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