



## TOWN OF WHITEFIELD Safety Policy

### **Purpose**

To ensure a safe and welcoming environment for employees and visitors by establishing guidelines for handling disruptive behavior.

### **Scope**

This plan applies to all employees and visitors at all Town of Whitefield facilities.

### **Policy**

Employees are empowered to ask disruptive or unsafe visitors to leave the property and require that they return only with an appointment.

### **Procedures**

#### **1. Identification of Disruptive Behavior**

- Disruptive behavior may include any action which disrupts normal operations, creates a safety hazard, or causes employees or other members of the public to feel unsafe. Specific disruptive behaviors may include but are not limited to loud talking, aggressive language, making threats, and effects of substance abuse.
- Members of the public are permitted to film public spaces as long as they are not causing a disruption, trespassing, or creating a safety concern.
- Members of the public are not permitted to access restricted areas.

#### **2. Initial Response**

- Approach the individual calmly and respectfully.
- Do not react emotionally. Do not enter into debates. Do not initiate physical contact.
- Use de-escalation techniques to address the behavior (e.g., speak softly, maintain a non-confrontational posture).

#### **3. Request to Leave**

- If the behavior does not improve, politely inform the visitor that their behavior is disruptive and ask them to leave the premises.
- State that they are welcome to return but must schedule an appointment.
- If necessary, the employee is empowered to request assistance from local law enforcement.

#### **4. Documentation**

- Document the incident, including date, time, and details of the behavior and any interactions with the visitor.
- Notify a supervisor or selectboard member of the incident as soon as possible.

**5. Follow-Up**

- Consider sending a formal notice to the visitor, outlining the reasons for the request to leave and the conditions for future visits.

**6. Training**


- Employees should be trained to know how to contact law enforcement. Additional training may be available for employees on conflict resolution, de-escalation techniques, and this safety plan.

**7. Conclusion**

- This safety plan aims to protect the well-being of employees and create a zero tolerance and positive environment for all visitors. By empowering staff to manage disruptive behavior, the Town of Whitefield can maintain a safe and respectful community space.

Approval Date: 28 Jan 2025

Whitefield Select Board



Seth A. Bolduc, Chair



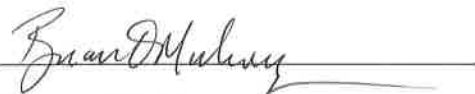
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