

Unit-4

Managing Visitors

Introduction

A visitor is any person who is visiting a site and is not an employee, or permanent resident of the site. Visitor management is defined as the process of registering and handling visitors to a particular site.

The simplest registration involves the recording of the visitor's name and the date of the visit. Other procedures undertaken in the registration process may include printing a personalized badge, collecting a signature and assigning access control rights. Usually the reception is the first physical contact of an outsider with an institution. How a guest is received at the reception can make or spoil relations of the guest with the organisation or a hotel or a retail store. The word reception connotes different things in different contexts. Some of the meanings of the word in different contexts are:



- ◆ The act of receiving or state of being received.
- ◆ The manner in which something, such as a guest or a new idea is received.
- ◆ A formal party for guests, such as one after a wedding.
- ◆ An area in an office or hotel where visitors or guests are received and appointments or reservations are dealt with.

Maintaining an effective reception and visitor management system involves a blend of carefully crafted and enforced procedures and guidelines, implemented by competent and committed receptionist and security staff. Those involved in reception have to create a reliable, responsive and empathetic reception, and voluntary compliance of security criteria by visitors. The robust visitor management system thus created will ensure high quality coordination of a visitor's requirements with an organisation's established security obligations and expectations.

The reception has to deal with all kind of people and the staff has to satisfy the needs of the visitors without compromising on security and other protocols. A comprehensive

knowledge of attributes shaping the reception and visitor management environment is vital. Prevention of security related incidents while dealing with emotionally disturbed people requires the staff to display mental alertness, patience, tact, common sense and when required a firm resolve not to lose control of a perfectly manageable situation. This is achievable only when the security staff is sensitized on the complexities of handling aggressive, emotionally disturbed people, intoxicated people, and are trained accordingly.

Another situation that is becoming increasingly common is that with more liberal attitudes setting in, alcohol and substance use is on the rise, and so are their associated problems. Having to deal with drunken behaviour and cases of undesirable behaviour of men with the opposite sex has become routine for reception and security staff. To deal with such situations, it becomes imperative that all concerned conduct themselves in a manner that is sensitive and ensures the dignity of women. Security personnel have to ensure that their conduct and actions deter eve teasers and undesirable conduct.

This Unit will help you to learn about the various aspects of dealing effectively with visitors and managing them for meeting security requirements. It will also help you to understand and develop abilities to handle emotionally disturbed or intoxicated people.



Session 1

Meeting Visitor and Security Requirements

Relevant Knowledge

Phrases like “**Customer is King**” or “**Athiti Devo Bhava**” are part of the daily lexicon of the service industry. Effective visitor management is of prime importance because of the benefits that accrue through it. As in other spheres of activity, the reception area must be controlled and monitored to attain set objectives so as to significantly add to an organisation’s professional credibility. Ultimately effective reception and meeting visitor’s expectations translates to effective visitor management. Let us now try to understand what the general expectations of visitors are.



Visitor’s Expectations: On arrival, visitors report to the Reception Desk. Some of the reasons for reporting to the reception desk and the expectations of visitors are as follows:

- ◆ Seek Information and Appointments.
- ◆ Be Informed of the Expected Waiting Time.
- ◆ Get the Required Reception and Services.
- ◆ Be Received by the Appropriate Person.

While each customer has specific needs that must be addressed, security personnel should try to:

- (a) Anticipate the Customer’s Needs;
- (b) Listen and Respond to the Customer’s Needs; and
- (c) Exceed the Customer’s Expectations.

Security Personnel will encounter a situation involving a person with special needs. They should know how to deal with blind and visually impaired persons, those with hearing difficulties, and persons with other physical, mental, and emotional difficulties.

Management of Visitors:

There are several ways by which visitors could be managed. For example, by increasing the time through the use of barriers, long queues can be avoided. Developing the capacity of the people through training on the reception desk can also help in reducing the waiting time of the visitors. Use of other areas could be encouraged for reducing the obstacle in movement of people and material.

