

DISTRESSED BEHAVIOUR	DISRUPTIVE BEHAVIOUR	DISTURBING BEHAVIOUR	POTENTIAL THREATS	THREATS & VIOLENCE
<ul style="list-style-type: none"> <li>Decline in appearance and personal hygiene</li> <li>Sudden change in attitude</li> <li>Expressed feelings of persecution, extreme distrust in people with authority</li> <li>Coming to work or class under the influence of alcohol and/or drugs</li> <li>Increased absenteeism (missing work, appointments). Decline in work performance or decline in academic work</li> <li>Repeated expressions of hopelessness, helplessness, desperation</li> </ul>	<ul style="list-style-type: none"> <li>Monopolizing discussions, interrupting other speakers</li> <li>Yelling and/or refusing to comply with direction</li> <li>Annoying contact, phone calls, or emails.</li> <li>Undermining work</li> <li>Demeaning commentary</li> </ul>	<ul style="list-style-type: none"> <li>Observable fascination with acts of violence and/or weapons</li> <li>Displays of unwarranted anger</li> <li>Aggressive or extreme remarks or reactions</li> <li>Sabotaging projects or equipment</li> <li>Conspicuous shunning, staring, silence</li> <li>Acts of bullying/harassment</li> </ul>	<ul style="list-style-type: none"> <li>Individual discloses that a current or former partner has assaulted them or has threatened to harm them in the workplace</li> <li>Individual discloses a history of violence against them</li> <li>Individual discloses they are afraid of someone coming to the University to harm them</li> <li>Persistent, unwanted, or obsessive contact or other harassment/bullying</li> <li>Threatening phone calls, emails, social media or other correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Direct threat to harm</li> <li>Challenges to fight/shoving</li> <li>Physical attacks</li> <li>Display or threat to use a weapon</li> </ul>
<p><b>WHAT TO DO</b></p> <p><i>Person is distressed, but behaviour is not disruptive:</i></p> <ul style="list-style-type: none"> <li>Student: Refer to Student Services</li> <li>Staff/Faculty: Refer to the Employee Assistance Program (EAP)</li> </ul> <p><i>No change in behaviour after your discussion:</i></p> <ul style="list-style-type: none"> <li>Student: Report behaviour to Student Services</li> <li>Staff/Faculty: Report behaviour to your Manager who will contact People and Culture</li> </ul> <p><i>The individual is unwilling to seek assistance:</i></p> <ul style="list-style-type: none"> <li>Student: Report behaviour to the Director Student &amp; Ancillary Services</li> <li>Staff/Faculty: Report behaviour to your Manager who will contact People and Culture</li> </ul>	<p><b>WHAT TO DO</b></p> <p><i>Single instance of disruption:</i></p> <ul style="list-style-type: none"> <li>Act immediately to stop inappropriate behaviour by pulling the individual aside to clarify expectations and consequences, or ask them to leave the office/class.</li> </ul> <p><i>No change in behaviour after your discussion:</i></p> <ul style="list-style-type: none"> <li><b>Student:</b> Report behaviour to the Director Student &amp; Ancillary Services</li> <li><b>Staff/Faculty:</b> Report behaviour to your Manager who will contact People and Culture</li> </ul>	<p><b>WHAT TO DO</b></p> <p><b>Call security at:</b>  <b>Brampton - 416-417-1155</b>  <b>Creekbank - 416-802-9283</b>  <b>Central Public 905-874-2111 (City of Brampton)</b></p> <ul style="list-style-type: none"> <li><b>Remain calm.</b> Take steps to ensure your immediate physical safety.</li> <li><b>Students:</b> Report behaviour to the Director Student &amp; Ancillary Services</li> <li><b>Staff/Faculty:</b> Report behaviour to your Manager who will contact People and Culture</li> </ul>	<p><b>WHAT TO DO</b></p> <p><b>Call security at:</b>  <b>Brampton - 416-417-1155</b>  <b>Creekbank - 416-802-9283</b>  <b>Central Public 905-874-2111 (City of Brampton)</b></p> <p><b>Remain calm. If you fear for your safety, remove yourself from the situation</b></p> <ul style="list-style-type: none"> <li><b>Staff/Faculty:</b> Report behaviour to your Manager who will contact People and Culture</li> </ul>	<p><b>WHAT TO DO</b></p> <p><b>Call security at:</b>  <b>Brampton - 416-417-1155</b>  <b>Creekbank - 416-802-9283</b>  <b>Central Public 905-874-2111 (City of Brampton)</b></p> <p><b>CALL SECURITY AT EXT. 5555 if reporting after the incident</b></p> <ul style="list-style-type: none"> <li><b>Students:</b> Report behaviour to the Director Student &amp; Ancillary Services</li> <li><b>Staff/Faculty:</b> Report behaviour to your Manager who will contact People and Culture</li> </ul>
<p><b>NOTES:</b> If based on human rights grounds (e.g. sex, sexual orientation, race, disability etc.) contact the Human Rights and Equity Office. <a href="mailto:equity@algomau.ca">equity@algomau.ca</a></p> <p>If the complaint is about your manager, you should raise the concern with the person to whom your manager reports.</p> <p>Managers should establish emergency protocols for persons with disabilities</p> <p><b>For workplace violence and harassment policies and programs contact Health &amp; Safety Officer ext. 4373</b>  <a href="mailto:healthandsafety@algomau.ca">healthandsafety@algomau.ca</a></p>		<p><b>CONTACT INFORMATION:</b></p> <p><b>Security Team</b>          Brampton: 416-417-1155 / <a href="mailto:security.teamb Brampton@algomau.ca">security.teamb Brampton@algomau.ca</a>          Creekbank: 416-802-9283 / <a href="mailto:security.teamcb@algomau.ca">security.teamcb@algomau.ca</a>          Central Public: 905-874-2111</p> <p><b>People and Culture</b>          Email: <a href="mailto:people.culture@algomau.ca">people.culture@algomau.ca</a></p> <p><b>Student Success:</b>          1-905-451-0100 x32020  <a href="mailto:studentsuccess@algomau.ca">studentsuccess@algomau.ca</a></p> <p><b>Employee &amp; Family Assistance Program (EFAP)</b>  <a href="http://www.homewoodhealth.com">www.homewoodhealth.com</a>          1.888.689.8604</p>		