



School of Social Work
FACULTY OF ARTS

STUDENT HANDBOOK

School Logo by Ray Sim, Musqueam artist.

Revised August 2025

MUSQUEAM DECLARATION

We, the Musqueam people, openly and publicly declare and affirm that we hold aboriginal title to our land, and aboriginal rights to exercise use of our land, the sea and fresh waters, and all their resources within the territory occupied and used by our ancestors...

We, the Musqueam people, are the members of the Musqueam Indian Band and/or persons of one quarter Musqueam Indian Ancestry descended from these hun'qum'i'num-speaking people who from time immemorial occupied used and gained their livelihood from those lands, waters and seas as described above.

Our ancestors' aboriginal right and our aboriginal right is to live upon and travel over our aboriginal lands, seas and waters without foreign control or restriction; to utilize, trade and consume all the resources and products of those lands, waters and seas. It is our right to govern ourselves and our communities, to uphold and determine our own customs, beliefs and laws.

Neither we nor our ancestors have ever given up, extinguished or diminished our aboriginal rights and title by treaty or agreement with any foreign government or power.

We have never considered the bits of land called "Indian Reserves" as compensation for our lost rights and cannot consider them as adequate compensation.

We have never accepted or agreed to the right of governments of Canada or British Columbia, or their agents, to tell us how to run our own affairs or determine how we should live our lives.

We, the Musqueam people, hereby declare our intent to exercise our aboriginal rights, to restore to our own use sufficient traditional resources to enable us and our descendants to live as distinct and independent people in our own land.

We announce our intent to obtain compensation for loss of resources and denial of their uses, where these have been destroyed or exploited by others, or where they cannot be restored.

We announce our intent to establish control of our own communities and our own resources in order to control, determine, and guarantee our future.

This is our aboriginal right; and a basic, universal human right.

Musqueam Indian Band
Vancouver, British Columbia
June 10, 1976

UBC SCHOOL OF SOCIAL WORK

The University of British Columbia Point Grey campus is located on the traditional, ancestral, and occupied territory of the hən̓qəmin̓əŋ -speaking Musqueam peoples. We thank Musqueam for its hospitality and support of our work.

Our Mission

Based on a commitment to fundamental social work values and a vision of social justice, UBC's School of Social Work prepares social work students for generalist and advanced professional practice. We promote the scholarly generation of critical transformative knowledge through research and study relevant to social work theories, practices, social development and social administration.

Our Vision

Building upon a foundation of social justice and an ethic of care, we are a community of learners actively engaged in the development of critical, transformative knowledge for social work practice.

Our Values

1. **Human Dignity** – We honour the individual right to dignity and respect in all life circumstance.
2. **Social Equity** – We are committed to equity from within and across social systems, practicing inclusion and respecting diversity.
3. **Social Justice** – We promote social work values that aim to identify and address causes of exclusion, marginalization and oppression past and present.
4. **Scholarship** – We generate critical, transformative knowledge that advances social work theory, practice, social development and social administration.

The Jack Bell Building for the School of Social Work

The School was previously located at Graham House and moved to its present location in September 1993, to a building constructed with funds provided by the Jack Bell Foundation, a non-profit society. Currently the building is undergoing extensive renewal and will not be open in 2024-25.

Jack Bell was named Freeman of the city of Vancouver; he received an honorary doctorate from the University of British Columbia and was a recipient of the Order of Canada and of British Columbia.

Jack Bell was a former atomic physics student, wartime Coastal command pilot and self-made millionaire who made his fortune here developing cranberry and peat moss operations. Mr. Bell passed away in 2005.

Previously Mr. Bell provided funds for many other organizations, including:

- The Jack Bell Research Center at Vancouver Hospital
- First Nations Longhouse (UBC)
- The Jack Bell Foundation (Vanpool, Carpool, Rideshare Program)

The Foundation has contributed to organizations that are concerned with improving the lives of the disadvantaged, such as shelters for women and the homeless. The Foundation also distributes Living Wills, which allow those who are terminally ill to limit the use of life-sustaining procedures when they are mentally and physically incapable of expressing their wishes.

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Welcome to the UBC School of Social Work! This handbook will give you some information about the School administrative structure, some of the School resources and support available to you and important School and UBC academic policies and procedures. We encourage your participation in School activities, either through the Student Associations and their Council or by representing the student body on School and/or University Committees.

