

# MEMO

Near West American Job Center

March 2019

## **RE Incident Protocol: Threatening Behavior**

As you know, at times we have customers who become upset and express it in a disruptive manner. This memo is specifically in reference to *threatening behavior* (verbal or physical), which can be defined as any person knowingly putting another person in fear of injury or harm.

*Before reading on, please take this into account:* A staff member who is directly involved in this kind of situation may not be able to act on his/her own behalf. Please be aware of what is going on around you, and be ready to proceed with the below protocol in order to assist others.

### **Staff Member Protocol** (no supervisor approval needed)

1. Call 911.
2. Contact building security at 312-994-8349. Please note that our security guards are not armed and are directed by their employer to not touch the customers. They are able to provide assistance when threatening behavior occurs, but are not equipped to completely resolve it. It is for this reason that 911 should be called first.
3. Contact Evelyn or Angela, and if not available immediately, any other manager in the building.
4. Do not guide the customer further into the building than he/she already is, or into any enclosed space.

### **Management Protocol**

1. Ensure above protocol is followed, and fill in where necessary.
2. Lock front doors and station security at the entrance (after the threatening customer has been removed). This does not mean the building is closed, but simply that we are very closely monitoring our entrance. Doors should typically stay locked for the rest of the business day.
3. Notify Pilsen staff of the incident and current status.
4. Complete and submit Incident Form along with Police Report.

We appreciate your cooperation with this protocol. If you have any questions, please direct them to Evelyn Spigner at 312-994-8362 or Angela Lopez at 312-994-8303.

Thank You,

Pilsen Management