

Dealing with Disruption

OBJECTIVES

- Communication barriers
- What can we do to identify disruptive behaviors
- What to do – what not to do
- Campus response to disruption
- When to call and who to call
- What to do in an active situation
- Time for questions

FERPA...A BARRIER?

You CAN share concerns about observed behavior to those who need to know.

- Department Chairs
- Academic Deans
- Public Safety
- Dean of Students Office
- Individuals who may be at risk
- www.uwgb.edu/FERPA

CLERY REPORTING REQUIREMENTS

- Crime Log
- Crime Statistics
- Emergency Notifications w/ Confirmation
 - GB Alert
 - NetNotify
 - PA system
- Timely Warnings (Collaborative Decision)
 - Nature of Crime
 - Continuing Danger
 - Risk of Compromising Law Enforcement Efforts



NOBODY JUST SNAPS!

WE SHOULD BE AWARE AND ALERT, BUT NOT ALARMED

“I have studied thousands of shootings that have taken place in the United States. Please remember that nobody snaps – that this is a process and if you know what to look for, you can see it coming. The good news about that is if you see it coming, **you can stop it.**”

Susan Riseling

Former UW-Madison Police Chief

Sept. 17, 2013 in response to Sept. 16, 2013 navy yard shooting in Washington D.C.

STUDENT REVIEW TEAM

TEAM APPROACH TO BEHAVIORS OF CONCERN

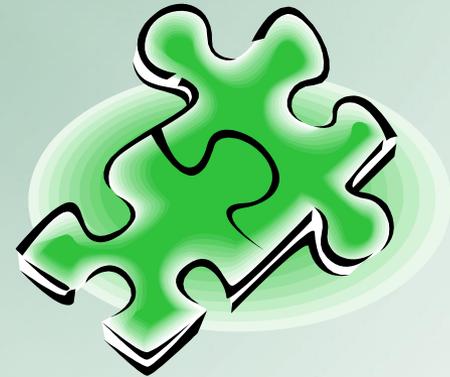
Our Job: Assess & Respond

- Public Safety
- Dean of Students
- Counseling Services
- Residence Life
- Associate Dean of L & S
- Disabilities Services
- Athletics
- Others as needed



STUDENT REVIEW TEAM

- Give us your puzzle pieces
- How to Contact
 - Dean of Students Office (x2152)
 - Public Safety (x2300)
- Follow-up Response
 - Bi-weekly meetings
 - Emergency meetings as needed
 - Additional resources brought in as needed.
 - Continuous and collaborative response



SEE SOMETHING, **SAY** SOMETHING

“Creating a culture of shared responsibility for a safe campus must be a top priority. An engaged community, armed with a shared mindset, access to information and effective mechanisms to respond to threats before violence occurs is a formidable force and one that will have an immediate impact on improving the overall safety of our colleges and universities”

Governor’s Task Force on Campus Safety

BEFORE SOMETHING HAPPENS

- Be aware of behaviors of concern
- Early intervention is essential
- Report the behaviors to the right people (Dean of Students, Human Resources, Public Safety, etc)
 - SRT may be consulted for students only.
- Know your surroundings, preplan emergency
- Don't assume disruptive behavior is their own
- Always be prepared to call 911 or



OFFICE SAFETY

- Pre-plan an escape route and play “what if...”.
- Avoid any physical contact, finger-pointing or long periods of fixed eye contact. Do not touch the person.
- Position a barrier between you and the person. If no barrier is present, just slowly back away to add distance.
- Avoid invading the individual’s personal space. 3’ to 6’ between you

IS DISRUPTIVE BEHAVIOR A DISABILITY

- All students must adhere to the student code of conduct and reasonable behavior standards
- We do not need to tolerate or excuse disruptive, dangerous or violent behavior, even if connected to a disability
- Such behavior cannot interfere with the educational opportunities of others
- Setting/Enforcing standards may encourage needed therapy/prescribed medications

BEHAVIORS OF CONCERN

- Loss of control
- Threats/Acts of violence
- Fixation on violence
- Perceived injustice, hostility, blaming
- Substance abuse
- Isolating behavior
- Strained relationships
- Chronic depression/mood swings
- Low self-esteem
- Reduced motivation
- Changes in health, hygiene, or behavior

WHAT YOU MIGHT DO

- You are not expected to provide therapy or counseling
- However, you are often in a good position to help individuals start to deal with concerns by:
 - Expressing clearly your willingness to help
 - Providing the essential first supportive contact
 - Taking time to listen
 - Assisting the individual in locating resources
 - Contacting appropriate resources to make them aware of your concern.