SCHOOL ADMINISTRATION - FACULTY AND STAFF

Main Administrative Office

Dr. Lea Caragata Director 604.827.5493 lea.caragata@ubc.ca	The Director is the School's administrative head with responsibility and accountability for the operation of the School's academic programs and for the implementation of relevant University and School policies and procedures.
Alissa Kinnis Administrator 604.822.2277	The Administrator is responsible for the overall non-academic administrative operation of the School including financial, space allocation and human resources (e.g., Faculty, Staff and Student appointments). All non-academic office staff report to the Administrator so any concerns or issues should be directed to them.
Ritika Nandwani Senior Administrative Assistant 604.822.0782 sowk.main@ubc.ca	
Daira Kruljac Administrative Assistant (on leave) 604-822-5035 daira.kruljac@ubc.ca	

Field Education

<p>Kelly Allison Field Education Chair 604.822.6220 kelly.allison@ubc.ca</p> <p>Jacky Coates Field Education Coordinator 604.822.5302 sw.field@ubc.ca</p> <p>Tina Buttar Field Education Coordinator 604.822.2977 sowk.fieldeducation@ubc.ca</p> <p>Amit Dhawan Field Education Assistant 604.822.2609 fielded.assistant@ubc.ca</p>	<p>The Field Education Coordinators assist the Chair, Field Education, with planning, organizing, developing and administering the process for field placement practicums for students.</p>
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Advising and Admissions

Christine Graham Program Advisor 604.822.4119 sowk.advisor@ubc.ca	The Program Advisor is responsible for student-related academic issues including awards and scholarships, advising, admissions, academic advancement, graduation, etc. Information on appeal processes (e.g., grades), resources regarding harassment and discrimination and any issues affecting a student's academic work can be obtained through this office.
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Program Chairs

Each program area has a faculty member designated as Program Chair who can answer program-specific questions.

BSW Program Chair	Antoine Coulombe 604.822.2703 antoine.coulombe@ubc.ca
MSW Program Chair	Hannah Kia 604.822.6073 hannah.kia@ubc.ca
PhD Program Chair	Jac Nobiss 604.822.8599 sowk.phd-chair@ubc.ca

GENERAL INFORMATION

Web Links

There are links to many valuable university resources at <https://ubc.ca/undergraduate-students/>

Take advantage of these valuable resources – they will enrich your experience, support your learning, and help you realize your potential as an effective global citizen. Topics covered include careers, counselling, global citizenship and health.

Counselling/Wellness

UBC Counselling Services <https://students.ubc.ca/health/counselling-services>

Student Health Service <https://students.ubc.ca/health/student-health-service>

Centre for Accessibility <https://students.ubc.ca/about-student-services/centre-for-accessibility>

Sexual Orientation and Gender Identity <https://students.ubc.ca/campus-life/equity-diversity-inclusion-resources/2slgbtqia-resources>

Campus Security <https://security.ubc.ca>

Bullying and Harassment Prevention <https://bullyingandharassment.ubc.ca/>

Academic and Career Success

UBC Library <https://library.ubc.ca/>

Social Work Librarian susan.paterson@ubc.ca

Social Work Research Guide <https://guides.library.ubc.ca/socialwork>

Writing Skills <https://learningcommons.ubc.ca/writing/>

Career Development <https://students.ubc.ca/career>

Professional Social Work Organizations

BC College of Social Workers <https://bccsw.ca/>

BC Association of Social Workers <https://bcasw.org/>

BSW Program <https://socialwork.ubc.ca/undergraduate/>

Advanced MSW Program <https://socialwork.ubc.ca/graduate/masters-program/>

PhD Program <https://socialwork.ubc.ca/graduate/phd-program/>

Email and Campus Wide Login (CWL)

If you are a registered UBC student you are entitled to a free email account. Please visit <https://it.ubc.ca/services/email-voice-internet/ubc-student-email-service?upn=> for more information.

The Campus Wide Login (CWL) system provides access to many of the University's online systems, such as the Student Service Centre and myUBC, and is required for you to complete Faculty of Arts course and teaching evaluations online (see "Course & Teaching Evaluations" under the heading School of Social Work Academic Policies and Procedures).

You are encouraged to make sure both your email address and home address are current in the Student Service Centre (SSC). Instructors use this system to contact students in their class.

Social Work Students Listserv

Student Services maintains a social work student listserv. School news and information that will be of importance and interest to you will be broadcast via the listserv. It is important to advise the office of any change in your email address to keep the listserv accurate.

Returning Assignments

Return of marked assignments is coordinated by the course instructor(s). Please ask your instructor about the method they will use for their course. In most cases the process they will follow is indicated in the course outline.

Graduation Photos

The School has an arrangement with [Evangelos Studios](#) to provide a composite of BSW graduates of the school each year. If you want your picture to appear in the school composite you must make your own appointment for your photo session.

You will be reminded via the student listserv when the time comes to have your photograph taken. You can have the photo done before the actual graduation, but it will only be included in the composite if you actually do graduate. Students are not obligated to use Evangelos for any other graduation photos.

