

ARMED INTRUDER SERIES:

Identifying and Responding to Suspicious Behaviors for Early Intervention

There are key characteristics and behaviors that can be used to identify an individual who has the potential for violent behavior. A single warning sign may not be predictive of future violence, but an identified series or pattern of alarming actions can determine whether that person requires intervention. The sooner you perceive and document threatening behaviors, the sooner you can intervene.

Raising Awareness

The best way to prevent an armed intruder crisis is to continuously monitor your surroundings. We recommend evaluating a suspicious person against the following checklist of behaviors and characteristics.

Behaviors

- Acts of insubordination
- Increased obsession with weapons
- Takes criticism poorly—can't let go
- Excessive complaints
- Dramatic change in work performance
- Makes verbal statements, drawings or other writings with persistent violent themes
- Preoccupation with employer policies and procedures—perceived to be unfair
- Inflexible to change; demanding that others change
- Poor hygiene/appearance
- Physical decline
- Direct or indirect threatening communications
- History of violence or anger
- Consistent poor work relationships
- Sends concerning emails and/or text messages; makes concerning phone calls
- Acts of harassment, sexual harassment and/or intimidation
- Substance abuse impacting job performance
- Excessive absenteeism or tardiness

Additional observations _____

Protocol for Reporting Potential Threats

If you see something, say something. Whether a single box or multiple boxes have been checked above, people should be made aware of the suspicious behavior.

Review

Do you have an accessible list of emergency contacts for your leaders and members?

- Yes
- No

If yes, does it contain contact information for the following (if applicable):

- Emergency services information like 9-1-1
- Internal security
- Supervisors
- Ushers
- Organization's leadership team
- Anonymous line

Do people have access to an anonymous tip line and/or incident report for communicating perceived threats?

- Yes
- No

Do you have a central repository of reports to ensure you're reviewing the larger picture of a potential suspect?

- Yes
- No

If you need additional resources on armed intruders or want help developing a prevention plan, contact Church Mutual's Risk Control Team at riskconsulting@churchmutual.com with the subject "Armed Intruder Preparedness."

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