

# addressing anti-social behavior

When you're at work, there may be times you must take action to manage people's behavior until first responders or other professionals can intervene. Here are some common do's and don'ts to help keep yourself and those around you safe.

## do's

- ✿ Do keep a safe distance.
- ✿ Do remain calm and speak directly and gently, repeating yourself as necessary.
- ✿ Do feel free to direct the individual to helpful resources.
- ✿ Do politely ask them to leave if they are disrupting your business.
- ✿ Do call 9-1-1 in the case of an emergency.
- ✿ Do feel Free to go to a safe place if you feel in danger.

## don'ts

- ✿ Don't panic.
- ✿ Don't ignore them.
- ✿ Don't yell, display aggressive behavior or try to intimidate the person.
- ✿ Don't be disrespectful or condescending toward the individual.
- ✿ Don't give the individual money—instead direct them to helpful resources.
- ✿ Don't physically engage, such as grabbing the individual to escort them out.

EMERGENCY | 9-1-1

HPD GENERAL ASSISTANCE  
(non-emergency) | 808.529.3111



Partners In Care (PIC) is a coalition of individuals from a multitude of sectors and organizations whose mission is to eliminate homelessness through open and inclusive participation, and the coordination of integrated responses.

[www.partnersincareoahu.org](http://www.partnersincareoahu.org)