

Library Crisis Intervention Policies

Date: [Insert Date]

To Whom It May Concern,

As part of our commitment to maintaining a safe and supportive environment for all library patrons, we have instituted the following crisis intervention policies:

1. Identification of a Crisis

Library staff are trained to recognize signs of distress or crisis, including but not limited to:

- Verbal aggression or threats
- Self-harm or suicidal statements
- Substance use or intoxication

2. Immediate Response Protocol

In the event of a crisis, staff will:

1. Remain calm and assess the situation.
2. Engage with the individual in a supportive manner.
3. Contact emergency services if necessary.

3. Follow-Up Procedures

After the situation has been addressed, staff will:

- Document the incident in detail.
- Offer resources and support to the affected individual.
- Review the incident with the crisis intervention team to improve future responses.

Thank you for your attention to these important policies. We are dedicated to ensuring the safety and well-being of all who visit our library.

Sincerely,

[Your Library Name]

[Your Contact Information]