

Concordia University Texas Police Department



SAFETY PROTOCOL: Disruptive Individual

Classrooms or offices can sometimes be disrupted by individuals who are angry or troubled. This information is intended only as a general guide for faculty and staff when dealing with disruptive individuals in their work environments.

A disruptive individual may be someone who:

- Makes threats of physical harm to you, others or themselves.
- Has a weapon. (Refer to Armed Subjects Protocol on reverse side)
- Behaves in a bizarre manner or exhibits unstable behavior patterns.
- Appears to be intoxicated or under the influence of drugs.

Steps to take when dealing with a disruptive individual:

- Contact the staff at your local center at 512-313-3000.
- Give your name, location and a brief explanation of the situation.
- If possible, give police the name and/or description of the individual involved.

Express your authority with non-verbal cues:

- Maintain a confident posture.
- Try to appear calm and in control of the conversation.
- Smile and make eye contact with the person.
- Speak in a clear, calm and consistent tone of voice.

Behavior cues to avoid:

- Do not touch your face.
- Observe the individual's personal space- do not stand too close.
- Do not touch the person or attempt to restrain them.
- Do not sign or glare at the individual.

General anger management tactics:

- Get the individual's attention: Use their name and ask them to sit down.
- Acknowledge their feelings: Paraphrase what they say, so they will know you are listening.
- Offer assistance. Use the word "we" to include the individual in the solution process.
- Offer alternatives or solutions to the individual.
- Tell the individual how and when you can help.
- If possible, offer to talk to the person in a more private setting. Disruptive situations can often be de-escalated by moving the individual into a less public area. Let others know if you take the individual to a more private setting.

Contact CTPD at 512-313-3311 to report an incidence when it is safe to do so.

See reverse for additional information.

For more information about the Emergency Procedures, visit

www.concordia.edu/police

Crime Prevention is a team effort- Do your part. Stay alert and report all suspicious activity to the staff at your local center at 512-313-3000.

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SAFETY PROTOCOL: Armed Individual

If you see or encounter an armed individual (s) on campus or if an individual is acting in a hostile or belligerent manner, immediately contact local authorities at 911.

If the armed subject is outside the building, immediately call 911, then, if it is safe to do so:

- Turn off the lights, close and lock all windows and doors.
 - Attempt to get everyone low on the floor and out of sight.
 - Move to a safe area of the building and remain there until an "all clear" signal is given by an authorized, known voice. Unfamiliar voices could be suspects trying to lure you into danger.
 - Contact CTPXD at 512-313-3311 when it is safe to report the incident.
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If an armed subject is inside the building, call 911.

Give police your name, location and any suspect information/description. Then, if it is safe to do so:

- Flee the area and avoid the danger.
 - If you determine it is unsafe to leave the building, lock all doors and windows.
 - Get down on the floor or under a desk and remain silent.
 - Attempt to locate a secure area, and get everyone low on the floor and out of sight.
 - Wait for an "all clear" signal from an authorized, known voice.
 - Contact CTPXD at 512-313-3311 when it is safe to report the incident.
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If an armed person(s) comes into your classroom or office area, there is no one procedure that authorities can recommend in this situation; however below is a list of suggestions:

- Attempt to alert other nearby staff.
- Immediately call 911 and give your name, location and any suspect information or description.
- Stay calm. Think clearly and use common sense.
- If hiding is not possible, attempt to negotiate with the suspect.
- Attempting to overcome an armed individual with force should be a last resort, and is an individual decision that should be initiated only in the most extreme circumstances.
- Remember, there may be more than one suspect involved in the incident.
- Wait for the "all clear" instruction from an authorized, known voice.
- If you are able to flee the building, get as far away from the scene as possible and contact authorities.
- Contact CTPXD at 512-313-3311, when it is safe to report the incident.

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