

ADMINISTRATIVE PROCEDURES

SECTION: 100 – GENERAL ADMINISTRATION

CODE: AP 169.11

PROCEDURE: HOSTILE INDIVIDUAL

BACKGROUND

Responding to an incident involving a hostile or angry individual causes all of us concern. Hostile people are usually unpredictable and we are often uncertain how best to respond to their aggressive behavior.

PROCEDURES

1. Model control, don't demand it. Maintain a calm professional demeanour. By demonstrating self-control, you may avoid increasing anger and anxiety in others.
2. Assess as you approach. Approach overtly. Disperse any crowd of onlookers. When possible, assign tasks, "Go to the office and ask for another teacher to come here."
3. Watch the periphery of the area. Any weapons involved will often be passed to individuals on the periphery. Watch for weapons and other problem individuals.
4. Work in pairs, whenever possible. Person 1 makes contact and gives directions. Person 2 monitors incident while standing approximately 3 meters from person 1.
5. Ensure you have a clear exit. Prior to entering the area, ensure you can leave easily. Never stand with your back to a door, as it blocks the exit for the other person.
6. Keep your hands free. Avoid carrying anything in your hands. It is difficult to appear in control when your hands are not free.
7. Identify yourself by name and/or position. Don't assume that this will bring about immediate compliance. However, it is less likely to trigger the common phrase, "Who do you think you are?" from the aggressor.
8. Listen, listen, listen – let them talk. If an angry individual is willing to talk, let them, regardless of whether or not you agree with them – it is a great way for them to "let off steam".
9. Let the individual "save face". Everyone appreciates a way out. Construct your dialogue with this in mind.
10. Maintain casual eye contact. While the issue of eye contact has many variables (gender, culture, etc.) it is important to maintain at least casual eye contact.

11. Keep a barrier between yourself and the individual when possible. This will allow you to keep a safe distance away and discourage direct contact.
12. If you approach a vehicle:
 - 12.1 Note the license number and description of the vehicle.
 - 12.2 Do not stand in front of the vehicle.
 - 12.3 Do not stand beside the doors.
 - 12.4 Do not lean into the vehicle.

Date Issued: November 21, 2007