

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

