

Civil Disturbances

Civil disturbances include riots, demonstrations, threatening individuals or assemblies that have become disruptive.

If you observe such disturbances:

- Call 911 if there is an immediate threat.
- If threat is not immediate but you are concerned it may escalate call UNT Police Dispatch at 940-565-3000.
- Provide the address, location, and any details available to the dispatcher.
- Do not provoke or become part of the disturbance.
- Secure your work area, log off computers and secure sensitive files, if safe to do so.
- Remain inside and away from doors and windows if the disturbance is outside.

If you are confronted by angry, belligerent, or violent individuals, use the following steps when communicating with them.

- Remain calm.
- Be courteous and confident.
- Allow the opportunity for the person to express their feelings and concerns.
- Listen respectfully and objectively.
- Alert the police immediately if a threat exists.
- Notify your supervisor and your department chair as soon as you are able.

Do Not:

- Corner or crowd the hostile individual.
- Attempt to touch the individual.
- Blame anyone.
- "Blow off" the hostile individual.

Sample defusing questions:

- How can I help you?
- Tell me more about this issue.
- What are your concerns?
- What do you want to accomplish?

Further action may include:

- Keep at a safe distance.
- Move to a neutral location with more than one exit, if possible.
- Leave the door open and have another person join you.
- Alert counseling or advising staff who can help with the individual's concerns