SAFETY CONSIDERATIONS: DISRUPTIVE INDIVIDUALS

1. Who is a disruptive individual?
   - An individual who makes threats of physical harm to you, others or themselves.
   - 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?
   A. Contact OUPD at 325-1911 or 911.
   B. Give your name and campus location with a brief explanation of the situation.
   C. 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.
OUPD is a full-service law enforcement agency serving OU's Norman Campus & community.

Dialing "911" from any campus phone (325-prefix) will reach the OU Police.

Cell phone users should dial 325-1911 to reach the OU Police.

Students using "out of area/state" cell phones may need to add the area code—(405)-325-1911—to reach the OU Police.

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OU Police Department

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Norman, OK 73072-7857
Phone: (405)-325-2864
FAX: (405)-325-5122

"To Serve & Protect"
Telephone: (405)-325-2864
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