



How to say when it's not okay

In order to stay safe on campus, we must take collective responsibility for reducing the transmission of COVID-19. We can take care of each other by following guidance about social distancing, face coverings, hand-washing, and other mitigations. However, it can be difficult to know what to do or say when you see someone not following the guidance.

Below are some strategies to help you intervene that are designed to change behaviour while minimising friction or conflict. They follow a key principle:

Assume that the person has either misunderstood the current guidance or is unable to comply with it. Don't assume that they are deliberately ignoring it. Most people comply when the rules are clear and consistent, and when resources are in place (e.g., supply of face coverings or hand sanitiser).

1. Try framing your intervention as an offer (e.g., "Do you need a face covering?") and thus a resource-based issue, rather than one of deliberate non-compliance.
2. If someone is not keeping to social distancing requirements, pause (if they are moving towards you) and/or step back to remind them. This will encourage most people to adhere. If face coverings are the issue, remember that not everyone can wear a face-covering (Some people may wear a hidden disability lanyard or badge to indicate that they cannot wear a face-covering).
3. Try framing your intervention as an informing or clarification. For instance, say "In case you didn't know, we have to wear face coverings in areas like this", or "the University requires us to keep two metres apart in these sorts of rooms or spaces." This way, you treat the person as misunderstanding the guidance, rather than deliberately not complying.
4. You may wish to soften your intervention by adding a pre-emptive explanation (e.g. "I'm sure you didn't mean to")
5. Look around to see if others are also noticing the non-compliance or are feeling uncomfortable. This might help you to decide to say or do something, and they may also step in to help you – especially if you catch their eye and can tell you share the same concern. Some people will find it very difficult to speak out, so help if you are able to do so.
6. Support others if they are making an intervention and the non-compliant person is not responding – while taking care to be respectful.
7. If someone refuses to comply, ask them to leave the area or room. In classrooms and other enclosed spaces, the activity should be delayed until they comply or leave. If they become confrontational, note their name (if you know it) for line managers to take action. If the person is a student please let the SES team know their name for them to follow their usual procedures within the school for escalating issues of student behaviour. If this occurs outside of an academic setting please pass the name and details of the incident to Security. Leave the room at the same time as enabling everyone else to do so. Do not stay in the room with people who are refusing to comply.