

CODE WHITE

VIOLENT SITUATION

CODE WHITE VIOLENT/AGGRESSIVE SITUATION

IN THE EVENT OF A VERBALLY ABUSIVE OR THREATENING SITUATION:

- Increase distance or place barriers between you and the individual(s)
- Remove others from the area when possible, to isolate the aggressive individual
- Keep a clear path to the nearest exit
- Attempt to calm and defuse the situation by:
 - remaining calm and composed
 - allowing the individual(s) to be heard so as to demonstrate respect and patience
 - conveying a sense of empathy or understanding in a non-judgmental manner
 - pacing the conversation to ensure understanding
 - determining what the problem is and paraphrasing your understanding to the individual(s)
 - reasoning with the individual(s) and offering assistance.
- If the individual(s) does not calm down, inform them that you have no other option but to call Security (Campus Enforcement and Patrol) 864-4100
- If there is no change to the situation or if threat escalates, follow the procedures below

IN THE EVENT OF A VIOLENT SITUATION:

- If in an area inaccessible to the individual(s) remain there, or move to a secure location with a telephone as quickly as possible. Constantly monitor the situation. If the individual(s) gains access to your location evacuate to another area of the building and seek assistance.

ALERT OTHERS

- Alert Campus Enforcement and Patrol of the situation and your location
- Direct visitors and clients to leave the building via the nearest exit or to a secure area as required
- Escape or barricade yourself as applicable and able until help arrives

Be aware of your surroundings and report to CEP (864-4100) any suspicious activity that may lead to aggression, violent or otherwise intrusive behavior.