The School does not do composite photos for graduate students. For MSW and PhD students, suggestions are [Evangelos Studios](#) or [Artona](#).

**Your Student
File**

UBC policy regarding academic unit retention of student files instructs that the School retain student files for one year after last registration. After that date the contents will be destroyed. You are advised to keep copies of any correspondence and especially all details pertaining to your practicum as once the contents of the file are destroyed there will be no other method of accessing this information.

SCHOOL OF SOCIAL WORK POLICIES AND PROCEDURES

Additional and important policies are listed in appendices: Appendix 1 – Accommodation Policy; Appendix 2 – Equity or Discrimination Concerns; Appendix 3 – Professional Conduct for Social Work Students; Appendix 4 – Social Media Policy; Appendix 5 – Student/School Letter of Understanding.

**Course
Outlines**

Course outlines for each section of courses will be available on Canvas as early as possible before the beginning of term. Students are asked to download/print their own copy to bring to class.

**Attendance
Policy**

The School considers class attendance to be an essential component of integrated learning in professional social work education. Therefore, regular attendance is *required* in all social work courses. Instructors may count repeated late arrivals or early departures as an absence, and a meeting should be set up to discuss this with the student.

The University accommodates students with disabilities who have registered with the Centre for Accessibility. Students who will require accommodation for attendance due to disability are encouraged to inform the instructor, and, if necessary, to contact the Centre for Accessibility preferably no later than the first week of class. The School will also accommodate religious observance, according to University Senate Policy J-136, and students are expected to inform the instructor.

Students who wish to be accommodated for unavoidable absences due to varsity athletics, family obligations, or other similar commitments, must notify their instructors in writing at least two weeks in advance, and preferably earlier. This reflects expectations for professional social workers in their place of employment.

If students miss three or more classes, they may be considered to have not met the requirements of the course.

If students have valid reasons, they can withdraw from the course with the approval of the instructor – otherwise, they fail the course.

Course and Teaching Evaluations

Students are encouraged to provide feedback to instructors by completing the Faculty of Arts online teaching evaluation at the end of each term. This feedback is part of the evaluation of teaching effectiveness required by the Committees on Appointments, Promotion and Tenure and by the Director. It is expected that students will provide fair and constructive feedback to each instructor. It is also expected that the instructor will be willing to discuss their expectation of the students and the course. Students are notified by email when the online evaluation system is available to them to access using their Campus Wide Login (CWL). The system tracks who has and who has not submitted surveys, and will send reminders until the deadline for completion. Instructors will not receive the results until after they have submitted final course marks, and even then individual evaluations will be anonymous. To help you become familiar with the online evaluation system we encourage you to visit UBC's Learning Technology Hub at <https://teacheval.ubc.ca/resources/for-students/>

Agency and Field Evaluations

The Chair of Field Education and/or the Field Education Coordinators arrange for students to evaluate their practicum placements and field instructors each year. In addition, the Field Education Coordinators regularly survey field instructors about their experience with working with UBC Social Work students and the quality of the preparation they are given for being their role as field instructors, as well as communication with the School. At intervals, the field education team also surveys field instructors around the relevance of classroom material for field practice and the level of practice competence of graduating students.

Review of Standing: Social Work

At the end of the December and April terms, a review of standing is conducted for all students in a social work program. This review is undertaken by the Program Chairs and the Program Advisor. A meeting with the Program Advisor or the Program Chair may also be initiated by any student concerned with their academic progress.

STUDENT SUPPORT – FINANCIAL

Awards and Financial Aid

All award and financial aid funds are administered centrally at the UBC Awards and Financial Aid Office, Enrolment Services at Brock Hall. The School recommends each year to the Awards Office a small number of scholarships and prizes for students enrolled in its programs for which no application is involved. Check the Student Services Finances page <https://students.ubc.ca/enrolment/finances> for more information.

A limited number of Social Work Alumni bursaries are available to students in financial need. The amounts vary annually but are normally between \$500-\$1,000 each. Details of the awards and bursary applications can be obtained online at <https://students.ubc.ca/enrolment/finances/awards-scholarships-bursaries/ubc-bursary-program>

Paid Student Appointment

Teaching Assistants, Undergraduate/Graduate Research Assistants, Work Learn

Graduate Teaching Assistants (GTAs)

These are union positions (CUPE 2278) and these positions are available to full-time students registered in the MSW or PhD program.

Undergraduate/Graduate Research Assistants (URA, GRA)

URA, GRA, UAA, GAA positions are normally not advertised. If you are interested in having a student appointment, contact the individual faculty directly to see if they have any available positions.

Work Learn positions

These are government programs and are wage-subsidized employment opportunities for students. The Student Services Career & Experience page (<https://students.ubc.ca/career>) has information concerning eligibility, deadlines for application and forms. Generally, these positions can be either fall/winter or spring/summer.

