

# Springdale Fire Department

## Policy & Procedures Manual

### Volume 1 – Administration

#### Section 103 – Security

##### 103.7 – Abusive Patients, Bystanders, and the General Public

A professional demeanor shall be displayed by SFD personnel at all times. Personnel shall not take action to incite or escalate an altercation.

Personnel shall attempt to calmly reason with individual(s) who are displaying abusive or threatening behavior. If reasoning with the individual(s) fails to effectively reduce or remove the threatening behavior, SFD personnel should withdraw from the situation as quickly as possible and ask for assistance from the law enforcement agency having jurisdiction.

If a physically threatening situation develops from which there is no escape, SFD personnel have the right to defend themselves. Self-defense includes necessary force to subdue the threatening individual(s) which will cause the least harm and allow SFD personnel to escape.

In no case will verbal abuse toward SFD personnel be considered adequate or just cause for self-defense or retaliation on the part of SFD personnel.

Certain situations may develop which could require judicious physical restraint or an authoritative voice when, in emergency situations, a patient or bystander may be trying to do something which cause harm to themselves or others.

Under no circumstances will a threat by SFD personnel, or verbally abusive exchanges involving SFD personnel, be tolerated.