten or intimidate others.
2. Online Impersonation
 - a. When someone uses the identity of another, such as their name or photo's online, to harm, intimidate, defraud or threaten another
3. Catfishing
 - a. When a false identity is created to start a relationship with another person.
4. Doxxing
 - a. When personal information (such as address or family information) is shared online without their consent to intimidate or harass them
5. Swatting
 - a. A heightened form of doxxing, where personal information, such as home address, is released and a false report of dangerous activity is made to the police. The resulting false call is used as an intimidation tactic.
6. Trolling
 - a. When an individual makes unnecessary or unsolicited comments in an online community to provoke reactive emotion and responses.
7. Revenge Porn
 - a. Sexual exploitation is another term used to describe revenge porn. Refers to intimate/sexual images/videos being distributed without consent of subjects.
8. Zoom Bombing
 - a. A form of cyber harassment, where an individual or group of uninvited individuals disrupt online meetings in Zoom.

Pre-Event/What Can You Do?

1. Do not collect personal information from individuals unless necessary.
2. Clearly communicate non-tolerance of forms of harassment.
3. Control online event platforms and proactively plan responses to online harassment.
4. Set passwords and only email them to individuals who have registered.
5. Ensure screen sharing is only enabled for hosts or enable them during the event.

Post-Event:

1. Have a list of resources you can share with individuals for referrals.

Personal Safety of Participants

Context:

- Protecting privacy and safety of individuals before, during and after online meetings/socials
 - E.g. might not be safe for individuals to participate in LGBTQ-affirming spaces and socials in their own homes
 - Implementing proactive measures to avoid accidentally 'outing' participants and/or advertising participation without consent

What to do:

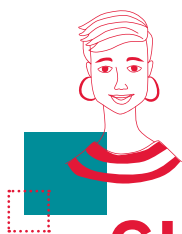
- Clear communication of expectations before and after the event
- Provide ample opportunity for participants to plan their schedules around the events, socials/meetings, etc.
- Ask participants for accessibility needs/expectations prior to the meeting/social
- If cameras are expected to be turned on for call, communicate this in advance and convey expectation that this is not mandatory
- If needed, enable change of name when participants have made it through the Waiting Room (Zoom)
- If streaming on YouTube Live, convey this information early and ask participants to change their names to a pseudonym and/or change display pictures to maintain their privacy (Zoom)
- Follow up with how participants are feeling: check in throughout the meeting/socials and make sure that the atmosphere is comfortable for everyone.
- Encourage private messaging (Zoom) in the case that participants do not feel comfortable noting this in front of everyone on the call.

Post-event Follow-up:

- Follow up with how participants are feeling in addition to checking in on participants throughout the meeting/social
- Debrief: you were part of the meeting/social. How did you feel about it? What went wrong? What went right? Is there anything that you would change for the next event? Cross reference your thoughts with the feedback you are given from participants and apply changes to the next event.

- In cases of severe forms of bullying, violence, or threats to participants, refer to the following counselling/crisis/support lines:
 - **Good2Talk:**
Call 1-866-925-5454
or text GOOD2TALKON to 686868
 - **Assaulted Women's Helpline:**
416-863-0511
 - **Burlington Distress Centre:**
905-681-1488
 - **Distress Centers of Greater Toronto:**
416-408-HELP (4357)
 - **Durham Crisis and Mental Health Line:**
905-666-0483
 - **Gerstein Centre Crisis Line:**
416-929-5200
 - **Oakville Distress Centre:**
905-849-4541
 - **Scarborough Health Network Community Crisis Line:**
416-495-2891
 - **Spectra Distress Line:**
905-459-7777
 - **York Community Crisis Response Services:**
1-855-310-COPE (2673)
 - **24/7 Crisis Support Peel Dufferin:**
905-278-9036

For more safety resources, please refer to our consolidated page below.



GLOSSARY

A

Ableism

The beliefs and ideas based on the notion that the ‘able-body’ is favoured/preferred over the disabled body. A system of superiority and discrimination that provides or denies resources, agency, and dignity based on one’s abilities.

Active Listening

Active listening requires that the listener fully concentrate, understand, respond and then remember what is being said, rather than just passively hearing someone talk. It involves listening with all the senses.