SOWK BUILDING SPACE – HEALTH AND SAFETY

First Aid

- In the event of a medical emergency, always call **911** first.
- Student and visitor first aid needs can be accessed by calling **604.822.2222**.
- Additional information can be found here:
<https://srs.ubc.ca/health-safety/safety-programs/first-aid/>

Campus Security

- If you need immediate emergency assistance, please call 911.
- For Campus Security, call 604.822.2222. The Campus Security website at <https://security.ubc.ca/> contains recommendations and best practices for staying safe on campus.

Safewalk

Students, faculty and staff staying late on campus and would rather not walk to their destination alone are encouraged to use AMS Safewalk. Two volunteers will escort you to your location. All requests after 2:00am are taken on by Campus Security. Call 604.822.5355 for a Safewalk.

Earthquake

In case of earthquake

- DROP * COVER * HOLD
- If you are inside, take cover under a table and stay away from overhead hazards. Always protect your head and neck.
- If you are outside, stay outside. Do not enter any building and stay away from overhead hazards.

LIBRARY SERVICES

Koerner Library

The Koerner Library (<https://library.ubc.ca>) is the largest on campus and houses the main social work collection such as books, periodicals and some government publications. The Koerner Reference Desk provides extensive assistance to social work students in such areas as learning to use library resources (CD-ROM; databases, etc.). Online instruction is also available to students in the form of a Library Tutorial as well as a subject guide to Social Work.

The Social Work Liaison Librarian is Susan Paterson (susan.paterson@ubc.ca).

UBC Card

Your UBC student card is your library loans and services card, your official student ID card and your voting identification for student elections and your keyless entry to the social work student lounge. Visit <https://ubccard.ubc.ca> for information on the UBC card and <https://services.library.ubc.ca/borrowing-services/library-cards/> for instructions on how to get a library/UBC card.

UBC ACADEMIC POLICIES AND PROCEDURES (selected)

The Academic policies governing such areas as academic dishonesty, non-academic misconduct, penalties for misconduct and appeals of student disciplines of UBC can be found at <http://www.calendar.ubc.ca/vancouver/index.cfm> under "Campus-wide Policies and Regulations."

Academic Assessment

Review for Authenticity

All work submitted by students (including, without limitation, essays, dissertations, theses, examinations, tests, reports, presentations, problem sets and tutorial assignments) may be reviewed by the University for authenticity and originality. Without limiting the generality of the foregoing, such review may include the use of software tools and third party services including Internet-based services such as TurnItIn.com. By submitting work, students consent to their work undergoing such review and being retained in a database for comparison with other work submitted by students. The results of such review may be used in any University investigation or disciplinary proceedings (see Student Discipline).

Student work that has been used for another course may not be used in a subsequent course without citation. Where large amounts of similar material to that used in a previous course are being adapted, such as with a thesis, the written permission of the thesis supervisor should be placed in the student's file.

Thesis Submission

Guidelines for thesis formatting and submission are posted on the Faculty of Graduate and Postdoctoral Studies website at <https://grad.ubc.ca/current-students/final-dissertation-thesis-submission>

Appeals Process – Grades

For students concerned about an assigned grade, including a practicum grade, the following university process should be followed:

Stage One:

The student is required to initially discuss a decision with the course instructor or, in the case of a practicum, with the faculty liaison/advisor. Ideally, this will resolve the problem. If not, the student may proceed to the second stage.

Stage Two:

Consult with the Program Advisor (sowk.advisor@ubc.ca), who will provide guidance regarding further action.

Stage Three:

The student may request a formal "Review of Assigned Standing" through Enrolment Services. See details from the University calendar.

Reviews of assigned standing are governed by the following regulations
<https://students.ubc.ca/enrolment/grades/review-assigned-standing>

Any request for the review of an assigned grade other than for a supplemental examination (in which a request for a review will not be granted), must reach Enrolment Services no later than July 15 for the Winter Session, and no later than October 15 for the Summer Session, and must be accompanied by the necessary fee for each course concerned which will be refunded only if the mark is raised.

Each applicant for a review must state clearly why they believe the course deserves a grade higher than it received; pleas on compassionate grounds should not form part of this statement. Prospective applicants should remember that under Senate regulations instructors must re-examine all failing grades and indicate in their records that this has been done.

An applicant who has been granted a supplemental should prepare for the examination since a change in the original mark is unlikely and the result of the review may not be available before the end of the supplemental examination period.

Reviews will not be permitted in more than two courses in the work of one academic year, and in one course in a partial program of 18 credits or fewer or in the work of Term 1 or 2 of a Summer Session.

