

**Sample Controlling Bystanders Procedure**

In an emergency, controlling a crowd of bystanders should be part of a facility's EAP. If not addressed, bystanders can interfere with a rescue or the care being provided. To provide crowd control:

* In a firm, calm voice tell bystanders to move to a location that does not interfere with a rescue or care. This also means keeping a clear path between where first responders arrive and the location of the victim(s).
* Use barriers such as ropes, chairs or cones to block areas the staff does not want bystanders to go.
* Use volunteers bystanders to help with crowd control
* If there is a public announcement system, use it to keep bystanders informed and what the staff would like them to do.

Source: Adopted from the American National Red Cross