

## PERSON IN CRISIS

You may on occasion encounter an individual who is in need. This could be medical or some other physical issue. It may also include some psychological issue, etc.

- Call 911 or 740-412-5337 to contact Ohio Christian University security.
- Be prepared to give the following information:
- The name of the group, if known.
- The exact location of the group.
- The size of the group.
- Weapons involved.
- Avoid provoking or obstructing demonstrators.
- Avoid the area of the disturbance.

### Do's and Don'ts:

- DO be respectful
- DO attribute symptom(s) to the illness
- DO maintain poise and self-control
- DO maintain personal space
- DO keep your voice low and calm
- DO use short, simple statements
- DO keep your hands in view
- DO be matter-of-fact
- DO reduce contact if the individual is especially ill
- DON'T give sharp commands or use threats
- DON'T challenge – verbally or physically
- DON'T argue, criticize, or be judgmental
- DON'T make promises you can't keep
- DON'T take anger personally Alcohol & Chemical Dependency:
- Contact the appropriate OCU personnel
- Call 911 or the Ohio Christian University Security at 740-412-5337.