Increased sever mood swings

Resistance and overreaction to changes in policy and procedures

Intimidating, harassing, bullying or otherwise inappropriate and aggressive behavior Body language suggesting anger (e.g. denched jaws or fists; shallow rapid breathing; scowling or sneering; glaring or avoiding eye contact; trembling or shaking; red face, sweating)

Making delusional comments or statements

- Feelings of being exploited
- Reading threatening meanings into benign statements or events

Writing poems or letters that are bizarre or refer to violence

General Protocol for De-escalating Potentially Volatile Situations:

Speak in a calm, soft manner Approach the person slowly and calmly Avoid sudden moves or intrusive gestures Do not argue or contradict Listen attentively and repeat back what is told to you. Do not be judgmental. Give simple, supportive directions The louder they speak, the softer you speak Never make counter threats Treat all people with respect Do not touch without permission Encourage the person to sit down Be vigilant for weapons or aggressive signals

signs of stress or anger (e.g. clenched jaws or fists, shallow, rapid breathing; scowling or sneering; glaring or avoiding eye contact; trembling or shaking; red face; sweating)

Departmental Emergency Planning

Code word or expression to notify co-workers of trouble Procedure to summon assistance from policy program 777-2393 into your cell phone and/or 911 into your office phone

- Direction of travel
- o Anything else police should know

Pr

s at department meetings

Offices Dealing with Cash or Credit Cards:

Keep minimal cash on hand

Make regular bank deposits

- For regular high-volume deposits, a security guard company may be arranged through Revenue Accounting/ Business Office
- For occasional high-volume deposits, University Police can be contacted to provide an escort

Restrict access to areas where money is kept or handled

- o Lock doors
- o Barriers

Consider installing video cameras (arranged through the University Police Department) Consider using a drop safe

Consider installing panic buttons (arranged through Telecommunications) Lighting improvements may be arranged through Facilities Management Install height markers near exits to help in physical description of people Install mirrors and raised platforms to keep area where money is exchanged visible Identify safe places to escape to both inside and outside the facility Install door locks that lead to staff-only areas

Working Alone or in Small Groups / Late at Night or Early in the Morning:

Notify others wher 1 1283 560 Tmp owto ad to staff

Listen

calm and take measures to control the situation and summon assistance Carry a pocket alert device or a good whistle and know how to use them Walk in lighted areas. If lighting is poor, notify your supervisor and ask that corrective action be taken

WHEN IN A ROOM WITH A PERSON WHO COULD BE/IS THREATENING:

Position yourself so something is between you and the threat St closest to the door Seat yourself in a rolling chair, if possible Leave the door open Avoid isolated areas Ask someone to sit in or to listen outside the room if you are having a meeting that could escalate