

# SAFETY STRATEGIES FOR BUSINESSES



NEIGHBOURHOOD  
Empowerment Team



## KNOW YOUR BOUNDARIES

- Talk with your staff about what is and is not allowed in your business so that everyone is aware.
- Inconsistency can cause agitation so apply the boundaries/rules **consistently**.
- Make decisions about common situations: Will you let someone use your washroom?
- Post a sign with your rules; this makes it easier for staff to follow and refer to if someone confronts them.
- Always have two or more staff working. If it is not possible refer to '**Working Alone**' Legislation for strategies.



## SET THE TONE

Your behaviour and responses can shift the dynamics of a situation

- Act confidently and acknowledge each customer with a friendly greeting.
- Remain positive and respectful
- If someone appears agitated it is important to remain as calm as possible, your reaction can heighten the situation.

Have safety and de-escalation information available and important numbers to call posted in an area where staff can easily access them.



## IF YOU FEEL UNCOMFORTABLE OR THE SITUATION ESCALATES

- Try to remain calm and non-threatening or confrontational.
- Create space or put an obstacle between you and the person.
- Make sure there are no objects that could be used as a weapon.
- Assertively ask the person to leave.
- Do not follow the person out but after they leave, lock the door until you feel comfortable.
- Be a good witness; note identifying features of the individual.
- If an incident occurs ensure staff have an opportunity to debrief and access supports.



## AFTER AN INCIDENT

- Report the incident to the police/security as soon as it is safe to do so.
- Non-emergency police complaint line **780-423-4567**.
- Emergency **911**.
- access supports through [211 Alberta](#)

# WHO TO CALL RESOURCES



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## A PERSON IN DISTRESS

### When to call 911:

- person has overdosed or is not breathing
- a person is violent or is threatening violence
- a person is asleep in a snowbank for an extended period of time
- a large group situation where safety is uncertain
- a person is exhibiting violent behaviour and is refusing to leave

### When to call 211

- a person is intoxicated or otherwise impaired
- a person is confused, disoriented, or may be experiencing a mental health concern
- a person feels unsafe, but no threat of violence is present
- a person is sleeping in a lobby, or unsafe space.



## DISCARDED NEEDLES

- Call **311** to report needles on public property.
- Call Boyle Street Ventures at **780-426-0500** to request free needle clean up.



## ILLEGALLY DUMPED JUNK

- Call **311** to report junk on public or private property.



## REPORT A PROBLEM PROPERTY

- Call **311** or use the City of Edmonton website and search "Report a Problem Property". Both are confidential when filing a report.



## LITTER/GRAFFITI

- Call **311** to report and for information about litter and graffiti clean up programs, visit [Edmonton.ca/capitalcitycleanup](http://Edmonton.ca/capitalcitycleanup)

## FIRE AMBULANCE OR POLICE

Call **911**

## REPORT A CRIME


If you see a crime in progress call **911**


Call **780-423-4567** or **#377** (EPS Non-Emergency) to provide information about any crime committed

Call **1-800-222-8477** (Crime Stoppers) to report anonymously

## EPS CRIME PREVENTION ON SOCIAL MEDIA

 @epscrimeprevention

 @epscrimeprev

 @epscrimeprev

 @edmontonpolice