

Additional Information on Conflict Resolution and York's Intervention Model for Security Services

All members of the York community share responsibility for safety and well-being while on our campuses. The [Community of Care Commitment](#) wraps around the University's safe return to campus efforts, and includes the following responsibilities for all members and guests of the University:

- Observing all COVID-19 health and safety regulations while on our campuses.
- Supporting community well-being through healthy personal behaviours and actions.
- Maintaining compassion, kindness, and empathy towards one another amid times of uncertainty and difficulty.
- Respecting personal health and privacy in balance with the protection of public health.

As outlined in the [Conflict Resolution Pathways](#) resource, if conflict does arise, it should be resolved as close to the source as possible and with respect for all parties' rights and privacy.

Wherever possible, **respectful communication is encouraged as the first strategy in trying to resolve conflict** and tips on how to navigate through challenging health and safety conversations can be found [here](#).

Should informal attempts at resolution be unsuccessful or inappropriate and conflict continue to persist, community members should then seek the advice and/or support of the contact person in their Department or Faculty who is responsible for responding to questions and concerns related to return-to-campus issues.

However, we recognize that there may be instances where an instructor may feel they cannot wait to seek advice and/or support from their academic unit or Faculty and feel the need to reach out to Security Services. The purpose of this document is to outline what an instructor should consider and do in such circumstances.

Examples of Conflict

Examples of conflict could include:

- Refusing to show YU Screen clearance screen upon request and, if applicable, refusing to check-in on YU Screen if daily screening is not completed.
- Refusing to leave instructional space if or when YU Screen indicates red/not permitted to come to campus.
- Coming to campus even though out of compliance with York's [Vaccination Mandate](#) policy.

With regards to masks, York's mask protocol requires all community members and guests to wear a mask while on York's campuses. However, as per [law](#), some may be exempt from wearing a mask if they:

- have a medical condition that inhibits their ability to wear a mask
- are unable to put on or remove the face covering without help from someone else
- are receiving accommodations according to the *Accessibility for Ontarians with Disabilities Act, 2005* or the *Human Rights Code*

As per [law](#), medical documentation is not required to support any of the exceptions above.

If community members have a medical condition, disability or impairment that affects their ability to wear a mask and are in need of accommodation:

- **Staff and faculty:** please contact Health, Safety and Employee Well Being at their confidential email address: ewb@yorku.ca and notify your manager or associate dean. ***Please note, you are not required to disclose your specific medical condition to your supervisor or manager.**
- Students: please contact Student Accessibility Services at sasreg@yorku.ca.

Prior to Arrival on Campus

Faculty, instructors, teaching assistants, and others who are responsible for any in-person instruction are encouraged to set expectations and reinforce to their students their continued responsibility and adherence to established safety protocols **AND** that any willful non-compliance may result in disciplinary actions.

Should an instructor come to learn that a student aims to come to campus in contravention of York's Vaccination Mandate policy and/or other health and safety protocols, one should:

- Communicate to the student that they are **NOT** to attend campus unless they are in compliance with the University's policies and protocols.
- Caution the student that their willful non-compliance may result in disciplinary actions under the [Code of Student Rights & Responsibilities](#) or, if deemed necessary by Security Services, may have trespass ramifications.
- Notify their Chair or Director, or Dean's/Principal's Office if necessary, of a potential non-compliant student along with the student's name and student number.
- If required, notify and consult with [Security Services](#) in the Community Safety Department ([CSD](#)).

In-Class Presence & Non-Compliance

If an instructor observes or comes to learn that a student who is physically present in the class is out of compliance with University policy or not observing health and safety protocols, the instructor should:

- Remind the student that they are required to observe the University's policies and protocols at all times while on campus, and that they cannot stay in class or on campus until such time they are in compliance with York's policies and protocols.
 - Sample dialogue: "I'm sorry, but I cannot permit you to enter/stay in the class. All university community members accessing campus are required to follow York's COVID-19 health and safety policies. It's important to public health that everyone on York's campuses pass screening, wear a mask, and be in compliance with the Vaccination Mandate policy, and be able to demonstrate that to others for community reassurance. Eating and drinking is not permitted in class. If you have a medical reason for not being able to wear a mask, I encourage you to contact Student Accessibility Services so that can be documented. In the meantime, you can obtain access to the course materials on eClass."
- Instruct the student to exit the classroom and/or leave campus. Where necessary, remind the student they must put on a face mask immediately.
- If necessary, advise the student to contact the Office of Student Community Relations ([OSCR](#)) for further information on their responsibilities as per the Code.
- Notify your Chair or Director, or Dean's/Principal's Office if necessary, of the non-compliant student along with the student's name and student number.
- If required, also notify [OSCR](#) and [Security Services](#).

Refusal to Leave Classroom by Non-Compliant Student

If a non-compliant student is present in class and refuses to leave the classroom, the instructor should:

- Consider asking the remaining students to leave the class for a determined period of time.
- Remind the student that they are required to observe the University's policies and protocols at all times while on campus, and that they cannot stay in class or on campus until such time they are in compliance with York's policies and protocols.
- Invite the student to follow up remotely with the academic unit's Chair or Director, relevant Associate Dean, and/or OSCR to address their concerns.
- If non-compliant student refuses to leave following the above intervention, consider cancelling the class session to further diffuse the immediate situation.

- If there is concern for immediate health and safety, call 911 first, then call Security Services at [416-736-5333](tel:416-736-5333), or from your office phone at extension 33333, or for TTY at 416-736-5470.
- Where immediate health and safety is not compromised, the instructor should contact Security Services at [416-650-8000](tel:416-650-8000), or from your office phone at extension 58000, or for TTY at 416-736-5470.
- Security Services may call upon relevant non-security personnel (e.g., the building/facility manager) to assist if necessary. If required, the Security Supervisor may also be called to the incident.
- If there is continued refusal to leave, Security will again request the student's compliance to leave the campus immediately as they are now deemed to be trespassing. The student will be advised that they can address their concerns remotely with their academic unit's Chair or Director, their relevant Associate Dean, or through OSCR.

If required, Toronto Police Services (TPS) will be contacted. Please note that any forcible intervention will require TPS' assistance and that will likely take a considerable length of time to action. The instructor will be encouraged to dismiss the remaining students, if they have not done so already, as the class would likely be over while awaiting TPS' arrival.

- Following the incident, instructors should notify their Chair or Director, or Dean's/Principal's Office if necessary, as well as OSCR. Where possible, please include the name and/or student number of the non-compliant student in communications.

NOTE: Every effort should and will be made to de-escalate and resolve challenging incidents without forcible intervention. Security Services will *not* forcibly remove a student from class due to their willful non-compliance of these safety protocols without Toronto Police Services' assistance. This is in compliance with the University-approved *Intervention Model for Security Services*. The attending Toronto police officers will make the final determination to arrest the individual under the Trespass to Property Act. An arrest under these circumstances will be a last resort action and is not recommended.

As noted above, the arrival for Toronto Police Services to enforce such action will likely be hours and the class would have been over with. It is recommended that the class be cancelled, rescheduled if possible, and action be initiated by the instructor with support from Security Services. A complaint can be filed through OSCR as per the Code of Student Rights & Responsibilities.

Key Safety Contact Information

To report a non-urgent safety incident to Security Services, call [416-650-8000](tel:416-650-8000), or from your office phone at extension 58000, or for TTY at 416-736-5470.

For life-threatening situations where people or property are at immediate risk, call 911 first, then call Security Services at [416-736-5333](tel:416-736-5333), or from your office phone at extension 33333, or for TTY at 416-736-5470