



## **STUDENT SERVICES SAFETY PROCEDURES**

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### **Purpose**

The purpose of these procedures is to outline the law school's operational steps for safety and security in the Student Services wing. With an aim to increase awareness and a goal of creating a safe working culture and environment, these procedures guide responses for first floor 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 #8 Resources).

### **STANDARD PROCEDURES**

The law school business hours are Monday to Friday, 8:30AM to 4:30PM. Doors 176 and 178 provision entry to the Student Services Wing, and will be unlocked during these business hours.

Students, faculty and staff are welcome to flow through the first floor during business hours. All visitors and guests to the law school are encouraged to check-in at Reception.

#### **1. Reception and Signage:**

Where possible, invited guests or visitors should check-in at Reception. The Administrative team is responsible to sign the main entrance, directing guests and visitors to Reception. The receptionist calls to announce visitors, and directs them as appropriate to meet colleagues. Respective units provide additional direction or support to guests as needed.

Student Services administrative assistants will be responsible for printing and displaying in a visible location, emergency safety contact sheets distributed yearly by the Law JOHSC.

#### **2. Meetings in Offices:**

When possible, first floor staff will have open door meetings with students and guests. Staff with offices configured with meeting tables should sit in the chair closest to the door during one-to-one meetings.

Colleagues should be aware of one another's schedules. If a closed door meeting is going long, a colleague should knock on the door and ask a check-in question (ex. "Are you still okay with meeting soon?"). Check-in questions are a good way to ensure potential risk scenarios do not escalate.

If staff are worried about potential escalation on a difficult case or file, meetings should be booked in glass-walled meeting rooms for visibility to the floor and colleagues. These rooms in the Student Services wing are meeting room 143, and the Career Resources Centre, room 153.

#### **3. Vacation Schedules:**



Respective units will monitor their teams' vacation schedules. Vacations that affect coverage during business hours are communicated to other units, and Student Services staff can view each other's PAT calendars for this purpose. With 24 hours' notice, door 176 or 178 can be locked by request to the Administrator for the duration of a vacancy.

4. After-hours:

Access to the Student Services wing after 4:30PM and before 8:30AM, and on weekends and holidays, is restricted to staff and faculty year round. Meetings that extend past 4:30PM can continue if already underway; students should be escorted out by a staff member in this instance. This policy applies to all student employees. Summer student employees may have amended work schedules working alongside supervisors.

The second to last person to leave daily should verbally confirm with the colleague still working that they are the last one on the floor. If the second to last staff person sees a colleague who remains in a meeting, they should verbally 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 (see #5 Customer Service and Safety). See also #6 Handling Distress and Safety, for further de-escalation strategies. 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 to interactions. If a staff person feels a conversation is taking an unwelcome direction they should: stand up, 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 in such an instance, 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. If a staff person feels trapped inside their office and feels unable to de-escalate a situation, they should use their blue light button immediately (see Blue Light Procedures).

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 unwelcome strangers 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 help or reporting, and 911 should be dialed for emergencies.



6. Handling Distress and Safety:

UBC has guidelines for supporting students in distress (the green folder). All staff and faculty should be aware of green folder resources and responses:

<https://facultystaff.students.ubc.ca/assisting-students-distress>.

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 should be used if these signs are apparent. Responses include (from low to high):

- a simple request (ex: please lower voice);
- rephrase a request/question to provide reassurance;
- restate the request more directly and assertively;
- state a consequence of not complying with your request, but offer a chance to comply;
- follow through on the consequence (ex. ask the person to leave your office);
- gather documents and leave your office yourself;
- warn others and communicate openly/verbally to your colleagues as you leave;
- call Campus Security (2-2222) or 911 for emergencies, to report the incident and behaviour.

7. Culture of Respect:

All faculty, staff and students are to uphold a culture of respect in accordance with UBC's Respectful Environment Statement (see #8 Resources) and the Student Code of Conduct outlined below. Unwanted or unwelcome incidents or behaviour should be addressed through the steps outlined above: simple requests, to more assertive direction, to leaving the situation. Any incidents beyond this should be brought to the attention of a staff member's immediate supervisor; JD student issues should first be brought to the Assistant Dean, Students.

Students are governed by a code overseeing non-academic misconduct: [see Student Code of Conduct](#). This code acts to protect: the integrity and proper functioning of the academic and non-academic activities of the University, the peaceful and safe enjoyment of University facilities by other members of the University and the public, the freedom of members of the University to participate reasonably in the programs of the University and in activities in or on the University's premises, or to protect the property of the University or its members.

8. 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>

#### 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](#)).

### **LOCKED DOOR PROCEDURES**

To ensure workplace safety, if an incident of risk has been identified, the Dean or delegate will make the decision to lock the doors on the first floor:

- Door 176 locked 24hrs
- Door 178 locked 24hrs

Registered JD and graduate students, faculty, and staff will be provided access through their UBC cards. Law students will have fob access Monday to Friday 8:30AM-4:30PM, and faculty and staff will have 24hr access.

If deemed necessary, the Administrator can deactivate law school access to specific individuals to ensure further safety. In this scenario, all standard procedures as outlined 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 doors 176 and 178. 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 their students and clients as necessary.

3. Tailing:

To mitigate the risk of strangers and those not within our community following someone with access in, all communication will include a note to remind faculty, staff and students to not hold doors open for others, and to ensure no one is following them in. 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.

### **BLUE LIGHT PROCEDURES**

The blue light system is a tool that communicates a need for help in moments of distress. All individual offices on the first floor are equipped with a blue light button placed under meeting tables or desks. The intent is to discreetly communicate a need for help/assistance in a particular office, while also communicating an inability to leave the office.

Pressing the button will immediately trigger a flashing blue light and alarm at Reception. The blue light panel will indicate your office number and the receptionist will immediately call your office. In some instances, this immediate phone call can trigger a de-escalation of the situation itself by introducing a change in the situation.

While you are not obligated to answer the phone, if you do, the Receptionist will ask a series of **YES/NO** questions to help assess the risk and determine next steps:

**Q:** I just received a notification from your office. Can you talk freely?

**Q:** Do you feel safe? Does the person have a weapon?

*The receptionist will call 911 if answers denote high risk at this stage.*

**Q:** Do you want me to send someone to knock on your door?

**Q:** Would you like that person to help you escort that person out of your office?

*The receptionist will call a colleague to knock on the door and assist.*

*The receptionist will call Campus Security to report the incident at 2-2222.*

If there is no answer, the Receptionist immediately calls Campus Security (2-222) to report the blue light has been triggered, indicating the room number. The Receptionist will then call a colleague to go and check through the privacy glass panel of the office, and report back on what they see. The receptionist will dial 911 in an emergency.



Staff are best positioned to de-escalate risk scenarios by following procedures outlined in this document; however staff should never jeopardize their safety.

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