Disruptive Individuals on Campus
Response Protocol

1. Who is a disruptive individual?
   • An individual who makes threats of physical harm to you, others, or themselves.
   • An individual who has a weapon. Refer to active shooting/armed subject protocol.
   • An individual who behaves in a bizarre manner or exhibits unstable behavior patterns.
   • The individual who appears to be intoxicated or under the influence of a controlled substance.

2. What action should I take?
   • Contact TTPD at 743-2000 or 9-911
   • Give your name and campus location with a brief explanation of the situation.
   • Take note of the individual’s age, personal appearance, clothing, vehicle or any other information that would help identify the individual.

3. Express your authority with non-verbal cues:
   • Sit or stand erect
   • Square your shoulders
   • Smile and make eye contact
   • Speak clearly and distinctly
   • Maintain a constant voice volume—not too loud

4. Cues to avoid:
   • Do not touch your face
   • Observe the individual’s personal space—not stand too close
   • Do not touch the person
   • Do not slouch, glare or sigh at the individual

5. Anger management tactics:
   • Get their attention: Use their name, ask them to sit down
   • Acknowledge their feelings: Paraphrase what they say so they will know you are listening
   • Get them moving: Offer a chair, move them to a private area if possible
   • Offer assistance: Use the word “we” to include them in the solution process
   • Tell them exactly what you can do for them and when
   • Offer an alternative if appropriate
   • Advise co-workers of the potential problem if possible
   • Call for aid immediately if you sense the situation is getting out of hand