An effective reception management system helps visitors and staff in many ways. Some of the elements of an effective reception management system are as follows:

- (i) Record the visitor's profile prior to granting access. It will include the following: (a) Name and Designation, (b) Address (Official/ Residential), (c) Date and Time of Entry (Check in), (d) Expected Date and Time of Departure (Check out), (e) Reason for visit, and (f) Signature.
- (ii) Provide necessary information about the rules and regulations to be followed during the stay.
- (iii) Provide necessary information regarding the facilities or amenities available, including breakfast, lunch and dinner time and place.
- (iv) Ascertain specific requirements of the visitors.
- (v) **Manage Queues:** Various queue measurement and management techniques include the following:
 - (a) **Physical Barrier:** They are aimed at guiding queue and organising it in the most efficient way.
 - (b) **Signage and Signalling Systems:** They are aimed to provide information to people queuing to aid efficient queue formation and flow, as well as setting service expectations.
 - (c) **Automatic Queue Measurement Systems:** These use a variety of measurement technologies which predict and measure queue lengths and waiting times and provide management information to help service levels and resource deployment.



Signage for Assembly Point

Visitor Management Systems:

A visitor management system provides a record of building use and is frequently used to complement security and access control systems. By gathering increasing amount of information, a visitor management system can record the usage of the facilities by specific visitors and provide documentation of visitor's whereabouts. As electronic visitor management systems are becoming more common and useful, these systems are taking over many of the functions of manual and access control.

Pen and Paper Visitor Management system:

A pen and paper visitor management system records basic information about visitors to a public building or site in a logbook. Typical information found in an entry includes the visitor's name, reason for the visit, date and check-in and check-out time. The main advantage of a pen and paper visitor management system is its low cost. Training to use the system is minimal, and the materials required to implement the system is relatively cheap and available readily.

DATE	BADGE#	TIME IN	NAME OF VISITOR	COMPANY	PERSON / DEPARTMENT VISITING	TIME OUT

Visitor's Logbook

Some systems use a simple book format, where visitors simply enter their details on marked rows. From the security and usage standpoint, a pen and paper visitor management system has the following limitations and disadvantages.

- ◆ Visitors have to write entries by hand, creating a logjam effect in public entry.
- ◆ Security Personnel must check each visitor's credentials and manually initiate any further security checks, thus delaying the entry of others.
- ◆ Photo Identity cards have to be checked and in certain cases a copy of the ID card is also taken for future reference.

Electronic Visitor Management Systems:

Electronic visitor management systems are an electronic version of the visitor sign-in sheet or visitor logbook that is commonly used at many facilities. Basic computer or electronic visitor management system use a computer network to monitor and record visitor information. When using an electronic visitor management system, visitors are signed-in using a computer rather than on a paper sign-in sheet. Upon arrival, the visitor

provides his or her name to the receptionist. The receptionist then enters the visitor's name into the computer, and prints a temporary visitor badge which is then given to the visitor. When the visitor leaves, he or she returns the visitor badge to the receptionist, who then signs the visitor out on the computer. Digital video and information gathering technology have improved electronic visitor management systems. The photo Identity (ID) capability, database searching, automatic door access and other functions have added to the utility of the system.

An electronic visitor management system improves upon most of the negative points of a pen and paper system. Visitor ID can be checked against all available databases as well as in-house databases for potential security problems. Many visitor management systems feature searchable visitor information databases. Photo ID cards can be custom printed for one-time only or continuing use. Swipe cards speed the security screening process.

Electronic visitor management systems are more expensive to implement than a pen and paper system. They also require a longer familiarisation period for both the security personnel, building staff and visitors than a pen and paper system.

Computer visitor management systems have seen a rise since their inception in the late 1990s, with the software growing more advanced over the years. These systems have seen a considerable boost after many companies and government agencies increased security measures following the series of terrorist attacks worldwide.

