



## **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— do 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