

For the Missouri State Highway Patrol Headquarters nearest you,
consult your local telephone directory.

Sex Offender Registry

1-888-SOR-MSHP
(1-888-767-6747)

METH Hotline

1-888-823-METH (6384)

Road Conditions

1-888-275-6636

Emergency Assistance

1-800-525-5555 or cellular *55

Produced By:

Public Information and Education Division

Printed By:

Missouri State Highway Patrol
1510 E. Elm Street
Jefferson City, MO 65101

(573) 751-3313

V/TDD (573) 751-3313

www.mshp.dps.mo.gov
mshppied@mshp.dps.mo.gov



An Internationally Accredited Agency

MISSOURI CONCEALED WEAPONS LAW



Missouri's concealed weapons law became effective February 26, 2004. The law contains requirements for applicant training and background checks; procedures for sheriffs and the Missouri Department of Revenue to follow in issuing certificates of qualification and endorsements; an explanation of the Missouri State Highway Patrol's duties regarding concealed weapons endorsements; and restrictions on where concealed weapons may be carried. The new law also contains a provision for persons to carry a concealed firearm in a vehicle without a permit.

OBTAINING AND MAINTAINING A CONCEALED WEAPON ENDORSEMENT

A Missouri resident must be at least 21 years old to apply. A person who is at least 18 years old and is a member of the United States Armed Forces, or is honorably discharged from the U.S. Armed Forces, is a citizen of the United States and has assumed residency, and is stationed in Missouri may apply for a Missouri concealed carry endorsement. The spouse of a member of the U.S. Armed Forces stationed in Missouri who is 21 years old may also apply for a Missouri concealed carry endorsement. If you wish to obtain a concealed weapon endorsement, you must first complete a firearms safety course at least eight hours in length.

Once the firearms safety course is completed, the next step is to apply for the certificate of qualification at your local sheriff's office. You must present a copy of the firearms training course certificate, complete an application, and pay a non-refundable fee of \$100. You may apply only in the county in which you reside. The application to the local sheriff (or police chief, if applicable, in first class counties) will contain a sworn statement. This statement verifies the applicant:

- meets the age requirement.
- is a citizen of the United States.
- has assumed residency in Missouri, or is an armed forces member or spouse stationed in Missouri.
- has not been convicted, or pled guilty or nolo contendere to any felony.
- has no weapons-related misdemeanor conviction.
- has not been convicted within the past five years of a violent misdemeanor.
- has not been convicted of two or more misdemeanors involving DWI or possession or abuse of a controlled substance within the past five years.
- is not a fugitive.
- is not currently charged with a felony.

Q ■ What if I fail to renew my endorsement? Is there a grace period?

A ■ Yes. There is a grace period of six months; but, there is also a \$10 per month late fee assessed by the sheriff. The sheriff is required to keep records and report all instances of non-renewal to DOR at the end of the six-month grace period. DOR will then immediately cancel the endorsement.

Q ■ What if I misplace my driver's license?

A ■ You must notify the sheriff within seven days of losing your driver's license. The sheriff will issue a duplicate certificate of application. You must then present this duplicate to DOR to obtain a duplicate driver's license with a concealed weapons endorsement.

Q ■ Can I obtain a separate ID card, so my driver's license won't show the concealed weapons endorsement?

A ■ Yes, you can. But, be aware that any law enforcement officer who checks your license through DOR will be notified you are authorized to carry a concealed weapon.

Q ■ What happens if a disqualifying fact is discovered after the endorsement is issued?

A ■ There are provisions for both the sheriff and the director of revenue to revoke a person's endorsement. The courts will be responsible for reporting disqualifying judgments to DOR.

Q ■ Is the list of carrying concealed endorsement holders a public record?

A ■ No, it is private information. This information can be further restricted in the same manner as other driver information if the holder chooses to restrict it. However, as with other restricted listings, law enforcement will have access to that information.

FREQUENTLY ASKED QUESTIONS

Q ■ How does the new law affect the old peaceable journey exception?

A ■ It does not. You may still carry a concealed weapon in your vehicle on a continuous peaceable journey through the state. This includes Missourians whose trip begins and/or ends in Missouri.

