AGGRESSIVE PERSON:
• Remain calm. If you raise your voice or response, that could cause the person to escalate their behavior.
• Control your body language (don’t cross your arms or roll your eyes)
• Keep an object/barrier between you and the person. If no barrier is present, take a few steps away to put distance between yourself and the person.
• Call for help. Call for a co-worker to come to your aid, call Public Safety (737-7000) or 9-1-1.
• Quietly state that the behavior is unacceptable but you are willing to listen and work with the person if they would lower their voice.
• If a weapon is presented, quickly seek protection away from the person.

Run / Escape
• If safe to do so, use an accessible path.
• Help others escape.
• Leave your belongings behind.

Hide / Take Cover (if escape is not possible)
• Seek a room and lock the door. You should be out of shooter’s view.
• If possible, blockade the door to prevent entry.
• Remain quiet with all sources of noise silenced.

Fight (an absolute last resort)
• Fight for your life.
• Be prepared to cause severe injury to the intruder.
• Throw objects to harm or distract the intruder.

Respond
• Remain calm.
• Assess your response options.
• Act.
• Notify public safety officials about the incident when you are safe.