

## **Resources for dealing with challenging visitors**

### **Introduction**

Because UC Davis is a public university, campus is largely accessible to the media and members of the public.

We welcome visitors who come to participate in events or activities or just enjoy the campus. Many people also come to campus to exercise their rights of free expression. For example, members of different faiths table outside the Memorial Union and people participate in demonstrations and activities on the Quad.

But not all campus spaces are open to the public. And even in public spaces, people may not disrupt the business of the university or stop others from participating fully in campus life.

Here are some tips and resources if people in your work area:

- Behave disruptively
- Attempt to record interactions without your consent
- Violate [campus time, place and manner regulations](#)

### **What Is a Public Space and Why Does it Matter?**

#### **Outdoors**

In general, outdoor spaces such as the Quad or the lawns and plazas outside of buildings are public. Some outdoor spaces, such as animal enclosures, agricultural fields and athletics facilities are not public and require permission to gain access.

#### **Indoors**

Building lobbies and areas that are freely accessible are generally considered public. Student housing, labs, classrooms and work areas that are typically closed to individuals without specific business in those areas are not generally considered public.

#### **Access**

Entry to non-public spaces may be restricted if the bases for exclusion are lawful and are consistently applied. For example, private office areas can be limited to people who are authorized to work in those areas. Classes may be open exclusively to registered students. Events in a space can be restricted to specific groups of attendees, provided an invitation has not been made for anyone to attend.

## **Policies and Laws**

- The University of California has a policy for the [conduct of non-affiliates](#). The policy applies to visitors who are not students or employees, and prohibits behavior that interferes with university business, or that is harassing or intimidating.
- Under the UC Davis policy setting out time, place and manner restrictions [on free speech activities](#), no one may block hallways, doors, or passageways or compromise safety and security.
- California Penal Code [Section 632](#) makes it illegal to record a confidential conversation without consent. Exceptions include conversations in public gatherings; public legislative, judicial, executive, or administrative proceedings; and situations where people can reasonably expect to be overheard or recorded. Although prosecutions under this law aren't common, knowing the law can help you assert your rights as a de-escalation tool, as appropriate.

## **Responding to Disruptive Activity**

- Remain calm and professional — even in the face of hostility — to de-escalate the situation as much as possible.
- Listen to the other person's concerns attentively, then offer options that will end the encounter. For example, you might offer to provide their contact information to the right university resource or representative to respond to them.
- Contact your supervisor.
- Post signage that reads "Authorized Staff Only" or "Authorized Staff Only Beyond This Point" in appropriate spaces to make clear areas that are not generally open to the public.
- In the case of someone aggressively attempting to record you, you may state that they do not have your consent to record, i.e.: "You do not have my consent to record this conversation. Please stop recording and I will try to address your concerns."
- UC Davis Human Relations offers [de-escalation training](#), and the UC Davis Police Department offers a [de-escalation workshop](#).

## **Resources**

- [UC Regulations Governing Conduct of Non-Affiliates](#)
- Time, Place and Manner restrictions in the UC Davis [Freedom of Expression Policy](#)
- UC Davis [Free Speech](#) website with resources, regulations, tips
- California Penal Code Section 632, [Invasion of Privacy](#)
- Information on HR [de-escalation training](#)
- Information on UC Davis Police Department [workshops](#)