Please note that there is an application fee of approximately \$57.00.

When Enrolment Services sends the request to the School, the Director will examine the materials and:

- (a) Appoint a faculty member other than the instructor to review the submitted materials. All identifying information (student name and number) and the original assigned grade/standing will be removed from

the documents to be reviewed. In addition, the name of the assigned reviewer will not be made known to the instructor or the student.

- (b) The original instructor will provide the Director with criteria used in arriving at the grade/standing under review.
- (c) The reviewer will submit their recommendation to the Director.
- (d) Two potential recommendations can result: (i) the original grade is changed (raised or lowered), or (ii) the grade remains unchanged.

Furthermore, if the procedural issues are still not resolved you may file an appeal with the Senate's Committee on Academic Standing. To learn more about the procedures, please visit the UBC Calendar at <https://students.ubc.ca/calendar> and follow the links to Academic Regulations, and Senate Appeals on Academic Standing. Senate is the highest academic authority at UBC and their decision is final.

For students concerned about alleged Unfair or Improper Process, the following steps should be followed:

Stage One:

The student is required to discuss the issue with the person closest to the issue. Ideally, this will resolve the problem. If not, the student may proceed to the second stage.

Stage Two:

Consult with the Program Advisor (sowk.advisor@ubc.ca), who will provide guidance regarding further action.

Stage Three:

The student may appeal the issue in writing to the Director and/or designate, who will conduct the review. The Director/designate will inform the student in writing of the outcome of the review within five working days.

Review of Standing: Extensions

The University regards Extensions and Standing Deferred (SD) status as a privilege, not a right. Reasons for which the University denies Standing Deferred status:

- student has not been attending class;
- student has failed to provide supporting documentation (see below);
- student is failing the course prior to the exam/final paper;
- student has failed to make a request in a timely manner (most faculties define this as within 48 hours);
- student has not completed a sufficient amount of coursework (including midterm exams/papers);
- student has already written exam/submitted paper.

If a student is granted SD, there should be a clear timeline of when the final project/exam will be completed. Normally this will be soon after the original due date. For example, if a student receives SD because they have a medical note saying they need two weeks to recover, then the final due date should be postponed by those two weeks. In all cases, SD status must be resolved by August 24 or the grade will be converted to an "F".

If a student's physical or emotional difficulties are more serious, they are encouraged to take official leave. Students with SD credits should reduce the maximum load in the session immediately following (Summer or Winter) by the equivalent number of credits. For example, if a student has 3 credits deferred from the Winter session until August, that student should not enroll in more than 9 credits in the following Summer session, although the permitted maximum is 12.

Supporting documentation:

- A medical certificate from UBC Student Health Services, or another health care provider that includes the dates of the illness;
- A letter/referral from UBC Counselling Services or other counselling professional supporting the student's request for academic concession

Respectful Environment Statement

<https://hr.ubc.ca/working-ubc/respectful-environment>

Religious and Cultural Observance

UBC has introduced a new academic policy to support students who are absent from classes and scheduled examinations in order to participate in observances of religious significance, or observances of cultural importance to students who are First Nations, Métis or Inuit.

The policy, [J-136: Academic Accommodation for all Students' Religious Observances and for the Cultural Observances of First Nations, Métis, and Inuit Students](#), took effect on September 1, 2020. It replaces *UBC Policy 65: Religious Holidays*.

This policy recognizes the diversity of our students and the religious and cultural traditions that guide them. It also recognizes the First Nations, Métis and Inuit peoples' right to self-determination in spiritual matters, including the right to practice, develop and teach their own spiritual and religious traditions, customs and ceremonies, as set out in the Calls to Action resulting from the Truth and Reconciliation Commission.

APPENDIX 1

Accommodation Policy

Students Requiring Academic and Practicum Accommodation

The UBC School of Social Work is fully committed to the equitable and full participation of all students in the field education courses, and accordingly we advise all students to thoroughly review the University of British Columbia Policy LR7 on Accommodation available at

https://universitycounsel.ubc.ca/files/2022/05/Disability-Accommodation-Policy_LR7.pdf

Persons with disabilities are persons who:

- 2.4.1 have a significant and persistent mobility, sensory, learning or other physical or mental health impairment;
- 2.4.2 experience functional restrictions or limitations of their ability to perform the range of life's activities; and
- 2.4.3 may experience attitudinal and/or environmental barriers that hamper their full and self-directed participation in University activities.

