



THE UNIVERSITY OF TEXAS-PAN AMERICAN POLICE DEPARTMENT

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E-Mail: police@utpa.edu Website: www.utpa.edu/police

Safety Protocol: Disruptive Individuals

1. What is the 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 (956)665-7151.
- 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.

*The safety of our community does not have borders. It is the goal of every law enforcement agency to protect the citizens that we serve. Be the eyes and ears of your police department. When you see suspicious activity contact the **UTPA Police Department at 956-665-7151**; the **Edinburg Police Department at 956-383-7411**; or the **Hidalgo County Sheriff's Office at 956-383-8114**. Together we can make a difference in our community*