Q ■ What if I'm stopped by law enforcement? Any suggestions?

A ■ Where possible, it's best to stay seated in your vehicle, with both hands on the steering wheel. Do not reach to an area where your firearm is concealed without first advising the officer that you possess a firearm in your vehicle or on your person.

Q ■ Does a person carrying a weapon in a vehicle also have to have a permit for the gun?

A ■ No. A weapon may be carried anywhere in a vehicle, even concealed on the person, under the vehicle exception.

Q ■ Does a concealed carry endorsement allow a holder to carry a concealed pistol on a public bus?

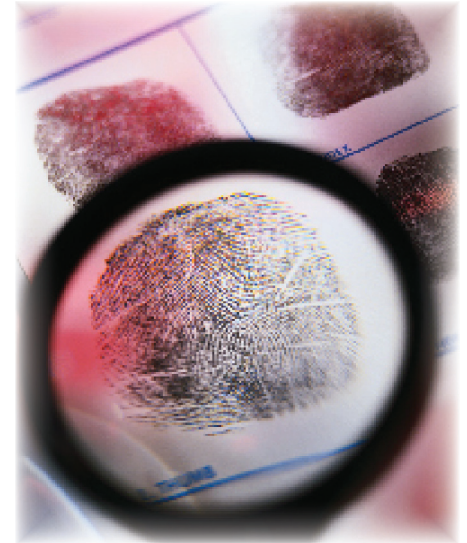
A ■ No. Only law enforcement, commercial security personnel, and persons with consent of the owner are exempt from this provision. (See Section 578.305, RSMo.)

Q ■ What if I fail to update my driver's license when I move or change my name?

A ■ A concealed carry endorsement shall automatically become invalid if the holder has not notified the sheriff and DOR of the changes within 30 days of the change.

- has not been dishonorably discharged from the armed forces.
- has not been adjudged mentally incompetent within the past five years.
- has received the required firearms safety training.
- is not the respondent of a valid full order of protection.

Upon receipt of an application, the sheriff will fingerprint you. Within three days, the sheriff is required to request a criminal record check from the Missouri State Highway Patrol. If no disqualifying record is identified at the state level, the Highway Patrol then will forward your fingerprints to the Federal Bureau of Investigation. The sheriff has a total of 45 days to issue or reject an application, regardless of whether all background checks have been completed. If an application is rejected, you may file an appeal in small claims court. The sheriff must report the issuance of a certificate of qualification to the Missouri Uniform Law Enforcement System.



Effective July 2004, the Missouri Department of Revenue (DOR) began issuing driver's licenses and non-driver ID cards with concealed weapon endorsements. Once you receive a certificate of qualification, you must present yourself to the driver's license bureau (within DOR) within seven days for a duplicate driver's license/non-driver's ID card showing the endorsement for carrying a concealed weapon. Once you have this endorsement, you must notify DOR of any change in your name or permanent address. You are required to notify DOR and the sheriff of both the old and new jurisdictions within 30 days of the change. DOR must then notify MULES within three days.

DOR will also process renewal certificates of qualification, which are required every three years. However, most Missouri driver's licenses/non-driver's licenses are valid for six years. If you wish to renew your endorsement, you must reapply with your county sheriff, pay a nonrefundable \$50 fee, then take the certificate to DOR for renewal of the endorsement. No additional firearms safety training or fingerprinting is required for renewal.

CONCEALED WEAPONS MAY NOT BE CARRIED:

In accordance with Section 571.107 RSMo., you may not carry a concealed weapon in the following places:

- any police, sheriff, or Highway Patrol office or station without consent;
- within 25 feet of any polling place on Election Day;
- adult or juvenile jail or institution;
- courthouse or facilities;
- any meeting of a government body (except by a member with a concealed carry endorsement);
- bar without consent;
- airport;
- where prohibited by federal law;
- schools;
- child care facility (without consent of manager);
- riverboat gambling facility;
- amusement parks;
- any church or place of worship; without permission of Minister or person representing religious organization
- any sports arena or stadium (with seating for more than 5,000);
- hospitals; and,
- private or public property where posted.