Requests for Services

- 4.1 Students with a Disability seeking Accommodations for their Disability have a responsibility to:
 - 4.1.1 contact the Centre about any requested Accommodation in a timely manner (as set out in the Procedures) to allow for arrangement of Accommodation;
 - 4.1.2 provide the appropriate documentation of their Disability to the Centre;
 - 4.1.3 notify the Centre of any changes to their Accommodation requirements;
 - 4.1.4 comply with instructions and procedures for developing and implementing the Accommodation; and
 - 4.1.5 at the beginning of each term or otherwise at the earliest available opportunity, provide the letter of Accommodation received from the Centre to the Instructors or unit from whom they are seeking Accommodation, and to other UBC employees, as appropriate.

The request for accommodation must be made in advance of placement when every possible or order that a decision can be made and accommodation provided. However, if significant psychological or mental health issues arise during placement, these should be brought to the attention of the Field Education Coordinator, Faculty Liaison and Chair of Field Education as soon as possible in order to provide accommodation.

Congruent with this policy, students seeking accommodations in the Field Education Courses at the School of Social Work must register with the UBC Centre for Accessibility:

<https://students.ubc.ca/about-student-services/centre-for-accessibility>

The University accommodates students with disabilities who have registered with the Centre for Accessibility.

The University accommodates students whose religious obligations conflict with attendance, submitting assignments, or completing scheduled tests and examinations. Please let your instructor know in advance, preferably in the first week of class if you will require any accommodation on these grounds. Students who plan to be absent for varsity athletics, family obligations or other similar commitments cannot assume they will be accommodated, and should discuss their commitments with the instructor before the drop date.

Academic Concessions

If psychological difficulties or physical illness have affected your academic performance in the field course and you may require an academic concession, the field office will require a Certificate of Illness or a letter from your treating doctor or counsellor as per UBC policy.

<https://students.ubc.ca/academic-success/academic-supports/academic-concessions>

***Note *“if psychological difficulties, an ongoing medical condition or disability will have a longer-term impact on your academic performance, please see: <https://students.ubc.ca/about-student-services/centre-for-accessibility>*

Confidentiality

In accordance with [BC's Freedom of Information and Protection of Privacy Act](#), the Centre for Accessibility policy states that students “are not required to share information or documentation about your disability or ongoing medical condition with your instructor or any other University office. Your transcript and record will not note your registration with the Centre for Accessibility. By registering with the Centre for Accessibility, you have given permission for the Centre for Accessibility to share the minimum information necessary to ensure the provision of services.”

APPENDIX 2

What to do about questions or concerns regarding equity or discrimination at the School of Social Work?

Some Potential Routes

This outlines the various routes you may take to ask a question, raise a concern, share a comment or seek action about any issue or aspect related to equity, discrimination or racism in the School of Social Work or in one of its programs or with one of its members. These may include questions or concerns regarding: climate in the classroom or workplace; discriminatory practices/attitudes in the classroom, workplace or any other space/program in the School; curriculum or pedagogical concerns; student, faculty or staff interactions; accessibility or inclusion matters, and School policies.

You can follow various paths to ask questions or raise the issue:

- a) You can approach the student equity rep in your cohort to consult on potential paths to share these issues or propose actions. Staff can approach their staff rep or faculty member in the Equity Committee.
- b) You may contact the Equity Committee by sending an email or approaching one or both of the co-chairs (one student and one faculty member). You have the option of meeting with the faculty and student co-chair of the committee to discuss the issue if you wish.
- c) You can contact the Director of the School of Social Work. If meeting with the Director, you have the option to consult with a member of the Equity Committee and have them attend this meeting, or you may bring a rep of the UBC student ombudsperson or someone else of your choosing.
- d) You can bring those concerns to already existing student caucuses or committees or create a new one.

For a list of students' reps, Equity Committee co-chairs and existing caucuses, please consult the Equity page on our website: <https://socialwork.ubc.ca/about/equity-inclusion/>

The steps outlined above provide you with the means to raise an issue or question and brainstorm on potential actions/steps to take. **These instances are not formal institutional mechanisms to receive discrimination or harassment complaints or seek formal resolution to conflict or advocate for individual cases. If you want to follow a formal process or seek action, you can:**

- a) Contact the Director of the School of Social Work. If meeting with the Director, you have the option to consult with a member of the Equity Committee and have them attend this meeting, or you may bring a rep of the UBC student ombudsperson or someone else of your choosing.

- b) If you feel you have been harassed, discriminated against or treated unfairly, you can consult and/or proceed with a complaint by contacting the **Equity and Inclusion Office** located at 2306 – 1874 East Mall (Brock Hall). Phone: 604.827.1773 or equity@equity.ubc.ca.¹
- c) If you have concerns regarding fair treatment as student, you can approach the **Office of the Ombudsperson for Students** that offers “an informal and alternative approach to conflict resolution” and is an “advocate for fairness.” Location: 181 CK Choi Building, 1855 West Mall. Phone: 604.822.6149.
- d) Consult the School of Social Work’s **policy of professional conduct** as some aspects of your concern may be addressed by this policy. This policy includes a process for addressing complaints, including harassment.
- e) Another potential source is UBC **Centre for Accessibility**, mandated “to create an inclusive living and learning environment in which all students can thrive.” Location: Room 1203, 1874 East Mall (Brock Hall). Phone: 604.822.5844.

