

DISRUPTIVE INDIVIDUAL EMERGENCY RESPONSE GUIDE



If you see a **disruptive individual**, or a situation that has the potential for **violence**, try to remain calm and follow these procedures:

EMERGENCY RESPONSE PROCEDURE



Call Security

- If a panic button is installed in your area, use it
- Contact **Security (212-746-0911)** or **call 911** if off-site
- Give your name, location and a description of the individual's behavior
- Note any information that would help to identify the individual (i.e., age, appearance, clothing)



Express Authority

- Sit or stand erect with broad, square shoulders
- Smile and make eye contact
- Speak clearly and distinctly
- Maintain a constant voice volume that is not too loud

DO NOT:

- Stand too close or touch the person
- Slouch, glare or sigh at the individual



Alert Colleagues

- If possible, advise coworkers and supervisor of the potential problem



Anger Management Tactics

- **Get their attention:** Use their name and ask them to sit down
- **Acknowledge their feelings:** Apologize and paraphrase what they say so they will know you are listening
- **Redirect issue:** Try to redirect the person to change the focus away from the issue causing aggression
- **Get them moving:** Offer a chair, move them out of the public space if applicable and possible
- **Offer assistance:** Use the word "we" to include them in the solution process
- **Offer a plan:** Tell them exactly what you can do for them and when; offer to have them speak with a supervisor
- **Suggest alternatives:** Offer an alternative solution if appropriate

What is a disruptive individual?

SOMEONE WHO:

- Makes threats of physical harm to you, others or themselves
- Behaves in a bizarre manner or exhibits unstable behavior patterns
- Appears to be intoxicated or under the influence of a controlled substance
- Has a weapon (also see active shooter procedures)

If you encounter a disruptive individual, call Security at:

212-746-0911

OFF-SITE, CALL 911



QUESTIONS?

ENVIRONMENTAL HEALTH AND SAFETY

CALL 646-962-7233 ONLINE weill.cornell.edu/ehs EMAIL ehs@med.cornell.edu

Weill Cornell Medical College | 402 East 67th Street, Room LA-0020 | New York, NY 10065