

Crisis Intervention Decision Maker

ARE YOU OR OTHERS IN DANGER?

YES

CALL 911

**AND INFORM YOUR
MANAGER AND OTHER
STAFF MEMBERS**

**Follow- Up and Communication after a
customer interaction**

- Immediately update fellow staff members and notify the CEO/Chief Librarian about the situation and debrief staff at shift changes.
- Fill out an incident report, detailing the event that occurred and forward a copy to the CEO/Chief Librarian

What is unmanageable behaviour?

Anything that staff can not be expected to manage further than business procedures or beyond personal safety.

In addition to recognizable criminal acts, consult the Customer Code of Conduct for behaviour permitted in the library

NO

**Is the customer's behaviour
potentially illegal or violent?**

- Using or dealing drugs
- Viewing child pornography
- Aggressive/potentially violent
- Committing theft or vandalism

No

Manage the situation

- Ask another staff member to help you out

Manageable situations include:

- Sleeping in the library
- Drinking alcohol
- Viewing porn
- Laying on the floor
- Unattended items

Four step behaviour management:

1. Ask for behaviour to stop
2. Ask if they need assistance
3. Ask customer to leave if behaviour continues


**Do you need
urgent
assistance?**

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STEPS TO MANAGE CUSTOMER INTERACTION



Know this first:

- Be aware
 - Be safe and ask for help. Have someone stand by as a witness and to help as needed. If needed, one person can call 911 while the other stays engaged with the customer. Or, if the customer gets escalated with the first person, they can “tap out” and trade spots, disengaging the tension.
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Recommended behaviour

- Take a deep breath before approaching the customer.
- Be polite, friendly and empathetic. Introduce yourself.
- Be clear about why you’re talking to them.
- Keep your cool. Use a modulated, quiet tone of voice to keep customer calm and you in control.
- Stay safe: put space or an object (table or book cart) between you and the customer. Staff member should keep hands visible at all times.

Sample Dialogue

Tips for sleeping customers

- Regard sleepers as if there is a health concern (diabetic coma, concussion, etc.)
- Do not touch the customer. Knock on a nearby surface.
- Inform customer that sleeping in public is unsafe and therefore not permitted.
- Ask if they might want to get up, move around so they can stay in the library for the day.