

ANGRY MAN

You are a USAR Team leader. You are overworked and exhausted from conducting the difficult Search and Rescue operations among the rubble in a central area of Port au Prince, Haiti.

You have succeeded in rescuing 8 people within the last 72 hours : the local population is very grateful for what you are doing. You are well known and highly respected by everyone.

While part of the team is taking time off and resting in the camp between shifts a man appears out of the blue coming from the tented area. He seems quite distressed, very agitated and is yelling in Creole an unknown language which nobody understands. From his gestures and body language it is clear that he is calling for help. He is in desperate need of urgent health care for one of his family members.

One of the team members, Aldo, manages through a mix of words and sign language to explain that the team does not deal with health care nor is equipped in any way with the necessary means to provide medical assistance.

The man is getting more and more upset and is yelling out of control. Aldo is trying desperately to make him reason and urges him to contact the nearest hospital. In the mean time ,the loud screaming has attracted the attention of other team members; three of which are approaching the scene, while the others stay at a distance while following the story.

The man refuses to accept that nothing can be done. While carrying on yelling , suddenly the outraged man pulls out a knife and points it to Aldo, who backs up against the camp's safety net finding himself threatened by a knife just a few inches from his throat .

The man has literally lost control and looks outraged, his eyes are wide open. Aldo tries to calm him down by speaking softly , but his words seem to have no effect. Mary (a Red Cross volunteer working on the team) improvises a move after approaching the delirious man on the side, she twists his wrist and succeeds in grabbing the knife away from him.

At the same time Claudio , another team member witnessing the scene runs away and Antonio, the third member of the team watches the whole scene passively, without making a move, as though sleeping with his eyes open .

A few minutes later a policeman arrives and takes the outraged man away from the camp.

You are the Team Leader: what would you do at this point?