

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



Working with Distressed Individuals

Definition of Distressed Behavior:

A student who is exhibiting worrisome behavior that may indicate that he/she is coping with a serious mental health problem. A distressed student may also exhibit behavior that causes others to worry about the student's own safety or the safety of others.

When/How to Help:

Some stress is expected, especially during hectic times of the academic year, but behavior that is inconsistent with your normal experience may indicate a student in distress. You may be able to serve as a resource in times of trouble. Your expressions of interest and concern may be a critical factor in getting the individual to seek appropriate help. You may also be able to alert the necessary University staff so that an appropriate intervention can be made.

Possible Sign of Distress:

- Marked 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 very rapid speech
- Marked change in personal hygiene
- Excessive confusion
- Dependency
- Loss of contact with reality
- Verbal or written references to suicide
- Verbal or written references to homicide or assaultive behavior
- Isolation from friends, family or classmates
- Excessive absence or tardiness

The DOs

- DO speak with the student privately.
- DO let him/her know you are concerned about his/her welfare.
- DO express your concern in genuine, non-judgemental terms.
- DO tell him/her you are willing to help.
- DO make referrals to the appropriate resources.
- DO listen carefully to what he/she is saying.
- DO help him/her 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 interaction or incident.

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.

RESOURCES:

University Counseling Ctr. 419.530.2600

Dean of Students: 419.530.2256

UT Police Department: 419.530.2600

Office of the Vice President for the Student Experience: 419.530.2665



UT Faculty and Staff '911' Guide

Making a Referral

IF THE STUDENT IS AT RISK TO THEMSELF OR OTHERS:

On Campus: 419.530.2600

Off Campus: 911

Counseling Center: 419.530.2426

IF THE STUDENT IS NOT AT RISK TO HARM THEMSELF 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.

TREATMENT RESOURCES

University Counseling Center _____	419.530.2426
Office of the Dean of Students _____	419.530.2256
Main Campus Medical Center _____	419.530.3451
UT Police Department _____	419.530.2600
Safety and Health _____	419.530.3620

SUPPORT RESOURCES

Office of the Dean of Students _____	419.530.2256
Office of the V.P. for the Student Experience _____	419.530.2665
Sexual Assault Education & Prevention _____	419.530.3431
Residence Life (Student Housing) _____	419.530.2941
Office of Student Customer Service _____	419.530.2500

ONLINE RESOURCES:

- utoledo.edu/studentaffairs/dos/pdfs/StudentCodeofConduct08-26-08.pdf
- utoledo.edu/policies/administration/police/pdfs/3364_61_02.pdf

Student Behavioral Review Committee

The Student Behavioral Review Committee (SBRC) was created to address the behavior of students whose conduct is deemed troubling (inappropriate, disruptive or harmful).

The SBRC serves as a central place to report behaviors of concern. Any person who is concerned with a student's behavior can make a referral by contacting the Dean of Students at 419.530.2256 or the Office of the Vice President for the Student Experience: 419.530.2665.

The Committee consists of representatives from:

- University Counseling Center
- Academic Affairs
- Safety and Health
- Office of Student Conduct
- Office of Residence Life
- Office of the Dean of Students
- UT Police Department
- Office of the Vice President for the Student Experience

The SBRC addresses all referrals at regularly scheduled meetings or, if necessary, special meetings. The resolution of an expression of concern is always governed by a course of action that balances the best interest of the student with those of The University of Toledo community.

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