

The Division of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress, or address students who may be disruptive.

## Emergency Numbers to Have

- Campus Police \_\_\_\_\_ 419.530.2600
- Toledo Police \_\_\_\_\_ 911
- Dean of Students \_\_\_\_\_ 419.530.2256
- Counseling Center \_\_\_\_\_ 419.530.2426
- Main Campus Medical Center \_\_\_\_ 419.530.3451
- Sexual Assault Ed. & Prevention \_ 419.530.3431
- Residence Life (Student Housing) \_ 419.530.2941
- Office of V.P. for the Student Experience  
\_\_\_\_\_ 419.530.2665

## Emergency and Safety Concerns

If you are concerned for the safety of yourself or others CALL UT Police Department IMMEDIATELY  
\_\_\_\_\_ 419.530.2600

If you are concerned that a student is considering suicide:

- If immediate action is required, call UTPD  
\_\_\_\_\_ 419.530.2600
- If not imminently suicidal, call the University Counseling Center \_\_\_\_\_ 419.530.2426

## Distressed Student Behavior:

- Irritable/hostile
- Exhibiting signs of depression and/or anxiety
- Depressed/unmotivated
- Anxious/hyperactive

## Disruptive Student Behavior:

- Disruptive/dangerous
- Unreasonable/aggressive
- Verbally/physically threatening
- Verbally/physically abusive
- Suicidal and resisting help

## Consultation or Questions

Sometimes it may be unclear how to help a student. In these situations, please consult us about possible solutions so that the student can obtain support.

- Office of the Dean of Students \_ 419.530.2256
- University Counseling Center \_\_\_\_ 419.530.2426
- Office of Student Conduct \_\_\_\_\_ 419.530.5476

**IMMINENT HARM TO SELF OR OTHERS:  
CALL UT POLICE DEPARTMENT 419.530.2600**



# Working with Disruptive Individuals

## Definition of Disruptive Behavior:

A student whose conduct interferes with other students, faculty or staff and their access to an appropriate educational or work environment. Disruptive behaviors may be a violation of the Student Code of Conduct.

## Examples of Disruptive Behavior:

- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Intimidating words or actions
- Harassing others
- Threatening words or actions
- Threats of physical assault

## Dealing with a Disruptive Person:

- Remain calm and know who to call for help
- Remember that it is NOT your responsibility to provide professional help; please make the necessary call and request assistance
- If the person calms down, refer to the DOs and DON'Ts listed here
- If the person poses a direct threat to themselves or others, contact the UT Police at 419.530.2600 immediately

## Documentation

Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms.

## The DOs

- DO allow the person to vent and explain what is upsetting him/her.
- DO acknowledge the feelings of the individual.
- DO set limits. Explain what behaviors are acceptable: I will be willing to speak with you as soon as you lower your voice.
- DO be firm, consistent and honest.
- DO focus on what you can do to help resolve the situation.
- DO offer to make referrals. If possible, offer the name of an individual who may be able to help.
- DO ask the student to leave if disruptive behavior continues.
- DO report the behavior to the Office of Student Conduct and/or UT Police.
- DO call for assistance when needed.

## The DON'Ts

- DON'T interrupt, especially during the peak of the person's anger.
- DON'T minimize the situation.
- 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 is becoming agitated.

## RESOURCES:

UT Police Department: 419.530.2600

Dean of Students: 419.530.2256

Office of Student Conduct: 419.530.5476

Office of the Vice President for the Student Experience: 419.530.2665