Anishinabek Nation

The Anishinabek Nation represents thirty-nine First Nations throughout Ontario. The nation is comprised of four regional areas: Southwest, Southeast, Lake Huron, and Northern Superior.

Anti-Black Racism

Defined as practices or policies rooted in Canadian institutions including, health care, justice, and education that reinforce beliefs, attitudes, stereotyping and/or discrimination towards people of Black-African descent. The term, coined by Ryerson University’s Dr. Akua Benjamin, attempts to draw attention to the unique nature of systemic racism on Black-Canadians throughout history and the experiences of slavery and colonization of people of Black-African descent in Canada.

Anti-Semitism

Hostile behaviour or beliefs towards Jewish individuals due to the fact that they are Jewish. Acts of hostility include religious teachings that claim that Jewish individuals are inferior or less than, political efforts to oppress, isolate or hurt Jewish individuals, stereotypes about Jewish individuals, etc.

B

Biphobia

Aversion and/or disbelief of bisexuality. Can manifest in denial of bisexuality as a genuine sexual orientation or negative stereotypes of people who identify as bisexual. Biphobia can be demonstrated by people of any sexual orientation.

Braver Space

Space to engage in more difficult conversations with multiple viewpoints.

C

Calling-in and -out

Both calling in and calling out aim to stop problematic behaviours. Calling in, however, is done with a little more patience. It recognizes that someone may still be in the process of unlearning oppressions and provides space to address and correct the behaviours. It recognizes that many people will receive a message better if it’s sent gently.

Check In

To privately speak with an individual after you have noticed behaviour that seems concerning or irregular. This gives an event organizer the opportunity to ensure the safety and wellbeing of the individual is maintained. Acknowledge your own capacity when checking in and understand when an individual should be referred to another resource.

Classism

Any practices and beliefs that people deserve the privilege or oppression of their class based on their “merit”, “social status”, level of education, job, work ethic, etc. This can include practices that judge or value people according to the class position they occupy (or are believed to occupy), as well as norms, language, or policies that have the effect of reinforcing class hierarchy and wealth inequality.

Consent

Is an active agreement made between individuals to participate in any activity. Consenting and asking for consent are based on personal boundaries and respect. Consent must be freely given and informed. It should also be enthusiastic and specific. However, consent is ongoing, meaning parties involved must check in as it is also reversible.

Cultural Appropriation

The adoption, usage, or co-opting, usually without acknowledgment, of cultural identity markers that are linked to, associated with or originated in minority communities by people or communities or privilege. Cultural appropriation is different from cultural appreciation.

Cultural appreciation is the act of educating oneself on another culture, recognizing the oppression and discrimination that occurs within the culture.

D

Debrief

A meeting that occurs with the event team after an event has ended. This meeting allows for the event coordinator to check-in with the team who have been working the event, they are able to receive and provide feedback as well as give thanks to their team.

Discrimination

Is the process of distinguishing between people based on the groups, classes, or other categories to which they are understood to belong. People may discriminate on the grounds of age, physical appearance, disability, gender identity, gender expression, nationality, race and ethnicity, religion, sexual orientation, sex, social class, etc.

Dish With One Spoon Wampum Belt Covenant

An existing treaty between the allied nations that represents community and responsibility to peaceably share and care for the Great Lakes region.

E

Erasure

The process of removing data, recorded material, or writing as a means of achieving a 'collective amnesia' in order to banish marginalized groups from current social life and history, and to benefit privileged groups.

Equity vs. Equality

Equality can be equated to sameness. It is defined as giving everyone the same things. However, equality only works if everyone exists at the same point of privilege, but this is not the case. Thus, equity provides people with access to the same opportunities. Equity must exist before equality can be enjoyed.

G

Gender Expression

How a person publicly or outwardly expresses or presents their gender identity. This can include physical expressions, such as outward appearance, and can be presented through hair, make-up, dress, voice and body language, or behaviour. A person's chosen name and pronouns are also common ways of expressing gender. In different ways and at different times, people can change how they express their gender identity.

Also search: Gender performativity, gender roles

Gender Identity

A person's internal and individual experience of gender. It is a person's sense of being a woman, a man, both, neither or anywhere along the gender spectrum. Gender identity does not correlate with a person's assigned sex or sexual orientation.

H

Haudenosaunee Confederacy

The confederacy consists of five nations: Mohawks, Oneidas, Onondagas, Cayugas, and Senecas. The confederacy was intended to unite the nations and allow for peaceful decision making.

