

SUGGESTED CONFRONTATION POLICY

Confrontation should **always** be avoided. Sometimes, when there is no other choice, you must draw the line, and place yourself in a difficult position. When this takes place, proceed as follows:

1. Call a supervisor.
2. Identify yourself and your position or title.
3. Speak clearly, in a calm manner. DO NOT yell.
4. State the institution's policy as you know it.
5. Ask the subject to comply with the policy.
6. Attempt to move the discussion away from public view or hearing.
7. Do **not** bluff! If you state you are going to call the police...call the police!
8. Do not attempt to detain or physically restrain a subject except as a **last resort**, and then only to protect yourself or another person.
9. Document every aspect of the confrontation, as soon as practically possible.

Remember, an incident will only escalate, **if you let it happen!**