

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 Coming to work or class under the influence of alcohol and/or drugs Increased absenteeism (missing work, appointments)./Decline in work performance or decline in academic work Repeated expressions of hopelessness, helplessness, desperation or persecution 	<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. Undermining work Demeaning commentary 	<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 Conspicuous shunning, staring, silence Acts of bullying/harassment 	<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/bullying Threatening phone calls, emails, social media 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><i>Person is distressed, but behaviour is not disruptive:</i></p> <ul style="list-style-type: none"> Student: Refer to Student Services Staff/Faculty: Refer to the Employee Assistance Program (EAP) <p><i>No change in behaviour after your discussion:</i></p> <ul style="list-style-type: none"> Student: Report behaviour to Student Services Staff/Faculty: Report behaviour to your Manager who will contact Human Resources <p><i>The individual is unwilling to seek assistance:</i></p> <ul style="list-style-type: none"> Student: Report behaviour to the Director Student & Ancillary Services Staff/Faculty: Report behaviour to your Manager who will contact HR 	<p style="text-align: center;">WHAT TO DO</p> <p><i>Single instance of disruption:</i></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><i>No change in behaviour after your discussion:</i></p> <ul style="list-style-type: none"> Student: Report behaviour to the Director Student & Ancillary Services Staff/Faculty: Report behaviour to your Manager who will contact HR. 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">CALL SECURITY AT EXT. 4444 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 Director Student & Ancillary Services Staff/Faculty: Report behaviour to your Manager who will contact HR. 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">CALL SECURITY AT EXT. 4444 To discuss establishing safety Procedures</p> <p style="text-align: center;">Remain calm. If you fear for your safety, remove yourself from the situation</p> <ul style="list-style-type: none"> Staff/Faculty: Report behaviour to your Manager who will contact HR. 	<p style="text-align: center;">WHAT TO DO</p> <p style="text-align: center;">INTERNAL PHONE DIAL 9-911 EXTERNAL PHONE DIAL 911 For immediate assistance</p> <p style="text-align: center;">CALL SECURITY AT EXT. 4444 if reporting after the incident</p> <ul style="list-style-type: none"> Students: Report behaviour to the Director Student & Ancillary Services Staff/Faculty: Report behaviour to your Manager who will contact HR.
<p>NOTES: If based on human rights grounds (e.g. sex, sexual orientation, race, disability etc.) contact the Human Rights and Equity Office. equity@algomau.ca 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>For workplace violence and harassment policies and programs contact Health & Safety Officer ext. 4373 healthandsafety@algomau.ca</p>		<p>CONTACT INFORMATION:</p> <p>Security Team Email securityteam@algomau.ca Phone ext. 4444</p> <p>Human Resources Online: http://algomau.ca/about/administration Email: people.culture@algomau.ca Phone: ext. 4112</p>		<p>Student Services Online http://algomau.ca/student_life/student_services/ Email: studentlife@algomau.ca</p> <p>Employee & Family Assistance Program (EFAP) www.homewoodhealth.com 1.888.689.8604</p>