Homophobia

Negative attitudes, feelings, fear, or aversion to gay, lesbian, or bisexual people and communities, or of behaviours stereotyped as “homosexual.”

I

Islamophobia

Fear, hostility and/or prejudice perpetuated by negative stereotypes against Islamic religion and/or Muslims. Can be seen in conscious and unconscious forms such as discrimination or deeming Islam as the source of terrorism.

L

Land Acknowledgement

A land acknowledgement includes the history of the traditional territory of the Indigenous Peoples who called the lands the event is held on their home before the arrival of the settlers and the Dish With One Spoon Treaty that covers the area. A land acknowledgement is recited at the beginning of all major York University events. It is important to take time during the land acknowledgement to pause and reflect on what it means and how it applies to the University and beyond.

M

Métis Nation

The Métis Nation was created through the union of individuals who possessed mixed ancestry (Indian and European). This allowed for a distinct identity and culture creating the Métis Nation.

Microaggressions

Insensitive comments, insults, generalized behaviour or stereotypical remarks that have to do with a person’s membership with a marginalized group or community. They occur frequently and are said casually in everyday interactions with people.

Misgender

Refers to the labelling of an individual by others with a gender other than the one that individual identifies with. Misgendering is acknowledged by the Ontario Human Rights Commission as a form of discrimination.

O

Oppression

Unjust usage of power that targets specific marginalized groups in society. Can manifest in a variety of ways, and not often in a uniform manner. E.g. oppression against women may manifest differently for different social groups in obvious and covert ways.

Also search: systemic violence, forms of oppression, class oppression

P

Prejudice

A generalized or perceived opinion of a person, group or community that is not based on actual reasoning or experience.

Protocol

The official procedure or system that should be followed during specific circumstances. Protocol will differ depending on the circumstances, it is important that all protocols are communicated to your team.

R

Racism

A system of advantage based on race; the belief that people of different races have different qualities and abilities, and that some races are inherently superior or inferior. Racism is an exercise of power and refers not only to social attitudes towards non-dominant ethnic and racial groups but also to social structures and actions which oppress, exclude, limit and discriminate against such individuals and groups.

Risk Assessment

Risk assessment is a term used to describe the overall process or method where event organizers identify hazards and risk factors that have the potential to cause harm (hazard identification), analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation) and determine appropriate ways to eliminate the hazard or control the risk when the hazard cannot be eliminated (risk control).

S

Safer Space vs. Safe Space:

A safer space is a supportive, non-threatening environment where all participants can feel comfortable to express themselves and share experiences without fear of discrimination or reprisal. These spaces are referred to as “safer” and not “safe” to acknowledge that safety is relative: not everyone feels safe under the same conditions, there are always aspects of events that may not be fully known or within the organizers control (triggers, incidents of crisis, etc.).

Sexual Violence

Any sexual act or act targeting a person’s sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person’s consent and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

Systemic Oppression

The intentional disadvantaging of marginalized groups by the dominant group based on factors such as race, class, gender, sexual orientation, sex, etc. Systemic oppression benefits the dominant group. It manifests in social, political, and economic systems through policies, practices, partnerships, etc.

T

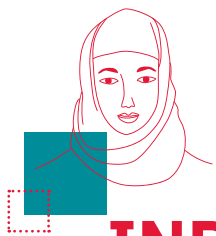
Transphobia

Negative attitudes, feelings or intolerance of trans people and communities. Transphobia is based on stereotypes and misconceptions that are used to justify discrimination, harassment and violence toward trans people.

X

Xenophobia

A fear or aversion to people, communities and/or cultures that are perceived as being “foreign”.