Possession of a firearm in a vehicle on the premises of any of the above-listed locations is not prohibited so long as the firearm is not removed from the vehicle or brandished while the vehicle is on the premises. Carrying a concealed firearm in any location specified above is not a criminal act. However, you can be denied access to the premises or may be removed from the premises for doing so. If a peace officer is summoned:

- Upon the first offense, you can be cited and fined up to \$100.
- If within six months, a second offense occurs, you can be fined up to \$200, and your concealed firearms endorsement can be suspended for a period of one year.
- If within one year of the first offense a third citation for a similar violation is issued, you may be fined up to \$500, and your concealed carry endorsement revoked. If your concealed carry endorsement is revoked, you are not eligible for the endorsement for a period of three years.

CARRYING A WEAPON IN A VEHICLE

In addition to the concealed carry endorsement discussed above, Missouri now permits any person who is at least 21 years old to transport a concealable firearm in the passenger compartment of a motor vehicle. No concealed carry endorsement is required. Under the old law, the peaceable journey exception to the unlawful-use-of-a-weapon law permitted travelers on a continuous peaceable journey to carry a concealed weapon. The peaceable journey exception is still in the law, and may apply in circumstances where the new law does not (i.e. if the person is less than 21 years old). Also, any coroner, deputy coroner, medical examiner, or assistant medical examiner may carry a concealable firearm upon or about their person without an endorsement.

Note: This law does not affect the law prohibiting possession of a concealable firearm by a dangerous felon.

ADDITIONAL INFORMATION

- (Possesses or discharges a firearm or projectile weapon while intoxicated) Has a firearm or projectile weapon readily capable of lethal use on his or her person, while he or she is intoxicated, and handles or otherwise uses such firearm or projectile weapon in either a negligent or unlawful manner or discharges such firearm or projectile weapon unless acting in self-defense.
- Missouri's carrying concealed law recognizes all out-of-state permits, including those from political subdivisions — cities and counties. Also, keep in mind that Missouri's peaceable journey law will apply to travelers, including those who do not have a permit.
- Out-of-state residents cannot obtain a Missouri concealed carry endorsement. However, nothing prohibits Missouri residents from obtaining a concealed carry permit from another state, and those permits would be valid in Missouri.
- Not all states honor Missouri's concealed weapons endorsement. It is the responsibility of the endorsement holder to comply with the laws of all states/jurisdictions in which he carries a concealed weapon.

Knowing how to protect yourself — and joining with your neighbors to make your streets safer places to be — can reduce the opportunity for muggers, purse snatchers, and other street criminals to strike.

3 Basic Rules

DO stay alert. Keep your mind on your surroundings, who's in front of you and who's behind you. Don't get distracted. If you're worried about crime, ask a friend to accompany you when you go out.

DO communicate the message that you're calm, confident, and know where you're going. Stand tall, walk purposefully, and make quick eye contact with people around you.

DO trust your instincts. If you feel uncomfortable in a place or situation, leave.

When Walking

- Plan the safest route to your destination and use it. Choose well-lighted busy streets and avoid passing vacant lots, alleys, or construction sites. Take the long way if it's the safest.
- Know your neighborhood. Find out what stores and restaurants are open late and where the police and fire stations are.
- Make sure you know where your children are going when they go out and encourage them to play with other kids. Show them safe places in the neighborhood where they can go if they ever feel scared.
- Carry your purse close to your body and keep a firm grip on it. Carry a wallet in an inside coat or side trouser pocket, not in a rear trouser pocket.
- Don't flaunt expensive jewelry or clothing.
- Walk facing traffic so you can see approaching cars.



- Don't overburden yourself with packages and groceries that make it hard to react.
- Bring "emergency" change for cab fare, bus fare, or a telephone call.
- Have your car or house key in hand as you approach your vehicle or home.
- If you suspect you're being followed by someone on foot, cross the street and head for the nearest well-lighted, populated area. Walk quickly or run to a house or store to call police. If you are really scared, scream for help.
- If you are being followed by someone in a car, change direction immediately and make a visible point of writing down the license number.
- Never hitchhike.

