

PERSONAL SAFETY PRECAUTIONS

Precautions Against Assaults

<ul style="list-style-type: none"> -Think ahead about how you would react if assaulted -Walk confidently; do not show hesitation or fear -Ensure a clear exit route from your work area -Before opening for business, check for loiterers -Know your route and stay in well-lighted areas -Move your vehicle to a lighted parking before dark -Keep your vehicle doors and windows locked -Keep keys in your hands; don't fumble in your purse -Do not stop to assist stranded drivers -Keep valuables out of sight; do not leave unattended -Stay cool when driving (do not react to provocation) -Never walk alone after dark, in poorly lit areas. etc..) -Be aware of your surroundings (do not act lost) -Do not wear headphones when working alone 	<ul style="list-style-type: none"> -Do not open back or secondary doors when alone -Look directly at people to assess them (do not stare) -Know where to access telephones (pay telephones) -If there are signs of attempted entry, do not enter (call 911) -If you enter a washroom and feel unsafe, back out -Avoid vehicle if someone is loitering nearby (get help) -Check your vehicle from a distance (including underneath) -Check your vehicle before getting in -Do not accept assistance if your vehicle is stalled -If walking alone to vehicle, wave to co-worker (fake it) -To assist stranded drivers, drive on and call police -Keep away from aggressive drivers (avoid eye contact) -Trust your feelings; if you feel in danger, you probably are
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Recognizing Aggressive Behavior

Behavior	Description	What Triggers the Behavior
Situational Anger	-A response to a situation or crisis	-A present situation or crisis beyond control
Ancient Anger	-Excessive outburst/violence given the situation	-A response to old hurts and fears
Accumulated Anger	-Feeling of helplessness and hopelessness	-Ongoing irritants; lack of money, relations
Bullies	-Often abusive, abrupt and intimidating	-Signs of weakness; victim is weak
Sherman Tank	-Arrogant; will attack to get their point across	-Needs to be right; to prove a point
The Hostile		

Non Verbal Communication and Body Language

Example	Eyes	Lips	Hands	Body
Friendly/Enthusiastic	-Alert	-Open	-Extended	-Forward
Boredom	-Drooping	-Slack	-Drumming	-Slumped
Enthusiasm	-Alert	-Open	-Extended	-Forwarded
Astonishment	-Wide Open	-Open	-Extended	-Tense
Nervousness	-Darting	-Twitching	-Drumming, sweating	-Pointing to Exit, Tense,
Defensive	-Glancing Sideways	-Pursed	-Fists Clenched, sweating	-Arms and Legs Crossed
Suspicious	-Darting	-Closed Pursed	-To The Mouth	-Holding Back
Evaluating	-Increased	-Closed	-Stroking	-On Edge
Frustrated	-Staring	-Closed/Tight	-Palm to back of Head	-Slumping
Superiority	-Look Down	-Pursed, Sneering	-Behind Head	-Forward, Scowling, Abusive Language
Anger	-Increased	-Tight, Clenched Jaw, Red-faced	-Fists, Sweating	-Rigid, Pacing, Restless, Trembling or Shaking,