



Second Floor – Dean's Office Wing SAFE WORKING PROCEDURES

Purpose

The purpose of these procedures are to outline expectations for safety and security in the Dean's Office wing. With an aim to increase awareness and a goal of creating a safe working culture and space, these procedures guide responses for staff in both day to day, and risk scenarios. The procedures are localized plans, written in accordance with UBC's overall policies and procedures around personal and workplace security (see #9 Resources).

SAFE WORKING PROCEDURES

Doors 276 and 278 provision entry to the Dean's Office wing, and are unlocked during the law school's business hours: Monday to Friday, 8:30AM to 4:30PM. Faculty and staff have 24hr access to all secure areas in the law school.

1. Guests to the Dean's Office Wing:

Invited guests for meetings with the Dean, will report to the Dean's Executive Assistant in room 270. Signage on the floor will indicate this. All other visitors are asked to check-in at Reception. Signage will direct guests and visitors to Reception, and the Receptionist will call to announce visitors, and directs them as appropriate to meet colleagues.

2. Meetings in Offices:

Meetings occur regularly behind closed doors in the Dean's Office wings. If staff are worried about potential escalation during a closed door meeting, the glass-walled meeting rooms should be used for visibility to the floor, and colleagues. These rooms are 143 and 465.

3. Vacation Schedules:

Staff in the Dean's Office wing are *not* expected to check-in with one another on vacation bookings. However, if multiple vacations result in low staffing, the Administrator can lock doors 276 and 278 as needed. The secure wings will be locked during holiday closures.

4. After-hours:

Access to the Dean's Office wing after 4:30PM, before 8:30AM, and on weekends and holidays, is restricted to staff and faculty year round. Student employees working before or after hours must be accompanied by a supervisor.

The second to last person to leave should verbally confirm with the colleague still working, that they are the last on the floor. If the second to last staff person sees a colleague who remains in a meeting, they should check-in to gauge if support is needed. If support is needed, a customer service approach to help guide/escort an individual out is the first step. Staff should refer to #5 Customer Service and Safety, and #6 Handling Distress and Safety. If a situation requires more assistance, call Campus Security (2-2222) or dial 911 for emergencies.



5. Customer Service and Safety:

Staff interactions with faculty, colleagues, or students should be professional, with a customer service approach. If a staff person feels a conversation is taking an unwelcome direction they should: stand up and escort the person out, carry/change the course of the conversation by walking the person into an open area, and direct the individual towards the exit doors (the walk and talk method).

If a staff person feels they require further support, they should stand-up, walk the person out, and call a colleague to join them along the way towards the exit. If a colleague sees the situation requires more assistance, they should call Campus Security (2-2222), or 911 for emergencies (see also #6 Handling Distress and Safety).

If a colleague hears voices rising in another office, they should walk over to check-in, and help de-escalate the situation using the steps outlined.

UBC is private property but open to the public; the law school and law library fall within these parameters. If strangers find their way into office spaces and are disruptive to the work culture or environment, staff can ask them to leave the building. Staff should follow the walk and talk method to escort strangers out of the work space. Campus Security (2-2222) should be called in scenarios requiring more assistance, and 911 should be dialed for emergencies.

6. Handling Distress and Safety:

Staff should recognize signs of escalation in meetings and conversations. Signs of escalation include (from low to high): anxiety, frustration, discomfort, anger, fear, sweating, tense muscles, voice raising, shock, panic, rage, tunnel vision, and striking.

De-escalation responses are to be used with signs of distress. Responses include (low to high):

- a simple request (**ex:** Please lower your voice.);
- rephrase a request/question to provide reassurance;
- restate the request more assertively; (**ex.** I'm asking again, please lower your voice.)
- state a consequence of not complying with your request, but offer a chance to comply; (**ex.** If you don't lower your voice, I'm going to have to ask you to leave my office.)
- follow through on the consequence (**ex.** Please leave my office);
- gather documents and leave your office yourself;
- warn colleagues openly and verbally as you leave of your situation;
- call Campus Security (2-2222) or 911 for emergencies, to report the incident and behaviour.