In The Car

- Keep your car in good running condition to avoid breakdowns.
- Plan your route in advance, particularly on long or unfamiliar trips. Have enough gas and money to get there and back.
- Drive with all car doors locked. Keep windows rolled up whenever possible.
- Never pick up hitchhikers.
- If you see another motorist in trouble, signal that you will get help and then go to a telephone and call police, or use your cell phone.
- If your car breaks down, raise the hood, use flares, or tie a white cloth to the door handle. Stay in the locked car. When someone stops, ask them to phone for help. If you have a cell phone, use it to call for help.

- If you are being followed while driving, drive to the nearest police or fire station, open gas station or other business, or well-lighted residence where you can safely call police. Try to get the car's license number and description. If no safe areas are near, honk the horn repeatedly and turn on your emergency flashers.

Buses and Subways

- Try to use well-lighted and frequently used stops.
- Try to sit near the bus driver. Take a seat in the subway car near the conductor.
- Don't fall asleep. Stay alert!
- In the subway, stand back from the platform edge. Avoid sitting near the exit door. An attacker can reach in and grab a purse or jewelry as the train pulls away.
- While waiting, stand with other people or near the token or information booth.
- If you are verbally or physically harassed, attract attention by talking loudly or screaming.
- Be alert to who gets off the bus or subway with you. If you feel uncomfortable, walk directly to a place where there are other people.



In Elevators

- Look in the elevator before getting in to be sure no one is hiding.
- Stand near the controls.
- Get off if someone suspicious enters. If you're worried about someone who is waiting for the elevator with you, pretend you forgot something and don't get on.
- If you're attacked, hit the alarm button and as many floor buttons as possible.

Jogging, Biking and Other Outdoor Activities

- Choose routes in advance that are safe and well populated.
- Vary your route and schedule.
- Avoid jogging and biking at night.
- Know businesses that are open and locations of police and fire stations.
- Consider carrying a personal alarm.
- Consider **not** wearing your stereo headphones. It's safer to be alert.



What If It Happens To You?

- Remain calm, try not to panic or show any signs of anger or confusion.
- If the attacker is only after your purse or other valuables, don't resist. You don't want to escalate a property crime into a violent confrontation.
- Make a conscious effort to get an accurate description of your attacker: age, race, complexion, body build, height, weight, type and color of clothing, tattoos, piercings, etc.
- Call the police immediately, identifying yourself and your location. Contact your local victim assistance agency to help you deal with the trauma that all crime victims experience. They can also help you learn about victim compensation laws and how to follow your case's progress.

Take Action Today

Help reduce opportunities for street crime in your community.

- Make sure street lighting is adequate and parks, vacant lots, and alleys are free of debris and graffiti.
- Get together with your neighbors and local law enforcement to start a mutual protection program like Neighborhood Watch.
- Try to make sure teens in your community have a place for their energies — a cleaned up park, recreation areas, community tasks.
- Volunteer to escort a friend or neighbor who goes to work or class at night.
- If you see a crime being committed, call the police immediately and stay with the victim until they come. Be supportive and offer to accompany the victim to the hospital or police station. How would you feel if you needed help and no one volunteered?



Crime Doesn't Pay, CrimeStoppers Does

**CRIME STOPPERS
HOTLINE**

(573-659-TIPS)

www.jeffcitycrimestoppers.com

How to be “Streetwise” and Safe



**Jefferson City
Police Department
401 Monroe St.
Community Services Unit
(573) 634-6374**

**Roger A. Schroeder
Chief of Police**



The Facts About Rape

The Victim

If you think that rape is motivated by sex, or happens because the victim asked for it, look at the facts.

Rape can happen to anyone — children, grandmothers, students, working women, mothers, wives, the rich and the poor.

The Situation

Perhaps you think that rape happens only in certain high-risk situations — hitchhiking, walking alone at night, going alone to bars. It's true that rapes can happen in these situations. But many rapes take place in ordinary, seemingly safe places. In fact, about one-third of all rapes occur in or near the victim's own home.

"When the salesman knocked on the door, I let him in. He was friendly at first. Then, all of a sudden, he grabbed me."

"I was downstairs in the laundry room of our apartment building. I'd been there alone many times. But this time..."

"I was walking to work in broad daylight. A car stopped next to me. The driver leaned over and asked for directions. When I got close to the car, he pulled out a gun and told me to get in."

