

WORK PROJECT OR ACTIVITY: Dealing with Hostile Visitors		DATE:	<input type="checkbox"/> NEW <input checked="" type="checkbox"/> REVISED
LOCATION OF JOB: NPS/ROMO/ Continental Divide Research Learning Center	DIVISION:	BRANCH:	
EMPLOYEE(S) INVOLVED IN ANALYSIS: Employees, Volunteers	SUPERVISOR:	DIVISION CHIEF:	

REQUIRED AND / OR RECOMMENDED PERSONAL PROTECTIVE EQUIPMENT (PPE)	<i>Park radio, flashlight</i>
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SEQUENCE OF BASIC JOB STEPS	POTENTIAL HAZARDS UNSAFE ACTS OR CONDITIONS	RECOMMENDED ACTION OR PROCEDURE
Encountering a visitor acting suspicious while roving or watching the road	Assault, sexual assault, robbery	<ul style="list-style-type: none"> • Carry park radio in hand. • Immediately contact dispatch. • Do not confront visitor. • Leave area ASAP.
Encountering a visitor with a dog	Assault, injury	<ul style="list-style-type: none"> • Check to see if animal is on leash. • Stay at least five feet from visitor and animal when talking. • Do not attempt to pet animal or touch visitor.
Assisting park visitor after dark or on roadside	Assault, sexual assault, robbery	<ul style="list-style-type: none"> • Do not get out of your car. Lock your door as you approach stranded vehicle and roll window down just a crack. If traffic is light, pull up next to the stranded motorist and inquire the nature of the problem. Advise them dispatch will send a law enforcement ranger to assist them. • Call dispatch and ask them to assist the visitor. Immediate continue back to your duty station.
Night check of cars on McGraw Ranch Road	Assault, injury, tripping	<ul style="list-style-type: none"> • Let someone know you are going to check the road and when to expect you back. • Carry a park radio in hand. • Do not approach cars occupied by people without someone else present. • Carry a large flashlight, avoid tripping over uneven terrain and rocks.
Hostile or angry visitor in building	Assault, robbery	<ul style="list-style-type: none"> • Attempt to diffuse situation and calm visitor by listening to him/her. • Ensure visitor that his/her problem will be addressed by park management through either a Visitor Comment Form or by calling the appropriate person to immediately respond to problem. • Call a supervisor or dispatch or have another employee do so. • Do not leave the hostile visitor alone, do not go alone any where with the hostile visitor. • Write down any threatening behavior and language.
Bomb threat from phone call	Explosion, death, injury	<ul style="list-style-type: none"> • Evacuate building and immediate surroundings. • Notify dispatch. • Follow Bomb Threat Procedures Form.
Suspicious package	Explosion, hazardous materials, death, injury	<ul style="list-style-type: none"> • Ask if the package belongs to anyone. If no, do not move package. • Evacuate building and surrounding area. • Notify dispatch. • Wait for further instructions.