7. Reporting Incidents:

All incidents should be brought to the attention of the Administrator (2-6882) immediately. The Administrator will be the primary contact for Campus Security and the RCMP on any ongoing issues as required.



If incidents are in progress, or require reporting to the entire floor, the Administrator will send an email to the Dean's Office list-serve to provide an update: law-staff2ndfloor@allard.ubc.ca.

This email chain includes the Receptionist. The purpose of this email chain is first and foremost safety. It ensures all staff in the Dean's Office wing are aware of issues, and are provided with need to know communication, to help assess and respond as needed.

If the Administrator is not immediately available, any staff member on the second floor can report the incident to the list-serve, if communication is necessary. All staff should call Campus Security (2-2222) or 911 in emergencies as needed.

8. Culture of Respect:

All faculty, staff and students are to uphold a culture of respect, in accordance with UBC's Respectful Environment Statement. Unwanted or unwelcome incidents or behaviour should be addressed through the steps outlined in #6 above. Any incidents should be brought to the attention of a staff member's immediate supervisor, or the Administrator.

Respectful Environment Statement

The University envisions a climate in which students, faculty and staff are provided with the best possible conditions for learning, researching and working, including an environment that is dedicated to excellence, equity and mutual respect. The University strives to realize this vision by establishing employment and educational practices that respect the dignity of individuals and make it possible for everyone to live, work, and study in a positive and supportive environment, free from harmful behaviours such as bullying and harassment ([see Respectful Environment Statement](#)).

9. Resources:

UBC Risk Management has created tools to support UBC's working environment. All staff must take UBC Risk Management's mandatory workplace safety, bullying and harassment training, and violence prevention training. Staff are encouraged to re-take sessions yearly for review: <http://rms.ubc.ca/training-and-general-education-courses/mandatory-training-for-all-ubc-workers/>. Staff are also encouraged to take the active shooter training: <http://rms.ubc.ca/emergency/emergency-procedures/active-shooter/>.

University Safety Policy

The University aims to provide a safe, healthy and secure environment in which to carry on the University's affairs. All possible preventive measures are taken to eliminate accidental injuries, occupational diseases and risk to personal security ([see Policy #7](#)).

Response to At Risk Behaviour

The University strives to provide a welcoming environment in which all individuals can visit, work and study without threat to personal safety or property, or disruption. When such threats or disruption occur it is important that the University act to control such behaviour promptly



and effectively ([see Policy #14](#)). At risk behaviour includes behaviour that threatens personal safety or property, or disrupts lawful or legitimate activities.

Discrimination and Harassment

UBC prohibits discrimination on 13 grounds including: age, family status, physical or mental disability, race, religion, sex, or sexual orientation ([see Policy #3](#)). UBC Student Services also has additional resources listed here:

<https://students.ubc.ca/campus-life/diversity-campus/discrimination-harassment>

LOCKED DOOR PROCEDURES

To ensure workplace safety, if an incident of high risk has been identified, the Dean or delegate will make the decision to lock the doors 276 and 278 to the Dean's Office wing.

Law students will have access through their UBC card, Monday to Friday 8:30AM-4:30PM, and faculty and staff will have 24hr access using their cards. The Administrator can deactivate law school access to specific individuals to ensure further safety as needed.

In this scenario, all safe working procedures above are maintained, with the following changes:

1. Reception and Signage:

The Administrator is responsible to organize additional signage on the glass, and access panels of locked doors. Signage will direct faculty, staff and students to use their UBC cards for entry, and guests and visitors to check-in at Reception.

2. Communication:

The Dean or delegate will send a communication to all faculty and staff in such an instance, indicating an intended period of time for the change. Senior student services staff will communicate to students, and all are responsible to communicate to clients as needed.

3. Tailing:

To mitigate the risk of those not within our community following someone with access in, all communication will include a note to remind faculty, staff and students to ensure no one is tailing them into a secure space. Staff will do their part to help educate and remind one another, our community, and guests in this manner.

Only the Dean or delegate will make the final decision to re-open the doors in this scenario.

These safety procedures will be reviewed and updated annually as needed.