Visitor Management Software:

Several desktop-based visitor management software applications are currently available. The basic components of an electronic visitor management system consist of the following:

1. **Visitor Management System Software:** This software is used to run the electronic visitor management system on a personal computer located at the receptionist desk.
2. **Visitor Badge Printer:** This is a small printer that is used to print the visitor badge and is directly attached to the computer that is running the visitor management system software. Visitor badges enhance security in the workplace. The badges alert employees when strangers are inside a business and identify strangers by name. A computerized badge system that prints badges and maintains a log of who is coming and going



Visitor Badge

is often preferred by larger companies over a hand-written badge system. Visitor badges rarely have photo identification. They can easily be swapped from person to person.

3. **Card Scanner:** This device allows the visitor's business card, visitors badge or driver's license to be scanned directly into the visitor management system software. Some of the applications are capable of automatically capturing visitor information directly from a visitor's driver license, passport or other government issued identification document. This speed up visitor's registration process and increases the accuracy of the information entered.

4. **Camera:** A camera can be attached to the computer which allows the visitor's picture to be captured by the visitor management system software. If desired, this picture can be printed on the visitor badge.



Web Camera

5. **Signature Pad:** An electronic signature pad can be connected to the computer, allowing the visitor's signature to be captured.



Signature Pad

6. **Barcode Scanner:** A barcode scanner connected to the computer, allows barcodes to be entered into the visitor management system. By scanning a printed barcode on the visitor badge, visitors can be quickly signed out when they leave the facility.

Another alternative to visitor management software is an on-line web based visitor management system offered as a service.



Barcode Scanner

The advantage of using this service vis-a-vis desktop-based application is immediate deployment and full access through the internet from any computer. This solution is perfect for multi tenant buildings with tenants on individual networks, as well as multinational corporations.

The amount of data recorded by a modern visitor management system is formidable, and issues of information privacy have created controversy regarding the use of these visitor management systems. However, terrorist activities, school violence and child protection issues have acted as rallying points for support of comprehensive visitor management systems in sensitive locations. Database security, both at the national level and at the level of the end-user of an electronic security system is a critical concern because as the level of information accessed, gathered and retained increases, additional security measures to protect the information itself have to be put in place.

Exercise

Role Play

Pair up with your friends and play the role of receptionist, security officer and visitors. Communicate with each other in the following situations:

- (a) **Visitor arrives:** Example- Good morning Sir/ Madam, May I help you! (Respond promptly to a person seeking assistance).
- (b) **Ask visitor's name and take his/her business card:** Example: May I know your good name Sir/Madam. Can I have your business card please.
- (c) **Ask for the name of the member of staff they wish to see:** Example- May I know the name of the staff member that you wish to see.
- (d) **Ask the visitor to write his/her personal details:** Example- Please enter your personal details, check in date and time and check out date and time (Record the particulars of men, materials and vehicles in as required by the organization).
- (e) **Ask the visitor to sign the Visitor's Book:** Example- Please sign the visitor's book. Your feedback will help to improve and add value to our services.
- (f) **Contact the member of staff the visitor wishes to see:** Example – Excuse me Mr. Rajesh, Mr. Ashish wants some information from you or Mr. Ashish needs your help.
- (g) **Issue a visitor security pass** (Check with the visitor that he/she has fully understood the safety and security expectations). Example – Sir/ Madam, this is your pass. Please check the details.
- (h) **Direct to the appropriate member of staff/ office:** Filling, personal details in the visitors logbook.

Assessment

A. Fill in the Blanks

1. On arrival to a hotel/organisation visitors should first report to the _____ desk.
2. Physical barriers can be used to avoid long _____ of visitors.
3. Signage and signalling system helps in efficient _____ formation and flow, as well as setting service expectations.
4. A pen and paper visitor management system records basic information about visitors to a public building or site in a _____ book.
5. Log book entry at reception includes the visitor's name, reason for the visit, date and _____ in and _____ out time.
6. An _____ visitor management system improves upon most of the negative points of a pen and paper system.
7. An alternative to visitor management software is an _____ web based visitor management system.

B. Short Answer Questions

1. State 3 reasons why a person entering a premise should report to the reception desk.

Checklist For Assessment Activity

Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between visitor and security requirements.
- (b) Differentiated between pen and paper visitor management and electronic visitor management system.

