

CLAIM

How to respond when you've caused harm

It can be difficult to find out as an educator, clinician, student or school staff member that you caused harm if you did not intend to. CLA(I)M offers a set of steps that guide both youth and adults through an open and transparent process when they are made aware of the negative impact of their words. While creating or revisiting group norms, consider this poster on how to respond if it is brought to your attention that you caused harm.

Having your attention called into a situation that has had a negative impact can help you discover why your behaviour is harmful and how to change it. It is an opportunity to set aside your understanding of the situation and reflect on the impact of your actions or words. It also gives you the opportunity to reflect and act on the feedback you have received and will help you avoid causing further harm in the future.

The following examples are how you can respond if your attention has been called into a situation that caused harm:



“I’m going to take some time to sit with this and really try to take in what’s being said.”

“Thank you for sharing that with me. I appreciate you trust me enough to share this feedback.”

“Whether I meant to or not, I hurt [impacted person/group] by [what’s being raised as hurtful].”

“Thank you for helping me learn and grow.”



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