The Rapist

Imagine a typical rapist. Whom do you picture? A sex-crazed man? A psychopath? More often than not, those stereotypes are wrong. Most rapists don't look peculiar or act strangely. But they may be less stable

and more aggressive than most people. They may dislike women. Mainly, they want to hurt, humiliate, and degrade another human being.

Rapists are not always strangers to their victims. In over one-third of reported cases, the rapist is an acquaintance, neighbor, friend, or relative.

Reduce Your Risk

What Should You Do To Prevent Rape?

Facing the facts about rape is the first step. You know that anyone can be the victim. So the next step is to learn how to prevent it from happening to you.

Remember these special preventive measures:

Outside. Most rapes occur outside, on the street, in a park, playground or schoolyard. Be alert to your surroundings and the people around you when you're outside...particularly if you're alone or it's dark. Practice these tips:

- Stay in well-lit areas as much as possible.
- Walk confidently, directly, at a steady pace. A rapist looks for someone who appears vulnerable.
- Walk on the side of the street facing traffic.
- Walk close to the curb. Avoid doorways, bushes, and alleys where rapists can hide.
- Wear clothes and shoes that give you freedom of movement. Don't burden yourself with too many packages.
- If you think you are being followed, walk quickly to areas where there are lights and people. If a car appears to be following you, turn and walk in the opposite direction, or walk on the other side of the street.
- Be careful when people stop you for directions. Always reply from a distance, and never get too

close to the car.

- If you feel you are in danger, don't be reluctant to scream and run. Consider carrying a whistle or a personal alarm. And if you're in trouble, use it!
- If you are in trouble, attract help in any way you can. Scream, yell for help, yell "Fire!" or break a window in a house where you think someone is home.

At home. Many rapes occur in the victim's home, in a garage or an apartment laundry room. In some cases, the rapist may be a burglar who breaks into a house and unexpectedly finds someone home. In others, an attacker purposely looks for women home alone. So one of the best ways to prevent sexual assault is to protect your home:

- Make sure all doors are solid and sturdy. Entry doors should be solid core wood (at least 1-3/4 inches thick) or metal. Good locks, such as a deadbolt lock with a 1-inch throw, are a must. Don't rely on chain locks. An average-size man can easily break most chain locks.
- Have your locks changed or re-keyed when you move into a new house or apartment.
- If strangers ask to use your phone in an emergency, offer to make the call yourself. Ask them to wait outside while you make the call.
- Install good exterior lighting around your house or apartment building.
- Someone selling something or making repairs? Always check identification before opening your door. Ask that identification cards be slipped under your door for you to check. If you want to be certain, call the person's office. Any reputable sales agent or repairperson will be glad to let you check.
- If you come home and find a door or window open or signs of forced entry, don't go in. Go to the nearest phone and call police or call from your cell phone.
- If strangers call or come to your door, don't admit that you are alone.



- If you live in an apartment, avoid being in the laundry room or garage by yourself, especially at night. Tell your landlord if security improvements are needed. Better lighting, stronger locks, night security guards — all are ways to make a building safer.
- Install a minimum 180 degree wide-angle eye viewer in your door.

When Driving or Riding.

Rapes also happen in cars and other vehicles. Most take place in the rapist's car, so be very careful about accepting rides from strangers. A casual offer of a ride home from somebody you don't know — or know only slightly — could mean trouble. It's a good idea *never* to hitchhike.

Be especially cautious even when driving your own car. Reduce your risk by taking these precautions:

- *Always* lock your car.
- Check the back seat before you get in.
- Keep doors locked while you drive.
- Park in well-lighted areas.
- If you think you are being followed, drive to a public place or a police station.
- If your car breaks down, open the hood or attach a white cloth to the car antenna. If someone stops to help, stay in your locked car and ask them to call the police or a garage.

What Should You Do If You're a Victim?

If you prefer not to call the police right away, get help from a friend, your doctor, or a hospital emergency room, or contact rape or other

crisis services that may be available in your community.

The most important thing to remember after an attack is that you should not touch anything, change your clothes, wash, or douche until you have contacted the police and been to the hospital. If you do, you may accidentally destroy valuable evidence that the police and prosecutor might need to arrest and convict your attacker.

