

Dealing with threatening behavior

Always call 911 if you or others are in imminent danger.

- Stay calm
- Getting upset will only worsen the situation and perhaps even agitate the other person more.
 - Speak slowly and softly
- Avoid getting into any arguments, which will only cause the matters to become more inflamed.
 - Try to keep the other person calm.
- Avoid countering with your own verbal threats or making gestures that might be deemed as aggressive. Do what you can to attempt to resolve the situation as peacefully as possible.
 - Be ready to defend yourself, should the situation warrant it.
 - Fill out an Incident report.

Fighting

- Call 911 immediately
- Keep members and employees away from the area to ensure their safety
 - DO NOT get in between the fight.
- Gather the personal information of the members involved: name, address, phone number, and picture for the police. • Fill out an Incident report.

Theft inside the club:

- Stay calm
 - Listen to the member, without interrupting them.
- If the stolen items were in a locker- ask if the locker had been locked.
- If it was not locked, apologize and suggest putting a lock on the locker for future use.
 - Speak calmly, empathizing with the member.
- Ask them what time they came in and what time they noticed their belongings missing.
 - Fill out an incident report.
- Have them bring you to the area in which they last saw their belongings.
 - Do a thorough walk through of the gym to look for their items.
- If they would like to call the police, let them know that we would be more than happy to offer any assistance
 - Be sure to follow up with them a few days after the theft.

Car break in

- Stay calm
 - Listen to the member, without interrupting them.
 - Speak calmly, empathizing with the member.
- Offer the telephone so they can contact the Police Department
 - Let the member know that we will offer any assistance
 - Fill out an Incident Report
- Ask the member what time they came in and what time they noticed the vandalism
 - Have them show you the damage and take note of what was stolen/damaged.
- Contact the Property manager and notify them of the break-ins.

Power Outage

- Walk through the gym with a flashlight, making sure that no injuries have occurred due to the sudden power outage. Be sure to check all areas.
- Notify members that they will need to temporarily stop their workout until the power resumes.
 - Assess the situation.
 - Has power been lost in the entire building?
 - Have other businesses in the area lost power?
 - Are the traffic lights working on the road?
 - Contact your local power company for an update on the outage and an estimated time for the power to be reinstated.
 - Contact your Manager or Regional Manager to notify them of the situation.
- Depending on the length of the power outage, the location may have to close temporarily until the power resumes.