



## SUBJECT: DEALING WITH DISORDERLY PERSONS

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One of the most difficult and challenging tasks of a Security Officer is the handling of disorderly or disruptive persons. We never really know if the disorderly person will be dangerous or if he or she will be armed.

In confronting a disorderly person, it is wise to remain at a cautious distance just out of sudden reach from the person. Retain a solid stance at a 45 degree angle to the disorderly person with your balance firmly established. If you are suddenly pushed backward by the person being confronted, the firm 45 degree stance will allow you to rebound and not be knocked to the ground.

How you approach the person can be a key to successful resolution of the problem. Smile. Offer to assist. Treat the disorderly person with respect. "Can I help you, sir?" is far more effective than "What's the problem!" Try to ascertain the problem through non confrontational verbal interaction. Find out what is upsetting the person and ascertain if his anger is directed toward an employee of the museum or the institution itself or whether the person is upset by other matters or individuals.



When assistance arrives, Officers should position themselves in the best location for self-defense should the person become violent. The officers should still attempt to peacefully resolve the problem but if this is impossible, the profile of the situation can increase to one of more firmness and control by the Officers. The disorderly person should be asked to leave if he has no business at the museum. He should be instructed that he will be arrested if he refuses to move on, and, at this time, a supervisor should determine if the police are to be called.

Other persons not involved in the situation should be asked to move on as it is not wise to permit spectators in an area of potential danger. Remain calm and unprovoked at all times when dealing with the public--even disorderly members of the public. It is safe to say that nearly every incident can be resolved peacefully if you handle the matter properly.

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