The Child Victim

Each year more than 100,000 children suffer some type of sexual abuse. In many cases, the victim is female and the offender is male. Who is the typical offender? In over one-third of the sexual abuse cases involving children, the offender is known to the child and the child's family. In other words, the abuser is often a parent, relative, or close family friend. Because children are so trusting and defenseless, they are especially vulnerable to sexual assault.



How to Respond

Children often make up stories, but they rarely lie about being victims of sexual assault. If a child tells you about being touched or assaulted, take it seriously. Your response helps determine how the child will react to the abuse. Stay calm. Explain that you are concerned about what happened, but not angry with the child. Many children feel guilty, as if they had provoked the assault. Children need to be reassured that they are not to blame, and that they are right to tell you what happened.

Sometimes a child may be too frightened or confused to talk directly about the abuse. Be alert for any changes in behavior that might hint that the child has suffered a disturbing experience.

Preventive Measures Against

RAPE

- **If you want more information on rape prevention, the facts about rape, or the kinds of programs that can help the rape victim, contact the Jefferson City Police Department at 573-634-6400 or the Rape & Abuse Crisis Service at 573-634-4911 or visit <http://racsic.org/>.**

Jefferson City Police Department
Special Services Division
(573) 634-6400

Roger A. Schroeder
Chief of Police



www.jeffcitymo.org/police

Common Types of Violence:

| | |
|----------------------------------|-----------------------------|
| Insubordination | Theft |
| Verbal Intimidation | Fist Fights |
| Threats | Stabbings |
| Beatings | Assaults |
| Harassment | Suicides |
| Sexual Assaults | Vandalism |
| Aggressive Driving/ Road Rage | Arson |
| Stalking | Hostage-taking Shootings |

Help Prevent Thefts from Your Place of Business

Too often, employees become complacent in their place of work. Here are some suggestions, even if you work in a highly secure area:

- Keep your purse, wallet, keys, and other valuable items with you at all times or locked securely in a drawer or closet.
- Make certain the receptionist or front office personnel check the identity of any stranger entering the building/office. Someone should escort them to their destination or call the person they wish to meet up to the front. Never let a stranger wander the office areas unescorted.
- Always let someone know where you will be, including short trips to the mailroom, out to lunch, etc.
- Mark all personal items you bring to work, including calculators, CDs, radios, coffee pots/mugs, etc.
- Never leave money or other items of value in plain sight.

- Report any broken or flickering lights; halls, staircases and corridors which are dimly lit; doors or windows with broken locks or glass. Don't assume someone else reported the problem.
- Don't advertise your personal business, including social life, vacations, work schedules, etc. to strangers.

Violence in the Workplace Takes Many Forms

You may not recognize an action as violence in the workplace, but it takes many forms, including raised voices, profanities, and name calling to sexual assault, harassment, robbery and homicide. While homicide in the workplace is rising, approximately 75% of work-related homicides are committed by unknown assailants while in the commission of another crime (robbery, theft, etc.). Despite the number of media reports about this growing problem, the attacker usually isn't a disgruntled co-worker.

Has your company taken proper precautions?

- Is your office secure? Does everyone understand how to use the phone in case of an emergency (direct line to the police department, the need to dial "out" or standard calling.)
- Is there a sign-in policy for visitors; panic buttons, safe rooms, security guards, office access controls, good lighting and safety training?
- In hiring new employees, does the employer take care in checking references, backgrounds, history, criminal records and education thoroughly?

- Are termination procedures defined clearly with attention to advance notice, severance pay and placement services?
- Have you been trained in recognizing potentially violent employees? Signs of stress that could turn into violence include depression, frequent absences, talking in a louder than normal voice, being startled easily, increased irritability and impatience, and concentration and memory problems.
- Are you encouraged to report unusual or worrisome behavior? Do you feel comfortable expressing your concerns to a supervisor about a co-worker? Do you know who to report problems to? Do they take your concerns seriously or do they brush it off?
- Do you have a predetermined code word to use when you need immediate assistance from a supervisor or someone nearby?
- Is there a clear, written policy that spells out procedures in cases of violence and sanctions for violators?

