

Stephen F. Austin State University Police Department



Safety Protocol Disruptive Individuals

Safety 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 **armed subjects protocol**.
- An individual who behaves in a bizarre manner or exhibits unstable behavior patterns.
- An individual who appears to be intoxicated or under the influence of a controlled substance.

2. What action should I take?

- Contact **UPD** at **468-2608**.
- 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.

Contact

Stephen F. Austin State University
Police Department

At **936-468-2608** or visit
www.sfasu.edu/upd

