

Public Safety

Public Safety officers are located at the Elkhorn Valley, Fort Omaha and South Omaha campuses. Public Safety officers are equipped with portable radios and can be reached by dialing 457-2222 or:

Elkhorn Valley (EVC) 289-1218
Fort Omaha (FOC) 457-2313
South Omaha (SOC). 738-4569

Personal Conduct to Minimize Violence

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.

Do

- Project calmness: move and speak slowly, quietly and confidently.
- Be an empathetic listener: encourage the person to talk and listen patiently.
- Focus your attention on the other person to let them know you are interested in what they have to say.
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.
- Acknowledge the person's feelings. Indicate that you can see he/she is upset.
- Ask for small, specific favors, such as asking the person to move to a quieter area.
- Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- Use delaying tactics that will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- Be reassuring and point out choices. Break big problems into smaller, more manageable problems.
- Accept criticism in a positive way. When a complaint might be true, use statements like "You're probably right" or "It was my fault". If the criticism seems unwarranted, ask clarifying questions.
- Ask for his/her recommendations. Repeat back what you feel is being requested of you.
- Position yourself so that a visitor cannot block your access to an exit.
- Train employees so that they know how to handle such situations before they occur.

Do Not

- Use styles of communication that generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules or giving the runaround.
- Reject all demands from the other person from the start.
- Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.
- Make sudden movements, which can be seen as threatening. Notice the tone, volume and rate of your speech.
- Challenge or threaten the individual. Never belittle the person or make him/her feel foolish.
- Criticize or act impatiently toward the agitated individual.
- Attempt to bargain with a threatening individual.
- Try to make the situation seem less serious than it is.
- Make false statements or promises you cannot keep.
- Try to impart a lot of technical or complicated information when emotions are high.
- Isolate yourself with the person. If you need to move to a quieter area, notify employees where you will be, ensure another employee is nearby to assist you or act as a witness to your conversation.
- Take sides or agree with distortions.
- Invade the individual's personal space. Make sure there is a space of 3 to 6 feet between you and the person.
- Hesitate to call 911 if the situation escalates or the person refuses to leave. Be familiar with follow-up options such as internal documentation, police reports, Ban and Bar, etc.

Six Tips to Remember

Here are six fundamentals to remember during a violent confrontation:

1. Keep your eyes open. As simple as this sounds, most people tend to close their eyes during physical altercations. Our natural reaction is to close our eyes when we think we will be hit. We have to fight the urge and keep our eyes open. This is the only way we know what is happening so we can react effectively.
2. Watch their hands. Hands are the most dangerous part because they can kill you the fastest. They hold guns and weapons.
3. Do something. You have to do something — scream, kick or run. The worst thing you can do is to do nothing. If you let the fear or shock of the situation freeze you, you have completely wiped out any chances of your survival. Doing something does not always involve something physical. Whether it is talking to the aggressor, calling the police or evacuating innocent bystanders, we can always do something to affect the situation.
4. Have presence of mind. It is easy to panic and get tunnel-vision where you are focused only on what is in front of you. Fear, pain and exhaustion are just some of the factors that keep us from thinking clearly. When you have presence of mind, you are able to make decisions and act. You may even find ways to outsmart your assailant. If you stop thinking, you are giving up.

5. Do not turn your back to the assailant. Unless you have enough room to get a good head start and run away, do not turn your back. You are completely exposing yourself, and you can not see what the assailant is doing. You can not react and defend if you do not know what is going on.
6. Keep your will to survive. Never give up. The mind is capable of defying physical boundaries. We have all heard of stories of people surviving situations that would have killed a regular person. They are not superhuman nor do they possess special abilities. They just refuse to give up.

Nondiscrimination & Equal Opportunity Statement

Metropolitan Community College does not discriminate on the basis of race, color, national origin, religion, sex, marital status, age, disability, or sexual orientation in admission or access to its programs and activities, or in its treatment or hiring of employees. The College complies with Title VI of the Civil Rights Act of 1964, the Civil Rights Act of 1990, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990, and the Age Discrimination Act of 1975, related Executive Orders 11246 and 11375, and all civil rights laws of the State of Nebraska and the City of Omaha.

Nondiscrimination & Equal Opportunity Statement Contacts

Concerning Title VI (race), Title IX (Gender Equity), Section 504 (Disability), and Americans with Disabilities Act/ Program and Services Accessibility, and Age contact:

Dean of Students:
457-2344 (Students)

Associate Vice President of Human Resources: 457-2236 (Employees)

Director of Facilities:
457-2529 (Accessibility)

Concerning hiring and employment-related complaints of discrimination or harassment based on race, color, national origin, religion, sex, marital status, age, disability, sexual orientation, retaliation, or for affirmative action and diversity issues contact:

Associate Vice President for Equity and Diversity: 402-457-2649

The address for all of the above individuals is as follows:

Metropolitan Community College
30th and Fort Streets
P.O. Box 3777
Omaha, NE 68103-0777


www.mccneb.edu | 402.457.2400


METROPOLITAN
COMMUNITY COLLEGE



*Suggestions to Minimize
Workplace Violence*

Six Tips to Remember

"The safety of students, faculty, staff and visitors is a top priority at Metropolitan Community College."

David J. Friend
Public Safety Director