In the event of dealing with a person (student, parent, employee, or visitor) who exhibits extremely belligerent behavior the following steps are recommended:

1. Contact your immediate supervisor or inform the individual that they will have to continue the discussion with your immediate supervisor.

2. If your supervisor is unavailable, you may ask the person to leave your office and give them the contact information to contact your immediate supervisor. Depending upon the nature of the situation you may also contact your executive officer for assistance.

If the situation necessitates having someone physically removed from the office or the campus then follow these steps:

a. If the person continues to refuse to leave and exhibits continued belligerent behaviors you may contact the Security Manager (extension 2168) or other security officer (extension 0) on duty to have someone escorted from the premises.

b. If security is unavailable, contact your executive officer and ask for their assistance.

c. If the executive officer is not available you may contact the Vice President for Business Affairs at extension 2106.

d. In the event that all of the above options fail, only then should the department head contact the City of Wilmore Police (858-3535) and ask for their assistance.

In addition, the following suggestions are included in the emergency response plan:

**Belligerent Behavior (Angry or Agitated individuals)**

From time to time every employee will deal with angry and agitated individuals while performing their duties. These individuals could be parents, students, members of the community, or other employees. While most situations do not turn violent there is always the possibility. The following are guidelines that may help defuse or keep control in such situations:

- Remain calm and speak slowly with the individual. Keep your own rate of speech and volume under control.
- Keep some distance between you and the individual involved.
- Ask if the individual would like to speak to your supervisor. Have your supervisor join the conversation. Move to a place that is away from public view but do not completely isolate yourself from other office staff.
- If necessary, contact Security to remove an individual from campus.