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RESOURCES

York University Campus Resources:

<https://thecentre.yorku.ca/>

<https://oscr.students.yorku.ca/>

<https://rights.info.yorku.ca/>

<https://counselling.students.yorku.ca/>

<https://accessibility.students.yorku.ca/>

<https://www.yfswellness.ca/>

Robert's Rule of Order:

<https://www.cityofsalem.net/CityDocuments/parliamentary-procedure-for-meetings.pdf>

<https://www.robertsrules.com/pdfs/electronic-meeting-sample-rules.pdf>

Captioning Videos:

<https://tinachildress.wordpress.com/2020/03/22/how-to-caption-your-videos/>

<https://wakelet.com/>

Online Platform Accessibility:

<https://webaim.org/resources/contrastchecker/>

<https://www.epilepsy.org.uk/info/photosensitive-epilepsy/web-design>

<https://bighack.org/best-videoconferencing-apps-and-software-for-accessibility/>

<https://rootedinrights.org/how-to-make-your-virtual-meetings-and-events-accessible-to-the-disability-community/>

Resources on Sexual Violence:

<http://www.vawlearningnetwork.ca/>

“Gender Identity & Expression.” Smart Sex Resource, 2019, Accessed June 19 2020,

<https://smartsexresource.com/topics/gender-identity-expression>.

“Gender Identity and Gender Expression.” Ontario Human Rights Commission, Accessed June 19 2020,

<http://www.ohrc.on.ca/en/policy-preventing-discrimination-because-gender-identity-and-gender-expression/3-gender-identity-and-gender-expression>.

Zoom:

<https://medium.com/@info.unityeffect/how-to-facilitate-engaging-online-meetings-with-zoom-3cc94c1cab89>

<https://staff.computing.yorku.ca/support-services/videoconferencing/>

<https://staff.computing.yorku.ca/wp-content/uploads/sites/3/2020/03/Zoom@YorkU-Best-Practicesv2.pdf>

<https://zoom.us/docs/doc/Tips%20and%20Tricks%20for%20Teachers%20Educating%20on%20Zoom.pdf>

<http://www.springtideresources.org/>
https://www.ccohs.ca/oshanswers/hsprograms/risk_assessment.html
<https://www.the519.org/>
<https://www.mentalhealthcommission.ca/>
<https://yfile.news.yorku.ca/2019/01/14/new-video-explores-the-importance-of-understanding-the-land-acknowledgement/>
<https://www.glsen.org/>
<https://www.haudenosauneeconfederacy.com/>
<https://www.anishinabek.ca>
<http://www.metisnation.org/>
<http://www.incluso.org/inappropriate-behaviour-online>

For more information:

<https://www.ihs.gov/lgbt/health/twospirit/>
<https://www.mypronouns.org/what-and-why>
<https://www.adl.org/education/resources/tools-and-strategies/lets-get-it-right-using-correct-pronouns-and-names>

For more information on the universities' policy on free speech:

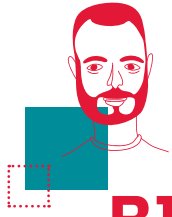
<https://secretariat-policies.info.yorku.ca/policies/free-speech-statement-of-policy/>
<https://inclusionlens.yorku.ca/>

York University Online Learning Protocol:

<https://currentstudents.yorku.ca/technology-protocol-for-students>

Supports Available

- York Federation of Students Wellness Centre
yfswellness.ca
wellness@yfs.ca
- Harm Reduction Supplies and Locations - Listed
toronto.ca/community-people/health-wellness-care/health-programs-advice/harm-reduction-supplies-and-locations/
- “The Works” Supervised Injection Site
416-338-7600, 416-392-0520
toronto.ca/community-people/health-wellness-care/health-programs-advice/services-provided-by-the-works/
theworks@toronto.ca
277 Victoria St (ground floor)
Monday - Saturday: 10AM-10PM
- Trip! Project
(647) 822-6435
<https://www.facebook.com/TRIPProject>
<http://tripproject.ca>
- Street Health Toronto
416-921-8668
streethealth.ca/
info@streethealth.ca
338 Dundas Street East
- In cases of severe forms of bullying, violence, or threats to participants, refer to the following counselling/crisis/support lines:
 - Good2Talk:
Call 1-866-925-5454
or text GOOD2TALKON to 686868
 - Assaulted Women’s Helpline:
416-863-0511
 - Burlington Distress Centre:
905-681-1488
 - Distress Centers of Greater Toronto:
416-408-HELP (4357)
 - Durham Crisis and Mental Health Line:
905-666-0483
 - Gerstein Centre Crisis Line:
416-929-5200
 - Oakville Distress Centre:
905-849-4541
 - Scarborough Health Network Community Crisis Line:
416-495-2891
 - Spectra Distress Line:
905-459-7777
 - York Community Crisis Response Services:
1-855-310-COPE (2673)
 - 24/7 Crisis Support Peel Dufferin:
905-278-9036



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