

“What to do if...?”

Business Owner Situation

Best Practices

Someone is exhibiting violent behavior, such as physical threats or displays of weapons.	Call 9-1-1 if a situation is violent or shows threats of violence.
Someone is being verbally abusive to staff or customers.	Call 3-1-1 and ask for the Mobile Crisis Team. If the situation becomes unsafe, call 9-1-1.
Someone is experiencing a behavioral health crisis at or near your business.	Call 3-1-1 and ask for the Mobile Crisis Team.
Someone is sleeping in your building entrance or parking lot.	Keep in mind that this person has just spent the night outside and likely had a hard night's sleep. Be kind and use direct language to let the individual know they can no longer sleep in that location. Ask if they need help and provide suggestions for where to go to seek shelter and resources. If a situation is not resolving on its own, call 3-1-1 and ask for the Mobile Crisis Team to come assist. If a situation ever becomes unsafe for you or the individual, call 9-1-1.
There are hazardous materials in or near your business, including human waste or drug paraphernalia.	<p>A hazardous waste pick-up service is available on a call-in basis. Please call 428-1742 or 343-6250 for further information.</p> <p>Hazardous waste dropoff is available at the Anchorage Regional Landfill from 8:00am–5:00pm Tuesday to Saturday, and at the Central Transfer Station from 8:00am–5:00pm on Tuesday, Thursday, and Saturday.</p> <p>For additional guidance, refer to the CDC's guidelines for cleanup: http://www.cdc.gov/healthywater/global/</p>
Someone is incapacitated.	Call 3-1-1 and ask for the Safety Patrol.
A patron or employee is experiencing a mental health crisis or threatening self harm.	Call 9-8-8 if the individual is willing and able to talk to someone remotely. Call 3-1-1 if the individual needs in-person assistance. If a situation becomes unsafe, call 9-1-1.
A patron or employee needs help getting access to resources, such as food or housing assistance.	Direct the employee to call 2-1-1 to be connected to services, or refer to the resource list to find a specific service or organization.
Someone asks for money or other goods.	Politely decline. Offer to connect individual to community services (see Resource List) or via 2-1-1.