

STAFF GUIDELINES FOR HANDLING PROBLEM PATRONS

1. Inform the patron of the consequences of his or her behavior and refer the patron to the policies.
2. Call for staff backup. Backup is not only desirable for personal safety, but also assures a witness.
3. Be firm. Stay focused on the issue. Don't be drawn into arguing. Continue to repeat your message.
4. Try to position any confrontation in a place that allows the offender a route to withdraw and leave yourself space to withdraw in the face of serious threat or violence.
5. Remain courteous; politeness defuses.
6. Person in charge may ask patron to leave.
7. If necessary, call the police.
8. Write up the incident.