

DEALING WITH DISRUPTIVE, DISTRESSED OR THREATENING BEHAVIOR

DISRUPTIVE BEHAVIOR includes any behavior that interferes with a student, faculty or staff member's access to an appropriate educational or work environment. This behavior *may* be a violation of the Student Code of Conduct.

Examples of DISRUPTIVE BEHAVIOR may include:

- Inappropriate use of electronic devices
- Sleeping in class
- Entering class late or leaving early
- Repeatedly leaving and entering class without appropriate rationale
- Eating/drinking in class/facilities when such behavior is not permitted
- Speaking without being recognized
- Making loud and distracting noises

When addressing DISRUPTIVE BEHAVIOR

The DOs

- DO set limits. Explain what behaviors are acceptable, i.e., "Please refrain from using your phone and other disruptive behavior in class."

- DO be firm and consistent while dealing with the behavior.
- DO focus on what you can do to help resolve the situation.
- DO ask the student to leave if disruptive behavior continues.
- DO document the behavior and your response in written communication to your supervisor and appropriate others.

The DON'Ts

- DON'T get into an argument or shouting match.
- DON'T blame, ridicule or use sarcasm.
- DON'T touch.
- DON'T ignore safety issues if the person becomes agitated.

THREATENING BEHAVIOR is perceived as constituting a threat to another's safety anywhere on campus.

THREATENING BEHAVIOR may include:

- Disputing authority and arguing with faculty and other students beyond the bounds of normal class discussion
- Erratic, irrational behavior
- Harassment
- Verbally insulting staff/faculty member or other students
- Physical disruptions or altercations
- Physical threats to the faculty member and/or students

When addressing THREATENING BEHAVIORS:

- Direct the student to leave the space or your office.
- Call the UT Police Department for the following:
 - > If the student refuses to leave
 - > If the student becomes physically abusive
 - > If you believe your safety or the safety of others is at risk

- If you need the UT Police Department to respond immediately due to a perceived threat, clearly indicate this when you call.
- Tell the UT Police Department what you want to happen (student removed, presence of officers, escort to office/car).

AFTER the THREATENING BEHAVIOR has been addressed:

- Complete an incident report for the Office of Student Conduct and Community Standards here: utoledo.edu/studentaffairs/conduct/incident-report
- Your report should include:
 - > Specifics regarding the incident (student name, behavior, location, time, etc.)
 - > Your response to the incident
 - > Response from the UT Police Department
- Consult the Office of Student Conduct and Community Standards about what you want to happen.
- Document the incident via email or your department procedure and share with your direct supervisor.

DISTRESSED BEHAVIOR indicates that a person is coping with a serious mental-health problem or a significant life issue. DISTRESSED BEHAVIOR may cause others to worry about the person's own safety or the safety of others.

DISTRESSED BEHAVIORS and signals may include:

- Drastic change in academic performance or behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Feelings of depression or hopelessness
- Hyperactivity or rapid speech
- Drastic difference in personal hygiene
- Confusion
- Dependency
- Loss of contact with reality
- Verbal/written references to suicide, homicide or assaultive behavior
- Isolation from friends, family or classmates
- Excessive absence or tardiness

When addressing DISTRESSED BEHAVIORS:

The DOs

- DO speak with the student privately.
- DO let the student know you are concerned about their welfare.
- DO express your concern in genuine, non-judgmental terms.
- DO tell the student you are willing to help.
- DO make referrals to the appropriate resources.
- DO listen carefully to what the student is saying.
- DO help the student explore options.
- DO explain that help is available, and seeking help is a sign of courage rather than weakness.
- DO maintain clear and consistent boundaries and expectations.
- DO recognize your limits.
- DO document the behavior and your response in written communication to your supervisor and appropriate others.

If the individual discloses that there has been an act of sexual misconduct, interrupt to let the student know that anything they tell you may be reported to the director of Title IX and compliance, and you can help them reach a confidential counselor if that is what is needed.

The DON'Ts

- DON'T promise confidentiality.
- DON'T judge or criticize.
- DON'T ignore unusual behavior.
- DON'T make the problem your own.
- DON'T involve yourself beyond the limits of your time or skill.



If you feel threatened or endangered, CALL THE UT POLICE @ 419.530.2600.



If the student is not at risk to harm themselves or others:

Suggest that he/she may benefit from a meeting with a counselor at the UT Counseling Center.

- Counseling is confidential.
- Counseling does not impact academic records or standing.
- Counseling sessions are FREE to registered UT students.

Consultation or questions

Sometimes it is unclear how to help a student. In these situations, please consult us about possible support solutions for the student.

Office of the Dean of Students: 419.530.8852
University Counseling Center: 419.530.2426
Office of Student Advocacy and Support: 419.530.2471
Office of Student Conduct
and Community Standards: 419.530.1258

Other important numbers for emergencies, treatment and support resources:

Main Campus Medical Center: 419.530.3451
24-hour Sexual Assault Hotline (YWCA): 419.530.3431
Title IX Office: 419.530.3152
Office of Residence Life: 419.530.2941

If you are not sure how to handle an emergency situation, contact the Division of Student Affairs senior leader on-call at 419.343.9946.

This information and more is at: utoledo.edu/faculty-staff.

Online resources:

- utoledo.edu/faculty-staff
- utoledo.edu/studentaffairs/conduct/incident-report

If you are concerned for your safety or the safety of others, **CALL the police IMMEDIATELY:**

- The University of Toledo Police Department (UTPD) for emergencies on all campuses: **419.530.2600**
- The Toledo Police Department for situations at the Center for the Visual Arts (Toledo Museum of Art campus), as well as off-campus situations: **911**

If you are concerned that a student is considering suicide:

- If immediate action is required, call the UTPD: **419.530.2600**
- Refer the student to the University Counseling Center as soon as possible: **419.530.2426**

**Division of Student Affairs
University Hall, Room 3630
Toledo, Ohio 43606-3390
utoledo.edu/studentaffairs**

This brochure was adapted from materials from Eastern Michigan University, University of Central Florida, and Ohio State University.



UT Faculty and Staff Behavior Response Guide

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This guide has been developed by the Division of Student Affairs to aid faculty and staff as they encounter behavior that is disruptive, threatening or indicates distress. Please familiarize yourself with this guide before you encounter behaviors that require your intervention.

The **University Behavioral Intervention Team (UBIT)** was created to address student behavior deemed disruptive, threatening or indicative of distress.

The **UBIT** includes representatives from the following areas:

- Office of the Dean of Students
- Office of the Provost – Main Campus
- Office of Residence Life
- Office of Student Advocacy and Support
- Office of Student Conduct and Community Standards
- University Counseling Center
- Office of Public Safety

Any faculty or staff member can refer students to UBIT by calling the Office of the Dean of Students at 419.530.8852 or by submitting a Rocket Care form at utoledo.edu/studentaffairs/conduct/incident-report.

Referrals are addressed during regularly scheduled meetings or special meetings, when needed. The resolution of a referral is always governed by a course of action that balances the best interest of the student with the UT community.