Part B

Discussed in class the following:

- (a) What is visitor management?
- (b) Why do we need to manage visitors?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate communication skills for interacting with visitors		
Fill personal details in the format of reception logbook for visitors		

Session-2

Managing Waiting Period of Visitors

Relevant Knowledge

Just think how long those few minutes that you waited for your friend seemed to be and how after you met time flew and the hours you spent together felt like a few minutes. Waiting can be a frustrating, boring and a time wasting experience for a visitor. It is a fact that an unpleasant waiting experience leads to unpleasant, critical and demoralised visitor.

The whole gamut of waiting is complex, as the visitor is continuously matching his expectations against the services offered by the reception staff in facilitating the final outcome or the purpose of his visit. However, waiting is inevitable and it is the responsibility of the staff to ensure that waiting experience is pleasant. Reducing the waiting period to the barest minimum is the main aim of a reception management system. On the other hand, gossiping reception staff, absence



from the place of duty, and discourteous conduct by the staff are primary sources of dissatisfaction, making the reception management system appear mediocre and ordinary. Reassuring the visitor that his/her needs were well understood, and he/she would be directed to the suitable person is a fundamental source of visitor's satisfaction.

During waiting, tools like information video screens, pleasant atmosphere and freedom to get information arouse interest of the visitor limiting his free time and sources of dissatisfaction. Where the waiting becomes very long, necessary arrangements for rest rooms, drinking water, beverages and meals must be made.

The moment a visitor arrives at a security reception centre, the following must be done:-

- ◆ Ascertain the exact reason for the visit and put him through the process of security verification before granting access.
- ◆ Inform the visitor about the expected waiting time, in case he is required to wait.
- ◆ Allow the visitor to take their place in the queue for a service.
- ◆ Inform the visitor's arrival to the concerned official if he/she has an appointment.
- ◆ Provide an access authority in the form of a pass, identity card, permission badge or bar code number if he/she is required to access restricted areas.

The security implications of long waiting periods and large numbers in the queue must be understood by all concerned. Often waiting visitors loiter into restricted areas and indulge in acts of vandalism. It is not uncommon to find waiting visitors becoming restless and violent, especially where the number is large and the visitors are waiting for the redress of some grievance. Security staff must ensure that waiting visitors do not loiter in restricted areas and that the waiting group does not turn restless and violent.

The reception, security staff and the management must take necessary steps to reduce the waiting period and the number of persons who are in the waiting queue. Some of the steps that can be taken are:

1. Limiting guests as per the capacity of the venue.
2. Having alternate venues and seating/waiting arrangements in case of overflow of visitors/ guests.
3. Deploying additional staff to clear and manage waiting guests.
4. Barring the move of visitors in office and restricted areas.
5. Politely and diplomatically escorting those whose cases have been disposed off out of the area.

6. Discreetly observing and determining visitors who are more vocal and provocative, and asking the management to address these cases first, without letting others know.
7. Making provision for beverages, refreshments and meals where the waiting has become unduly long.
8. Security staff should ensure that there is no damage caused to life and property by the visitors as this can set off a chain of untoward events.
9. In case a visitor turns violent, he/she should be separated from the rest of the waiting visitors and the management should be called in to handle him/her as a special case.

Visitor reception management covers a much broader field than would at first appear. Communication channels and equipment, notably the telephone and postal mail have been used to manage visitors for many years. More recently, e-mails and on-line assistance are being increasingly used for communicating with the visitors. Integrating the resources available is a major challenge for the reception and security staff, who have to ensure that in case a visitor has to wait then the hours spent in waiting seem like minutes and not the other way round. We can conclude that the Security staff has to work in tandem with the management to ensure optimum visitor's satisfaction.

Exercise

Assignment

Visit two hotel/hospital/shopping mall and study their reception system. Answer the following questions:

- a) How much time the visitors are spending at the reception?
- b) What are the questions that are being asked by the receptionist to the visitors?
- c) What is the role being played by the Security Guard/Officer?
- d) Is the Security Guard or the Security Officer responding to visitor's queries.
- e) What steps have been taken to reduce the waiting period?

