

NTPC Health & Safety Alert

Encountering Intoxicated Persons at Your Workplace or Staff Accommodations



Background

Recently an incident occurred at an NTPC power plant where an intoxicated person approached the staff accommodations late at night.

Practical Guidance

If you have ever encountered an intoxicated person you know that reasoning with them seldom works – they often do not have the capacity to make smart decisions or analyze information.

Here are some ways to safely handle an intoxicated person when approached in the workplace or in staff accommodations:

- Intoxicated people respond better to someone who approaches them in a friendly rather than authoritative manner. You should approach an intoxicated person with a non-aggressive stance and open, empty hands.
- Intoxicated people do not like to be told what to do. Offer them choices such as "Is there someone I can call for you?"
- An intoxicated person can sense your fear. Be confident, non-threatening, and show genuine concern for their wellbeing.
- If you are uncomfortable with the situation, interview the person through the door while you keep it closed. Ask for their name and what they want. Stay inside, politely ask them to leave, and tell them you will notify the police.
- If the intoxicated person refuses to leave, becomes aggressive, or appears to require medical attention; or if cold temperatures could be harmful to them in their current state; phone the police and inform them of the situation.
- If the police are unavailable, contact the Plant Superintendent/Operator. They may be familiar with the person and may be able to contact another member of the community to come and get the person.
- If the Plant Superintendent/Operator is not available, contact the Regional Manager for assistance.
- Complete an incident report.