TALKING WITH A DISRUPTIVE PERSON OR SOMEONE IN CRISIS

- Identify boundaries
 - Respectful conversation
 - Appropriate time and place
 - Time restraints
- Assess Threat
 - Refusal to leave area
 - Body language
 - Tone/Volume
 - Content of speech
 - Statements made

TALKING WITH A DISRUPTIVE PERSON OR SOMEONE IN CRISIS

Do

- Project **calmness**; move and speak slowly, quietly and confidently.
- Be an **empathetic** listener
- Use “**I**” language, such as: “I see.”, “How can I help.”
- Have another employee present
- Set clear boundaries, physical barriers

Do NOT

- Challenge or **interrupt the person** while they are talking
- Use threatening or derogatory words, such as: “You are wrong” “You shouldn’t feel that way”
- Make false statements or promises you cannot keep
 - Unless you need to do so to keep yourself safe

PLANNING AHEAD

- If you anticipate an issue may develop
- Make a Safety Plan
 - Consult with Public Safety or DOS
 - Talk with co-workers in area
 - Agree on code word
 - **When in doubt, call Public Safety and let them evaluate the situation**

CALLING 911

- New phone system does not require 9-911
 - New Feature: When you call 911, Public Safety will also be listening to the call “live” as it happens.
- Your exact location does not appear and you must provide it
- Contact Public Safety for phone sticker
- Stay on line with dispatcher if safe
- Describe situation and individual

INSTRUCTIONAL SERVICES
2370 INSTRUCTIONAL SERV CT
ROOM #

1024

WHEN TO CALL PUBLIC SAFETY?

- **IF IT GOES BEYOND WHAT YOU CAN HANDLE OR IF THE PERSON BECOMES THREATENING OR VIOLENT CALL 9-1-1**
- If the agitated person is standing next to the phone or will not let you get to the phone, call out to a co-worker
- Have supervisor or co-worker come out to assist you
- If the suspect leaves, be prepared to give a complete description
- Awareness of Surroundings – If you see someone dealing with a disruptive person, make contact with that co-worker or call Public Safety

ACTIVE SHOOTER SITUATIONS

- Actively engaged in killing or attempting to kill
 - Situations are unpredictable and evolve quickly
- Law enforcement action is required to stop the killing and mitigate harm to victims
- We must be prepared both mentally and physically to deal with an active situation

STRATEGIES FOR SURVIVAL OF A VIOLENT INCIDENT

Strategies you can use anywhere

- 5 Out's
- ALICE
- Run – Hide – Fight

Get Off the X

POLICE RESPONSE

- Law enforcement's purpose is to stop the active shooter-will proceed directly to the area in which the last shots were heard -Will not stop to help injured
 - Officers - patrol uniforms or external bulletproof vests, Kevlar helmets, tactical equipment
 - Officers armed with rifles, shotguns, handguns
 - Officers may shout commands, and may push individuals to the ground for their safety

POLICE RESPONSE

WHAT SHOULD I DO????

- Remain calm, and follow officers' instructions
- Put down any items in your hands
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers – don't grab them
- Avoid pointing, screaming and/or yelling
- Don't stop officers for help or direction when evacuating-
proceed in the direction from which officers are entering
- Once you have reached a safe location/assembly point. Do not leave until law enforcement authorities have instructed you to do so -need to ID witnesses/Suspects

THE 5 OUTS

HIDE OUT – KEEP OUT



CALL OUT

Dial 911!



GET OUT RUN!



TAKE OUT

If there's no way out,

FIGHT!



RUN > HIDE > FIGHT



BOTTOM LINE...

- You are not trained to assess threats and are not expected to do so.
- When in doubt about a behavior or concern, ask for advice or help.
 - Contact Public Safety, Dean of Students, Supervisor
- If violence or threats are involved, call the police!
- If You See Something, **You Must Say Something**
- Plan ahead
- **Get off the X**

RECENT EFFORTS

- Phone upgrades
- Personal Security Alarms
- Phoenix Cares Website
 - [New Incident Report Forms](#)
- Stop The Hate Training
- Cameras
- PA System
- License Plate Recognition
- Electronic Doors
- Emergency Operations Center
- Public Safety Staffing

ADDITIONAL INFORMATION AVAILABLE

www.uwgb.edu/phoenix-cares

www.uwgb.edu/publicsafety

www.uwgb.edu/dean-of-students

www.uwgb.edu/counseling-health/

**Assisting the
Emotionally Distressed Student**

A resource for faculty and staff

QUESTIONS?