Assessment

Fill in the Blanks

1. Reducing the waiting period to the barest minimum is the main aim of a _____ management system.

2. The reception and security staff should not leave their place of duty without any _____.
3. The security should ascertain the exact reason for the visit and put a person through the process of security verification before granting _____.
4. The receptionist should Inform the visitor of the expected _____ time in case he is required to wait.
5. The staff at the reception should provide an access authority in the form of a _____, identity card, permission badge or bar code number if he/she is required to access restricted areas.
6. Security staff must ensure that waiting visitors do not loiter in _____ areas.
7. In case a visitor turns _____, he/she should be separated from the rest of the waiting visitors and the management should be called in to handle him/her as a special case.

Checklist For Assessment Activity

Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between identity card and permission badge.
- (b) Differentiated between different communication equipment.

Part B

Discussed in class the following:

- (a) Why is it important to reduce the waiting period of visitors at the reception?
- (b) What are the steps that the security personnel can take in reducing the waiting period of visitors?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Exhibit abilities to tactfully administer visitor waiting time		
Demonstrates the ability to reduce the waiting time of visitors in a given situation		

Session-3

Dealing with Emotionally Disturbed Visitors

Relevant Knowledge

It is not uncommon in public dealings to be confronted by emotionally disturbed persons. It is the responsibility of the reception and security staff to manage such visitors. Emotionally disturbed people are generally classified into the following four groups:

The Paranoid: They are the people who have formed an opinion very early in the life that others are unreliable and untrustworthy. Establishing a relationship with them is very difficult and they refuse to change their beliefs through logical arguments.

The Depressed: They are the people who have low esteem and are guilt ridden. They are more prone to self-destruction tendencies (suicide).

The Dependants: They are the people who have difficulty in making decisions and have a need for others to assume responsibility for major areas of their life.

The Antisocial: By nature such people are angry, rebellious and aggressive. They display a very clear pattern of disregard for rights of others and are remorseless in violating them. These tendencies develop in childhood and carry on through adolescence



into adulthood. People falling in all the above mentioned four groups have their unique ways of behaving.

Dealing with emotionally disturbed persons: Dealing with emotionally disturbed persons requires understanding their behaviour and tailored approaches. A thorough analysis of the person being dealt with would ensure that appropriate tactics are developed, pitfalls are avoided and chances of success are enhanced.

Understanding the Behaviour of Emotionally Disturbed Persons:

Let us try to understand the various types of behaviour that may be exhibited by the emotionally disturbed visitors.

- (i) **Aggression:** Aggression in its broadest sense is a behaviour or a disposition towards behaviour, which is forceful, hostile or attacking. It may occur either in retaliation or without provocation. It has alternatively been defined as an act intended to increase relative social dominance. Aggression can take a variety of forms and can be physical or communicated verbally or non-verbally. Aggression differs from what is commonly called assertiveness, although the terms are often used interchangeably.
- (ii) **Self-Harm or Deliberate Self-Harm:** It includes self-injury and self-poisoning and is defined as intentional direct injuring of body tissue, most often done without suicidal intentions.
- (iii) **Hyperactivity:** It can be described as a physical state in which a person is abnormally active. The colloquial term hyper is used to describe someone who is in a hyperactive state.
- (iv) **Impulsivity (or impulsiveness):** It is a personality trait characterised by the inclination of an individual to initiate behaviour without adequate forethought as to the consequences of their actions, acting on the spur of the moment.
- (v) **Anxiety (also called anger or worry):** It is a psychological and physiological state characterized by the displeasing feeling of fear and concern. In presence or absence of psychological stress, anxiety can create feelings of fear, worry, uneasiness, and dread.
- (vi) **Depression:** It is a state of low mood and aversion to activity that can affect the person's thoughts, behaviour, feelings and physical well-being. Depressed people may feel sad, anxious, empty, hopeless, helpless, worthless, guilty, irritable or restless.

