



Procedures for Dealing with Aggressive Guest or Intruder

If a guest or intruder becomes aggressive and presents a nuisance or danger to others, the following procedures will be implemented. If the situation does not present a danger to staff or guests, an appropriate staff member, preferably a guest services or administrative staff member, will address the offender and seek to defuse the situation. The situation will also be discussed with the leadership of the guest group, if applicable. Depending on the severity of the situation the offending individual and or the group may be asked to leave the grounds. It may also be the case that the situation is diffused and no further action is necessary.

If the situation represents potential or probable danger for staff and/or guests the following actions will be taken. Emergency services will be contacted through calling 911 and appropriate assistance enlisted to help with the situation. Senior staff will immediately be made aware of the situation and additional staff members contacted and utilized as necessary. The main responsibility of staff is to keep guests away from the situation and as much as possible to keep the person or persons of concern isolated away from those they could harm. In addition, staff will assist emergency services as is deemed appropriate by the emergency services personnel and by Michindoh's senior staff member at the situation.

In order to evaluate the effectiveness of Michindoh's response, any situation which represents potential danger to guests and requires the assistance of emergency services will be followed up by a review of the incident by all staff involved. This review should include a written report which acknowledges successes and offers suggestions for improvement.