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.

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

When addressing DISTRESS BEHAVIOR:

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.

The DON'Ts
- DON'T involve yourself beyond the limits of your time or skill.
- 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.

FUT Faculty and Staff Behavior Response Guide

UT Faculty and Staff Behavior Response Guide

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.

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 UTPD: 419.530.2600
- Refer the student to the University Counseling Center as soon as possible: 419.530.2426

Online resources:
- u Toledo.edu/faculty-staff
- u Toledo.edu/studentaffairs/conduct/incident-report

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