



## Handling Disruptive Persons

Presented by the University of North Texas  
Police Department

# Who is the disruptive individual



## This



Makes threats of harm to self or others

Verbally abusive to you or others

Behaves in a bizarre manner

Refuses to comply with instructions

Appears to be intoxicated

## Not this



Cultural differences

Most disagreements or differences of opinion

Situational frustration

Individuals who need more time or special accommodations

# Personal safety starts with you!



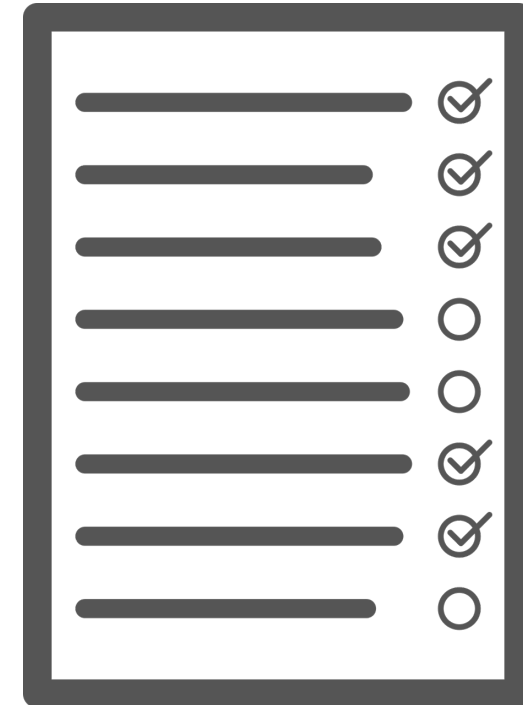
## Create a Plan:

Have a safety plan BEFORE anything occurs

Trust your instincts

Notify colleagues/supervisor

Use the buddy system



- Develop a code word
- Run through “what if” scenarios
- In Denton County, call or text 911, tell the location & issue

# Things to avoid



Observe and be respectful of the individual's space

Do not touch the person

Do not glare, sigh, or roll your eyes

Be clear and direct



# When dealing with disruptive individuals



Get their attention and respect: Call them by name if you know it.

Ask them to sit down by offering a chair.

Try to move the individual away from other people.

Tell them exactly what you can do for them and when.

Offer an alternative if appropriate/possible.

Call for aid from co-workers/public/police immediately if you sense that the situation is getting out of hand.

Make direct eye contact when speaking.

Do not ignore the individual when spoken to.

Do not be silent when spoken to.

*Treat others the way you want to be treated.*

# How to reach us



**Life-threatening emergency: call or text 911.**

**Non-emergency, if crime has already happened or need guidance**  
940-565-3000

**Campus anonymous tip line**  
940-369-8477 (TIPS)

**Visit our office, bike engraving, dispose of old medicine**  
Sullivant Public Safety Center, 1700 Wilshire St.  
Denton, TX 76201



# How to be a good witness

## Specifics

- Location
- Incident type
- Direction suspect headed
- Photo with your phone (if possible)

## ID people

- Think from top to bottom
- Race/gender
- Clothing type/colors
- Purse/backpack, etc.
- Unique attributes

## ID vehicles

- Color
- Make/model/year
- License plate
- Style (2-door, 4-door, etc.)
- Unique features

**Try not to talk to any other witnesses – that may confuse details.**

# CARE Team



- Resource for assisting distressed students/staff/faculty
- **Does not take the place of first responders**
- Call or email if concerned student could be threat to self or others
- Don't ignore little signs:  
Texts or posts on social media outlets
- CARE Team is available Weekdays from 8 AM – 5 PM
- Contact CARE Team:  
940-565-4373 OR [careteam@unt.edu](mailto:careteam@unt.edu)