

## DISRUPTIVE OR HOSTILE PERSONS

Disruptive behavior is any behavior that interferes with other students, faculty, or staff and their access to a safe educational or work environment. This includes severe or ongoing and pervasive disruption of academic, administrative, and other campus activities. A disruptive person can be defined as any individual who exhibits the following actions:

- Makes threats of physical harm to you, others, or themselves
- Behaves in a bizarre manner or exhibits unstable behavior patterns
- Appears to be intoxicated or under the influence of a controlled substance
- Refuses to comply with instructions
- Is verbally abusive to you and or others

### RESPONSE

When dealing with a disruptive or hostile individual:

1. Call **911** if there is an immediate threat
2. For a non-immediate threat or to discuss concerns for an individual contact the [UNT CARE Team for Students](#) at 940-565-4373 or [careteam@unt.edu](mailto:careteam@unt.edu). The [faculty/staff CARE Team](#) is available through the campus Human Resources office.
3. Remain calm – try to have another person with you
4. Be courteous and confident toward that individual
5. Allow the individual time to express feelings and concerns—listen respectfully and objectively
6. Ask defusing questions, such as:
  - How can I help you?
  - What are your concerns?
  - What would you like to accomplish?
7. Contact the UNT Counseling Hotline at **940-565-2741** to get help with the individual's concerns, if necessary and safely possible to do so
8. Notify your supervisor and/or department chair
9. Do NOT...
  - Corner or crowd the individual
  - Attempt to touch the individuals
  - Blame anyone or “blow off” the hostile individual