- (vii) **Fear:** It is a distressing negative sensation induced by a perceived threat. It is a basic survival mechanism occurring in response to a specific stimulus, such as pain or the threat of danger.

Communicating with Emotionally Disturbed Person:

One of the key skills to deal effectively with emotionally disturbed person is the ability to communicate. This involves understanding the basics of communication and employing active listening. If you cannot communicate you cannot persuade or negotiate. While dealing with emotionally disturbed people, the dealing personnel must possess advanced listening skills. Some techniques for improving listening are as follows:

- ◆ Determine your listening goals.
- ◆ Know what to listen for.
- ◆ Adapt to the speaker and the situation.
- ◆ Avoid getting distracted by emotion rousing words.
- ◆ Listen to important information.

Physical Size can be Misleading: Security personnel must bear in mind at all times that even if an emotionally disturbed person is small in stature, his or her level of strength can still be extraordinary, even superhuman. Larger size of a security person does not guarantee physical dominance over the person, he is dealing with.

Whenever possible, he/she must work with a back up and be prepared to use tactics or take the help of colleague to deal with emotionally disturbed person. The first rule when dealing with an excited or violent person is to keep your distance, if possible, and give him or her time to calm down. Sometimes, approaching a person too quickly, or coming too close too soon, will be perceived as a threat. You need to make them feel safe and help them to understand that you will take care of the situation.

Differences in Perception: A security officer must remember that his/her perception of an encounter may differ considerably from that of the emotionally disturbed person with whom he is dealing with. Depending on their condition, an emotionally disturbed person's interpretation of what's going on may vastly vary from reality. He must take time to read up on the signs and symptoms of mental illness, for which it is always recommended that prior training must be imparted to him from a mental health professional to get insights into indicators to be watched out for.

An Unruffled Approach: When dealing with emotionally disturbed people, a calm, calculated and controlled approach is generally the best. It does not mean that security

personnel should be dragging the contact out longer than necessary and delaying physical control, but whenever possible a slower approach should be adopted for safer results. Sudden aggressive movements can trigger an explosive fight-or-flight response from an emotionally disturbed person. Whenever possible, use calming language and a comforting tone of voice combined with a focused but controlled physical approach. It should be clear that the security guard is there to do a job not to harm the person he/she is dealing with.

Virtues of Patience: If an emotionally disturbed person is trying to test the patience of a security officer, the security officer should take a deep breath and remember that patience is a valuable tactical tool in such encounters. Losing one's patience can prove to be a big mistake.

Maintain Guard: If the emotionally disturbed person being dealt with is transported to the hospital, good control tactics must never be compromised. If a security officer feels that his/her subject needs to remain cuffed in order to maintain control, he/she must ensure that before transporting the person.

Handling Eve Teasers: A developed and civilised society must aim to attain and promote gender equity as a way of life. Eve teasing is an attitude and a set of behaviours that is construed as an insult and an act of humiliation of the female. It is a menace which society needs to remove ruthlessly. Security personnel in public places like malls and institutions are likely to confront eve teasers very often. Eve teasing is an unacceptable assault on the freedom and dignity of a person.

Victims of eve teasing should promptly take recourse to certain sections of the Indian Penal Code (IPC), without delay when the situation so demands. Section 298 (A) and (B) of the Indian Penal Code sentences a man found guilty of making a girl or woman the target of obscene gestures, remarks, songs or recitation to imprisonment for a maximum tenure of three months. Section 292 of the IPC clearly spells out that showing pornographic or obscene pictures, books or slips to a woman or girl draws a fine of Rs.2000 with two years of rigorous imprisonment for first offender.

Role of Security Personnel: Though the law does not provide any additional powers to the Private Security Guards as compared to that with normal citizens in dealing with cases of eve teasing, they are usually approached by the victim for help. The Security Guards must take necessary action to help the victim and also to prevent eve teasing in their area of responsibility. The following actions will be taken by them if incidents of eve teasing come to light or reported:

- ◆ Separate the victim from the perpetrator.