First Nations, Inuit and Métis students can access services and support at the First Nations House of Learning located at the First Nations Longhouse.

Additionally, other **informal** resources of information and support are:

- **International Student Advising** supports international students. isa@students.ubc.ca
- **AMS Sexual Assault Support Center**: 604.827.5180 or <https://amssasc.ca/>
- **PrideUBC**: <https://prideubc.com>
- **AMS Advocacy Office**: <https://www.ams.ubc.ca/support-services/student-services/advocacy/>
- **AMS Ombuds Office**: <https://ombudsoffice.ubc.ca/>
- **Graduate Student Society Advocacy Office**: <https://gss.ubc.ca/advocacy/>

¹ UBC’s policy SC7 “**Discriminations**” outlines the policy approach and procedures set up in place to consult or advance a complaint regarding discrimination and harassment on grounds protected by the BC Human Rights Code. See: <https://bullyingandharassment.ubc.ca/defining-bullying-and-harassment> for a definition on harassment and to read the policy.

APPENDIX 3

Professional Conduct for Social Work Students

Introduction

The academic unit has a policy requiring that the performance of professional responsibilities of social work students be in accordance with the relevant social work codes of ethics.

The School of Social Work is charged with ensuring that all of its graduates have the requisite competencies and can meet the professional practice standards to be eligible for professional registration as Registered Social Workers in the Province of British Columbia. Professional social work behaviour requires adherence to the BC Association of Social Workers and the BC College of Social Workers' Code of Ethics (2009) and the BC College of Social Workers' Standards of Practice (2009). The professional conduct of social work students is directed by these standards, as well as by University policy. Professional social work ethics and standards are taught in the School's social work curriculum.

General Policy

Social work students are expected to behave in a professional manner in all aspects of the program and are responsible and accountable for their actions. Faculty are expected to help students interpret specific School and/or practicum guidelines and apply them in their conduct. It is the responsibility of Social Work faculty and students to familiarize themselves with the guidelines.

Examples of unprofessional conduct include but are not limited to:

- Disruptive and inappropriate behaviour;
- Behaving in a manner which endangers students, faculty, staff, practicum agency staff, clients and/or volunteers;
- Harassing or being abusive towards students, faculty, staff, practicum agency staff, clients and/or volunteers;
- Breaches of confidentiality.

In addition, social work students convicted of, or admitting to, serious illegal activities that are inconsistent with the practice of social work or likely to harm clients (such as assault, sexual assault, fraud or trafficking in narcotics) will be subject to the procedure set out in this policy.

Social work students should also note that the laying of criminal charges, the commencement of civil proceedings, or the commencement of student disciplinary proceedings does not preclude the University from initiating the procedure set out in this policy.

Advancement

Although satisfactory performance in both academic coursework and in practicum placements is a prerequisite to advancement, it is not the sole criterion in the consideration of the suitability of a student for advancement or graduation. The School of Social Work reserves the right to require a student to withdraw from the School if the student is considered to be unsuited to proceed with the study or practice of social work. A student may be considered unsuited to proceed with the study or practice of social work if he or she engages in unprofessional conduct.

Procedure for Alleged Unprofessional Conduct

When a member of faculty, staff or practicum agency staff (the “Complainant”) believes that unprofessional conduct may have occurred, the Complainant is expected to first discuss the alleged unprofessional behaviour with the student. If the matter is not resolved satisfactorily between the student and the Complainant, or if the alleged unprofessional behaviour persists, the Complainant will bring the matter to the attention of the Program Coordinator, whose practice will generally be as follows:

