

# CRISIS DECISION MAKER

Are you or others in danger?

yes

Sheriff: 740-773-1185  
Chillicothe Police: 740-773-1191

no

call  
911

Inform immediate  
co-workers of the situation.

Complete an Incident Report.

Communicate/follow-up  
with supervisor.

Is the person's  
behavior potentially  
illegal or violent

yes

no

## MANAGE THE SITUATION

1. Issue a verbal warning (try to remain calm and friendly). Give them a choice to stop the behavior.
2. Repeat the warning. Ask if they need assistance. Offer alternatives. Provide a copy of the Patron Code of Conduct.
3. State that they have been warned twice and you will ask for assistance unless the behavior stops immediately.

## Manageable situations:

- Sleeping—regard sleepers as if there is a health concern (diabetic coma, overdose, etc.) Do not touch the patron—knock on a nearby surface, make noise or tap on the bottom of their shoe. Tell the patron that sleeping in the library is prohibited. Encourage them to walk around to wake up. If they cannot fully wake up, call 911.
- Drinking alcohol/using cannabis/vaping.
- Viewing inappropriate websites.
- Laying on the floor or furniture.
- Apparent distress or erratic behavior.

## What is unmanageable behavior?

- Anything that staff cannot manage beyond a normal business transaction or that endangers personal safety.
- Recognizable criminal acts, such as disrupting the peace, fighting, profane or abusive language, blocking the right of way, etc.

## TIPS

**Be aware.**

**Be safe. Have a co-worker or another patron nearby to help if needed.**

**Be informed. Know the policies and procedures.**

**Tell others what happened, especially at shift changes.**