



# Staff Guide to Addressing Disruptive Behaviour

**McMaster University is a community** dedicated to furthering learning, intellectual inquiry, the dissemination of knowledge and personal and professional development. Membership in this community implies acceptance of the principle of mutual respect for the rights, responsibilities, dignity and well-being of others and a readiness to support an environment conducive to the intellectual and personal growth of all who study, work and live within it.

All students, staff and faculty members of McMaster University have the right to learn, work and live free from intimidation and harassment. Each member of the McMaster community has a responsibility to promote and maintain an environment that is welcoming and secure for everyone and to be familiar with the regulations outlined in the Student Code of Conduct (SCC).



## **Student Affairs**

Gilmour Hall, Room: 207  
1280 Main St. W.  
Hamilton Ontario  
L8S 4L8

Phone: 905-525-9140 x27455

Fax: 905-524-0222

<http://studentaffairs.mcmaster.ca>

## Judicial Affairs: Community Living at MAC

Judicial Affairs helps to achieve and enhance an ethical campus community at McMaster by addressing behavioural expectations for student civility and personal conduct. We work with the other departments in Student Affairs as well as student groups and the broader University community to help educate McMaster students through the development of campus community standards and the implementation of a fair and efficient judicial process.

While it is expected that most student behaviour can be handled informally, repeated or more severe instances might fall under the SCC.

The SCC defines disruptive behaviour as “behaviour in class or out of class, which for any reason disrupts the class work of others, involves substantial disorder, invades the rights of others and/or disrupts the operation of the University.”

### Examples of disruptive or unacceptable behaviour:

- Excessive and continued cell phone or pager noise, in offices, libraries or in designated quiet areas.
- Physically threatening or using derogatory language towards any students, staff or faculty members.
- Inappropriate and repeated emails or e-harassment.
- Destructive behaviour towards property belonging to the University or to any students, staff or faculty members.
- Misconduct resulting from drug or alcohol use.
- Harassment of any kind (sexual, racial, bullying, etc.).

### Helpful tips for avoiding disruptive behaviour:

- Model the good behaviour expected from students.
- Be courteous, fair and sensitive to the various needs of students, staff and faculty members.
- Develop rapport with students when possible and appropriate.
- Set reasonable expectations, clearly outlined and explained.
- Show confidence in your actions and enforce all decisions.
- Be fair and consistent when addressing disruptive behaviour.

**If you feel as though your personal safety and/or the personal safety of others might be in immediate danger, contact McMaster Security Services by dialing “88” or ext. 24281 from any University phone.**

## How to address disruptive behaviour in your workspace:

- Do not take the situation personally. Maintain a reaction that is calm and not overly emotional or rash.
- Address the inappropriate behaviour immediately and directly. Name the problem behaviour specifically and be firm in telling the student (or other community member) to stop. Explain the possible consequences if the problem persists.
- As soon as possible, report the behaviour to your supervisor.
- If the disruptive behaviour continues or escalates, enforce appropriate consequences (i.e. removal of privileges, ejection, etc.) and explain that these consequences can only be rectified if the student returns when he/she has managed the problem behaviour.
- As soon as possible, report the behaviour to your chair.
- Document the dates, times and locations of incidents and meetings. Additionally, you are encouraged to consult the departments and services listed under the “Who to contact” heading of this pamphlet.
- If a student behaviour is related to a disability, the staff member should work with Student Affairs and the Centre for Student Development to accommodate the student and address the disruptive behaviour.

## How to make a complaint or file an incident under the Student Code of Conduct:

Contact Judicial Affairs by phone at **ext. 27455** or via email at [studentcode@mcmaster.ca](mailto:studentcode@mcmaster.ca).

### **There are several possible outcomes when someone files a complaint.**

- You may discuss the case and brainstorm possible ideas on how to handle your current situation.
- An investigation may begin and the student may be called in for a meeting to get their perspective.
- Students may then receive sanctions which are intended to remedy the situation, promote community standards and to warn of possible consequences should inappropriate behaviour continue: this is what is referred to as informal action under the SCC.
- A formal Hearing may be required to rectify a situation. This is often the case for serious or repeat offences under the code. If this does happen, you may be interviewed further, be asked to provide a statement or, in rare cases, to attend a Hearing.

**The SCC is intended, particularly in the first instance, to be educational in nature; therefore, it is especially important that cases of misconduct be reported as soon as they occur.**

**Incidents of violence, harassment and ongoing disruption, even after measures to correct or rectify the situation have been taken by staff, should always be referred to Student Affairs.**

# Who to Contact:

## Human Resources

Gilmour Hall 304

[working@mcmaster.ca](mailto:working@mcmaster.ca)

<http://www.workingatmcmaster.ca>

Human Resources Services is committed to ensuring that each employee is treated with respect, dignity, and fairness. Human Resources can help you understand your rights and responsibilities as an employee of McMaster University, and can help with the management of disruptive behaviour by referring employees to Conflict Resolution Resources.

## Human Rights and Equity Services (HRES)

MUSC 212

Ext. 27581

[hres@mcmaster.ca](mailto:hres@mcmaster.ca)

<http://www.mcmaster.ca/hres>

HRES is a confidential service for all employee groups and students. They provide advice and conflict resolution for human-rights-related issues such as sexual harassment and discrimination.

## Ombuds Office

MUSC 210

Ext. 24151

[ombuds@mcmaster.ca](mailto:ombuds@mcmaster.ca)

<http://www.mcmaster.ca/ombuds>

The Ombuds office assists staff, faculty and students in the just, fair and equitable resolution of University related complaints and concerns, such as terms of employment, working conditions, disciplinary issues, etc.

## Security Services

E.T. Clarke Center 201

Ext. 24281

[security@mcmaster.ca](mailto:security@mcmaster.ca)

<http://www.mcmaster.ca/security/>

Security Services is responsible for the safety and protection of persons and property within the McMaster Community. They help preserve and maintain an environment where diverse social, cultural and academic values are allowed to develop and prosper through prevention programs and law enforcement in concert with the community.

## Student Affairs

Gilmour Hall 207

Ext. 27455

[student-affairs@mcmaster.ca](mailto:student-affairs@mcmaster.ca)

<http://studentaffairs.mcmaster.ca>

The Office of Student Affairs oversees the provision and delivery of student services on campus, including Judicial Affairs, the Centre for Student Development and Campus Health. Student Affairs resolves issues brought forth by students and the greater community in order to enhance student life at McMaster University.