1. The Program Chair and/or the Program Advisor will use reasonable efforts to notify the student of the allegations in writing, and invite him or her to meet with the Program Chair and the Program Advisor to discuss the matter.
2. The Program Chair and the Program Advisor will meet with the student and the Complainant to review the allegations. During this meeting, the student will be given the opportunity to respond to them. This may resolve the matter satisfactorily for all parties. If the student does not respond to the invitation or if they refuse to meet with the Program Chair and the Program Advisor, the meeting will proceed without the benefit of the student’s response to the allegations, and the student will be informed in writing of the outcome.
3. If the matter is not resolved as a result of the meeting described in paragraph 2 above, the Complainant, within two weeks after the meeting described above, will submit to the Director of the School a written detailed account of the allegations (including the names of any witnesses or facts that support their account). The Director will provide the student with a copy of this written account.
4. Within two weeks after the Director has provided the student with a copy of the Complainant’s written account, the student may submit to the Director their own written detailed account of the allegations (including the names of any witnesses or facts that support their account).
5. The Director will designate a faculty member to review the information provided in paragraphs 3 and 4 above. If, in the opinion of the faculty member reviewing the matter, an investigation is required, the faculty member will investigate the matter. The faculty member will submit all information and findings to the Director.
6. The Director may decide to dismiss the complaint if the complaint is unsubstantiated or, if substantiated, is not a serious matter. However, if the Director finds that the complaint is a serious matter and is substantiated, the Director will determine whether the student is unsuited to proceed with the study or practice of social work and should be required to withdraw from the program. The Director will notify the student of his or her decision in writing.
7. If the student is not satisfied with the Director’s decision, the student can appeal to UBC’s Senate Committee on Appeals on Academic Standing.

Unless otherwise specified above, all steps to be taken by the Program Chair, the Program Advisor, and the faculty member designated to review and/or investigate the matter or the Director will be taken within a reasonable period of time.

APPENDIX 4

Social Media Policy

CONTEXT

Social media is a term used to capture online technology which enables people to communicate and instantly share information and resources with local, national and international audiences. Examples of social media include, but are not limited to, Facebook, Twitter, LinkedIn, Google+, Skype, YouTube and online blogs. As social media use continues to evolve and expand, social workers must examine the use of this technology within the realm of professional practice and ethical decision making. Consistent with the British Columbia Code of Ethics, we therefore need to establish guidelines that protect us and those with whom we work from potential negative consequences.

“E-Professionalism” is a term that is starting to be used, which goes beyond online communication. It involves the ability to understand and use social media and also how to develop and manage one’s online persona.

Below are several contexts that support this Social Media Policy.

- A. **Preamble from the CASWE Standards for Accreditation May (2013)**
<https://caswe-acfts.ca/wp-content/uploads/2013/03/CASWE-ACFTS-Standards-11-2014.pdf>
- B. **The BC Code of Ethics (2003) outlines the core social work principles**
<https://bcasw.org/about-bcasw/bcaswcodeofethics>
- C. **UBC Policy SC14 (2021) ACCEPTABLE USE AND SECURITY OF UBC ELECTRONIC INFORMATION AND SYSTEMS**
https://universitycounsel.ubc.ca/files/2022/05/Information-Systems-Policy_SC14.pdf
- D. **UBC Policy SC7 (2019) ON DISCRIMINATION**
https://universitycounsel.ubc.ca/files/2022/05/Discrimination-Policy_SC7.pdf

SCHOOL OF SOCIAL WORK SOCIAL MEDIA POLICY STATEMENT

The School of Social Work recognizes the growing importance of electronic communication and is committed to supporting the rights of social workers to interact knowledgeably and socially in the social media. Members of the School of Social Work community are responsible and accountable for their actions and statements in social media, and recognize that appropriate boundary setting is vitally important in the development and maintenance of professional relationships. The use of discriminatory, derogatory or unfounded statements or willful misrepresentation on social media is not condoned by the School of Social Work and can result in disciplinary action up to and including school and/or practicum termination.

APPENDIX 5

Student/School of Social Work Letter of Understanding

PURPOSE

The purpose of this form is to ensure that students who are part of the School of Social Work community understand their rights and professional responsibilities that must be in accordance with the BCCSW/BCASW Code of Ethics, and the policies and procedures of UBC and the School of Social Work.

STATEMENT

I _____ (name and address of student) have been accepted into the University of British Columbia, School of Social Work, effective _____ for the

_____ (Bachelor of Social Work, Masters of Social Work, PhD program).

You are required to read the following important documents that outline the basics of professional behaviour:

- ☐ British Columbia Association of Social Workers/British Columbia College of Social Workers Code of Ethics:
 - <https://bcasw.org/about-bcasw/bcaswcodeofethics>
 - <https://bccsw.ca/wp-content/uploads/2016/09/BCCSW-CodeOfEthicsStandardsApprvd.pdf>
- ☐ The UBC School of Social Work Student Handbook in general, and specifically, the Professional Conduct Policy, Accommodations Policy, Social Media Policy and Equity policy.
- ☐ The UBC Discrimination Policy
https://universitycounsel.ubc.ca/files/2022/05/Discrimination-Policy_SC7.pdf

I understand that I am expected to behave professionally and ethically at all times, and that when uncertain or unclear I am to consult with respective Program Chairs.

Breaches of these policies may involve sanctions up to and including removal from the program, as set out in each of the policies.

As a student in the School of Social Work I have read the above and agree to abide by these principles.

SIGNATURE: _____

Student's Printed Name: _____

Date: _____