

PREVENTION TIPS

- Be conscious of who will receive your message – will they be hurt, upset or threatened by what you've said?
- Learn and use appropriate netiquette – (ex. Typing in all caps is equivalent to yelling at someone) – for more info: www.albion.com/netiquette
- Use extreme care when sharing personal information online – be wary of identity theft, potential for stalking and potential for teasing/harassment (ex. Changing your MSN name to say where you are – “heading to the gym”)
- Never post or send information about someone else online without their permission
- Use judgment and care when sending, sharing or posting jokes or images that could be offensive to others
- Remember and understand that online communication creates a permanent record and could be traced
- If conflict or other issues arise during online communication, consider switching to other forms of communication in order to resolve the matter and clarify – use the phone or meet in person
- Take responsibility for creating a respectful online environment – speak out against online harassment

For more information on preventing online harassment, please visit:

www.haltabuse.org

www.cyberangels.org

www.bewebaware.ca

To learn more about how you can help to create a workplace that is free of hate, harassment and discrimination, you are encouraged to stop by the Office of Human Rights and Equity at DeCew Residence 221.



Office of Human Rights and Equity
Services

DeCew Residence, Room 221
St. Catharines Campus
www.brocku.ca/humanrights
(905) 688-5550 ext. 5657
humanrights@brocku.ca



OFFICE OF HUMAN RIGHTS AND EQUITY SERVICES

Promoting a respectful work and
learning environment at Brock
University.



PREVENTING ONLINE HARASSMENT

PREVENTING ONLINE HARASSMENT AT BROCK

OUR COMMITMENT

Brock University is committed to creating a diverse and inclusive community, and to providing all members of its community with a **respectful work and learning environment** that is free of hate, harassment and discrimination. This includes harassment and discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status and disability, as well as personal and psychological harassment and bullying. Online harassment is a growing problem at Brock and other universities.

ONLINE HARASSMENT

Harassment is often defined to include any behaviour that creates an intimidating, demeaning or hostile environment, and may often be on the basis of someone's personal characteristics, as set out above. It is behaviour that is unwelcome and unwanted or ought reasonably be known to be unwelcome or unwanted.

With advances in information technology, harassment has now moved into cyberspace. Online harassment may include harassing, offensive or threatening email or online chats; offensive or harassing postings to discussion boards, newsgroups, blogs or webpages; sending

pornographic photos or videos of someone, or to someone, without their consent; using someone else's online identity to harass another person; spamming; spoofing; mailbombing; or cyberstalking. As with general harassment, online harassment may result from one incident or from a pattern of behaviour. Online harassment often occurs prior to, or in conjunction with, off line harassment.

THE COSTS...

Online harassment hurts our entire community by promoting hate and attacking diversity. It discourages accessibility and use of online resources for its targets by creating an "unsafe" environment online. This loss of accessibility only reduces academic pursuit and freedom on campus. In addition, all forms of harassment threaten the health and safety of Brock's community members and increase the costs of protecting that community.

HOW TO RESPOND?

If you find you are the target of online harassment, seek assistance from resources on campus including: Campus Security, the Office of Human Rights and Equity Services, Information Technology Services, and Residence Life Staff. Do not ignore online harassment and do not erase the email message as it may contain information to identify its source. Print a copy and forward a copy to the appropriate campus office for investigation. Block the harasser from

your email or chat list. Be wary of invitations to chat from people you do not know. Use a new online identity or stay offline until the matter is resolved.

Online harassment is against Brock University's Respectful Work and Learning Environment Policy, Computer Use Policy, and the Student Code of Conduct and Disciplinary Procedures in Non-Academic Matters. It may also be a criminal offence.

PREVENTION TIPS

Remember that key elements of effective communication, such as body language, facial expression, tone of voice and pace of speech, are missing from online communication. Without these elements to add context, it is easy for others to misinterpret or attach different meanings to things you say online. To increase the effectiveness of your online communication, consider the following tips:

- Always re-read what you've written before you send to check what impression you're leaving – would you communicate the same message face to face?
- Avoid using online communication in times of anger or conflict – take time to cool off before sending a message