



ARMED INDIVIDUAL SAFETY PROTOCOL

Concordia University Texas Police Department

If you see or encounter an armed individual(s) on campus or if an individual is acting in a hostile or belligerent manner, immediately call 911 or CTXPD (512)-313-3311.

IF THE ARMED SUBJECT IS OUTSIDE THE BUILDING

- Turn off the lights, close and lock all windows and doors.
- Attempt to get everyone low on the floor and out of sight.
- Move to a safe area of the building and remain there until an "all clear" signal is given by an authorized, known voice. Unfamiliar voices could be suspects trying to lure you into danger.
- Call 911 or CTXPD (512)-313-3311 when you are safe.

IF AN ARMED SUBJECT IS INSIDE THE BUILDING

RUN: When an active shooter is in your vicinity

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Once outside, prevent others from entering the area and get as far away from the scene as possible.
- Call 911 or CTXPD (512)-313-3311 when you are safe.

HIDE: If evacuation is not possible, find a place to hide.

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

YOUR HIDING PLACE SHOULD:

- Be out of the shooter's view.
- Provide protection if shots are fired in your direction.
- Do not trap or restrict your options for movement.
- If there is another way out of the building (for example window or other door), attempt to evacuate only if you can do it safely.
- Call 911 or CTXPD (512)-313-3311 when you are safe.

IF AN ARMED SUBJECT COMES INTO YOUR CLASSROOM OR OFFICE AREA

FIGHT: as a last resort, and only if your life is in danger

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.
- There may be more than one suspect in the incident, but remember overwhelmingly, the offender is a single shooter (98%).
- Call 911 or CTXPD (512)-313-3311 when you are safe.

See reverse for more details.

For more information about the Emergency Procedures
visit www.concordia.edu/police or call **512-313-3311**

Crime prevention is a team effort - do your part. Stay alert and report all suspicious activity
to CTX Police Department 512-313-3311 or 512-313-4046



DISRUPTIVE INDIVIDUAL SAFETY PROTOCOL

Concordia University Texas Police Department

Classrooms or offices can sometimes be disrupted by individuals who are angry or troubled. This information is intended only as a general guide for faculty and staff when dealing with disruptive individuals in their work environments.

A DISRUPTIVE INDIVIDUAL may be someone who:

- Makes threats of physical harm to you, others or themselves.
- Has a weapon. (Refer to Armed Individual protocol, included in folder).
- Behaves in a bizarre manner or exhibits unstable behavior patterns.
- Appears to be intoxicated or under the influence of drugs.

STEPS TO TAKE when dealing with a disruptive individual:

- Contact the staff at your local center at 512-313-3000.
- Give your name, location and a brief explanation of the situation.
- If possible, give police the name and/or description of the individual involved.

EXPRESS YOUR AUTHORITY with non-verbal cues:

- Maintain a confident posture.
- Try to appear calm and in control of the conversation.
- Smile and make eye contact with the person.
- Speak in a clear, calm and consistent tone of voice.

BEHAVIOR CUES TO AVOID:

- Do not touch your face.
- Observe the individual's personal space- do not stand too close.
- Do not touch the person or attempt to restrain them.
- Do not sign or glare at the individual.

GENERAL ANGER MANAGEMENT TACTICS:

- Get the individual's attention: Use their name and ask them to sit down
- Acknowledge their feelings: Paraphrase what they say, so they will know you are listening.
- Offer assistance. Use the word "we" to include the individual in the solution process.
- Offer alternatives or solutions to the individual.
- Tell the individual how and when you can help.
- If possible, offer to talk to the person in a more private setting. Disruptive situations can often be de-escalated by moving the individual into a less public area. Let others know if you take the individual to a more private setting.

See reverse for more details.

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