- ◆ Warn and isolate the perpetrator, call additional help if necessary.
- ◆ Record the time of incident and make an incident report.
- ◆ Assure the victim of all possible assistance in her endeavours to bring the culprits to book, including lodging of FIR and contacting the police through the available police help lines.

Exercise

Group Discussion

Organize a peer discussion in the class as to why people resort to eve teasing and its negative impact on the society in general and women in particular. Try to answer the following questions during the discussion.

- (i) Why is the ability to communicate vital in dealing with emotionally disturbed people?
- (ii) How should we approach a mentally disturbed person?

Write the conclusions of the discussion in the space given below.

Assessment

Fill in the Blanks

1. Emotionally disturbed people are generally classified into the Paranoid, the depressed, the dependants and _____.
2. The _____ forms an opinion very early in life that others are unreliable and untrustworthy.

3. The _____ people have low esteem and are guilt ridden. They are more prone to self-destruction tendencies (suicide).
4. _____ is a behaviour or a disposition towards behaviour, which is forceful, hostile or attacking.
5. Hyperactivity can be described as a physical state in which a person is _____ active.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between paranoid and depressed people.
- (b) Differentiated between anxiety and depression.

Part B

Discussed in class the following:

- (a) What are the various types of behaviour that emotionally disturbed people express?
- (b) How to deal with various types of emotionally disturbed people?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Apply appropriate procedure for handling emotionally disturbed person		

Session-4

Managing Intoxicated Persons

Relevant Knowledge

Alcohol intoxication (also known as drunkenness or inebriation) is a physiological state that occurs when a person has a high level of ethanol (alcohol) in his or her blood. As a result of consuming alcohol, an intoxicated person does not have the normal use of physical or mental faculties. There is no single scientific measure that determines whether a person is intoxicated, since intoxication is an observed state. Therefore, determining whether a person is intoxicated requires observing a person's mental and physical state, and comparing that state and observed behaviour to a normal person in full possession of his or her faculties. Breath analyzer, an instrument used to determine whether the person has consumed alcohol or not is sometimes used to ascertain whether a person is drunk or not.

Signs of Intoxication

1. **Stumbling or Staggering:** An individual in an intoxicated state has difficulty in standing upright and walking a straight line. He/she will keep bumping into furniture and other items on the way.
2. **Poor Hand-eye Coordination:** The intoxicated person will fumble for items like glasses, pens, mobiles. He reaches for a drink and misses it completely or spills it.
3. **Changes or Difficulties in Speech:** An intoxicated individual speaks too loudly for the situation. Changes in volume of speech (up or down) when there is no reason to suggest that a change is necessary; for example, speaks softly when there is no need to be secretive.
4. **Nausea and Sweating:** The intoxicated person look nauseous or he/she may vomit. He/she will sweat excessively, inconsistent with the surrounding temperature or conditions.



5. **Sleeping and Breathing Changes:** The intoxicated person would feel with tired heavy or closed eyes, a fixed gaze, and may fall asleep anywhere.
6. **Blurred Vision:** He/she cannot fix eyes on an object and will have trouble reading menus or signs.
7. **Overconfident or Acts Inappropriately:** There is an inflated sense of confidence. He/she will boast unrealistically about what he or she can do.
8. **Confused or Less Alert:** He/she will ask for something and then forget what he had asked for. He/she may have difficulty in understanding what is said.

Role of Security Personnel in spotting and handling intoxicated person: A security personnel should be able to spot the intoxicated person to decide upon his subsequent action.

An intoxicated person is often violent and has an exaggerated sense of importance. He/she will make statements such as “Don’t you know who I am”. Therefore, the security personnel have to first consider as to when he/she should approach an intoxicated person.

Considering the basic behavioural characteristics of an intoxicated person, it is important that he is approached with utmost tact and caution. The following must always be kept in mind:



- ◆ Take the help of a colleague in assisting you to handle the intoxicated person.
- ◆ Approach the person without threatening him/her.
- ◆ Address the person’s behaviour rather than her/his character.
- ◆ Encourage the person to move away from the main public area.
- ◆ Stay calm and be respectful.
- ◆ Be assertive, not threatening.
- ◆ Do not be confrontational, as using non-confrontational strategies help to keep the situation under control. For example, by saying “I would like to check your driving license or I-card once again”, you can get more time to act.

