

STEPS TO TAKE WHEN YOU ENCOUNTER CONCERNING BEHAVIOUR ON CAMPUS

DISTRESSED BEHAVIOUR	DISRUPTIVE BEHAVIOUR	DISTURBING BEHAVIOUR	POTENTIAL THREATS	THREATS & VIOLENCE
<ul style="list-style-type: none"> • Decline in appearance and personal hygiene • Sudden change in attitude (e.g., withdrawal, becoming unusually quiet) • Expressed feelings of persecution, extreme distrust in people with authority • Expression of extreme desperation over personal problems • Coming to work or class under the influence of alcohol and/or drugs • Decline in work performance or decline in academic work 	<ul style="list-style-type: none"> • Monopolizing discussions, interrupting other speakers • Yelling and/or refusing to comply with direction (e.g., to leave an office or class upon request) • Annoying contact, phone calls, or emails 	<ul style="list-style-type: none"> • Observable fascination with acts of violence and/or weapons • Displays of unwarranted anger • Aggressive or extreme remarks or reactions (e.g. to criticism of work or academic performance, in person or in writing) • Sabotaging projects or equipment 	<ul style="list-style-type: none"> • Individual discloses that a current or former partner has assaulted them or has threatened to harm them in the workplace • Individual discloses a history of violence against them • Individual discloses they are afraid of someone coming to the University to harm them • Persistent, unwanted, or obsessive contact or other harassment • Threatening phone calls, emails or other correspondence 	<ul style="list-style-type: none"> • Direct threat to harm • Challenges to fight/shoving • Physical attacks • Display or threat to use a weapon
<p style="text-align: center;">WHAT TO DO</p> <p>Person is distressed, but behaviour is not disruptive:</p> <ul style="list-style-type: none"> • Student: Refer to the Counselling Centre (CSDC) • Staff/Faculty: Refer to the Employee Assistance Program (EAP) <p>No change in behaviour after your discussion:</p> <ul style="list-style-type: none"> • Student: Report behaviour to a CSDC Counsellor • Staff/Faculty: Report behaviour to your Chair/Manager who will contact your Human Resources Management Consultant (HRMC) <p>The individual is unwilling to seek assistance:</p> <ul style="list-style-type: none"> • Student: Report behaviour to the Student Conduct Officer • Staff/Faculty: Report behaviour to your Chair/Manager who will contact your HRMC 	<p style="text-align: center;">WHAT TO DO</p> <p>Single instance of disruption:</p> <ul style="list-style-type: none"> • Act immediately to stop inappropriate behaviour by pulling the individual aside to clarify expectations and consequences, or ask them to leave the office/class. <p>No change in behaviour after your discussion:</p> <ul style="list-style-type: none"> • Student: Report behaviour to the Student Conduct Officer • Staff/Faculty: Report behaviour to your Chair/Manager who will contact your HRMC 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">CALL SECURITY AT EXT. 5040 To discuss establishing safety procedures</p> <ul style="list-style-type: none"> • Remain calm. Take steps to ensure your immediate physical safety. • Students: Report behaviour to the Student Conduct Officer • Staff/Faculty: Report behaviour to your Chair/Manager who will contact your HRMC 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">CALL SECURITY AT EXT. 5040 To discuss establishing safety procedures</p> <ul style="list-style-type: none"> • Staff: Report behaviour to your Chair/Manager who will contact your HRMC 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">INTERNAL PHONE DIAL “80” EXTERNAL PHONE DIAL 911 For immediate assistance</p> <p style="text-align: center;">CALL SECURITY AT EXT. 5040 If reporting after the incident</p> <ul style="list-style-type: none"> • Student: Report behaviour to the Student Conduct Officer • Staff: Report behaviour to your Chair/Manager who will contact your HRMC

NOTES:

If based on **human rights grounds** (e.g. sex, sexual orientation, race, disability etc.) contact the Discrimination & Harassment Prevention Services.

If the complaint is about your manager, you should raise the concern with the person to whom your manager reports.

Managers should establish emergency protocols for **persons with disabilities**.

For workplace violence and harassment policies and programs visit www.ryerson.ca/ehss

CONTACT INFORMATION:

Ryerson Security
online: www.ryerson.ca/security
email: security@ryerson.ca
phone: (416) 979-5040

Student Conduct Office (SCO)
online: www.ryerson.ca/studentcode
email: rsc@ryerson.ca
phone: (416) 979-5000, ext. 2741

Centre for Student Development and Counselling (CSDC)
online: www.ryerson.ca/counselling
email: csdc@ryerson.ca
phone: (416) 979-5195

Human Resources
online: www.ryerson.ca/hr
email: hr@ryerson.ca
phone: (416) 979-5075

Discrimination & Harassment Prevention Services
online: www.ryerson.ca/equity
email: dhps@ryerson.ca
phone: (416) 979-5349

Employee Assistance Program: Shepell.fgi
online: www.shepellfgi.com
email: info@shepellfgi.com
phone: 1-866-347-2061