Avoid Common Trouble Spots

- **Stairwells and isolated corridors**— Don't go in these areas alone. Talk to someone about increased lighting in poorly lit areas. If you must use these areas, go with someone. Pay attention to shadows, strange noises, or unusual smells. Let someone know what route you are taking.
- **Elevators** — Don't get into elevators with people who look out of place or behave in a strange or threatening manner. If you need to, wait until the next car.

If you find yourself in an elevator with someone who makes you nervous, get off as soon as possible.

- **Restrooms** — Attackers can hide in stalls and corners. Make sure restrooms are locked and only employees have keys. After ensuring the restroom is empty (except for other employees), make sure you lock the door behind you. This way strangers can't enter and catch you off guard or corner you. Be extra cautious when using restrooms that are isolated or poorly lit. Encourage stronger lights and watch for strangers entering the restroom.

- **After hours** — Avoid working late alone. Create a buddy system for walking to the parking lot or public transportation, or ask security to escort you. Don't get complacent and assume no one is around.

- **Parking Lots/Garages** — Choose a well-lit, well-guarded parking garage near your business. Always roll the windows up and lock your car. Have your car keys ready as you approach your car. If you notice strangers hanging around the parking lot, get back into an occupied area and notify a security guard or the police. Check the interior of your car, front and back seats, as well as under the car for anyone lurking in those areas. Lock your vehicle as soon as you are inside it, even before you buckle your seatbelt.

- Be aware of your surroundings. If you feel uncomfortable, let someone know. Don't take unnecessary risks.

Presentations/Training available to businesses. Contact Jefferson City Police Department Crime Prevention Office at (573) 634-6398.

Coping with Threats and Violence

For an angry or hostile customer or co-worker:

- stay calm
- maintain eye contact
- listen attentively
- be courteous and patient
- keep the situation in your control

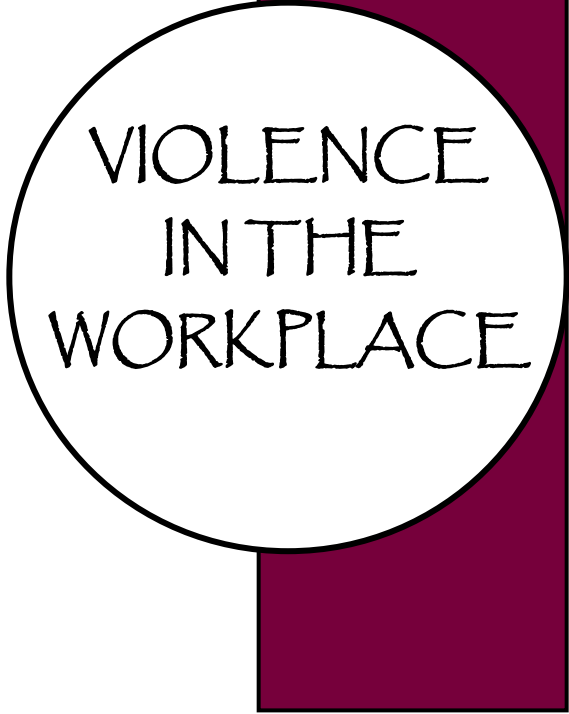
For a person shouting, swearing and threatening:

- signal a co-worker or supervisor that you need help. Utilize the predetermined code word.
- do not make any calls yourself
- have someone call the police, security guards and the supervisor.

For someone threatening you with a gun, knife or other weapon:

- Stay calm. At the first available opportunity quietly signal for help (predetermined code word, duress alarm, etc.)
- Maintain eye contact.
- Stall for time.
- Keep talking, but follow instructions from the person who has the weapon.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.
- Don't challenge the person with the weapon.
- Don't make sudden moves unless you advise the person with the weapon first.

www.jeffcitymo.org/police



VIOLENCE
IN THE
WORKPLACE

What Is Workplace Violence?

Violence in the Workplace is described as any act occurring either on company premises or during the performance of work-related duties that:

- threatens the safety of an employee, customer or other person;
- affects the health, life, or well-being of an employee, customer or other person;
- results in damage to the company, employee, customers, or others property.