- ◆ Take responsibility for the statements you are making and use “I” instead of “You” as “You” statements put others on the defensive. For example, “I am sorry, a state of intoxication of a person is unacceptable in our organisational premises as per our security procedures”.
- ◆ Provide a reason for initiating action as this will help to ensure that the person does not feel that they are being treated in an unfair manner. For example, “I am sorry, it is the law, and I could get into trouble if I allow this kind of behaviour or “I am sorry, but it is the organisational policy”.
- ◆ When you are speaking, make non-judgmental statements as judgmental statements are often perceived as insults and can lead the individual to feel defensive or angry.
- ◆ Speak clearly and to the point because, in order to address the problem, the individuals needs to understand what you are saying.
- ◆ For example, “I cannot let you stay in my premises in your present state”.
- ◆ Take note of the person’s body language and behaviour. Use this information to gauge the level of your response, because certain individuals might require more firmness and a stronger tone of voice than others. Watch for cues as the person responds. For example, “I notice that other people are having a hard time coping with this situation” or “I am sorry, you may not realise it, but others are becoming restless and annoyed”.

Do’s and don’ts for the immediate care of a drunk person: Some of the Do’s and Don’ts that a Security Officer should follow include the following:

Do’s

- ◆ Stay calm and try not to appear upset.
- ◆ Be careful when approaching a drunken person, as he/she can be physically aggressive.
- ◆ Before approaching, explain what you intend to do in a clear, firm and reassuring manner.
- ◆ If the person is sitting in the driver’s seat, try to keep the person still and take the vehicle keys to prevent him/her from driving.

Don’t

- ◆ Do not give the person coffee, tea, food, liquid or drug.
- ◆ Do not pour water over the person, as the shock could cause him/her to injure.

- ◆ Don't try to make the intoxicated person walk, run, or exercise.
- ◆ Do not let the person sleep on his back or stomach. Vomiting in this position can cause suffocation or serious infection.
- ◆ In any instance where a person seems to be in a medically dangerous condition (being injured, unable to breathe, passed out and having low or no respiration) call for immediate medical assistance.

Managing Drunken Brawl or a Fight: In a case where two intoxicated people are involved in a fight or brawl, the security officer must do the following:-

1. The individuals must be separated immediately.
2. The superior must be informed promptly.
3. A crowd should not be allowed to gather around the individuals.
4. Explain the dire consequences of taking the law in their own hands.
5. Call for the local police immediately to put the groups on the defensive.
6. Keep the superior updated to allow him to liaise with the local police and resolve the issue.

Exercise

Assignment

“Conduct a study about the abuses of alcohol and behaviour of intoxicated people”. Develop a questionnaire and administer to 15 people. You may include the following in the introduction.

DO NOT write your name, as we wish to retain your anonymity.

Role Play

Pair up with your friends and organize a play. The actors may play the role of Security Officers and intoxicated visitor at a restaurant. Some of the students may play the role of waiters and the manager. Paint an imaginary situation or incident which will teach you the procedure to handle an intoxicated person.

Assessment

Fill in the Blanks

1. Alcohol _____ is a physiological state that occurs when a person has a high level of ethanol (alcohol) in his or her blood.
2. Breath _____ is an instrument used to determine whether the person has consumed alcohol or not.
3. An individual in an intoxicated state has difficulty in standing upright and walking a _____ line.
4. An individual in an intoxicated state will fumble for items like glasses, pens, mobiles, as during that state he suffers from poor _____ coordination.
5. When handling an intoxicated person, if possible the security officer should take the help of _____.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between different signs of intoxication.

Part B

Discussed in class the following:

- (a) What are the precautions to be taken while handling an intoxicated person?
(b) What is the procedure for handling an intoxicated visitor?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Apply appropriate procedure(s) for handling an intoxicated person.		

Notes

[illegible]