

UNLV Support Team

**Faculty/Staff Guide
To Helping
a Student in
Distress**

Updated 2020

Faculty/Staff Guide to Helping a Student in Distress

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Part I – Introduction

UNLV is committed to the health and safety of all members of our community. To safeguard our community the UNLV Support Team has developed a comprehensive reporting system to share appropriate information so students can receive or stay connected to the academic support and student wellness services they need. This reporting system is one element of a safe and supportive campus community.

The UNLV Support Team is comprised of student support professionals who are dedicated to assisting UNLV students experiencing personal crises and educating the UNLV community on how to best support students in distress. The Team meets on a weekly basis to assess all submitted referrals and create a plan on how to best assist each student.

This guide is designed as a reference and resource for faculty and staff members and to support the training efforts of the University. It specifically provides faculty and staff with information about how to seek assistance and refer students demonstrating concerning behavior to the appropriate campus resources. Additional information is provided about managing difficult situations, behavioral signs that warrant concern, as well as resources for assisting students in accessing resources and services at UNLV.

Responding to Students in Distress

Within the academic setting, various manifestations of student behavior can cause great concern to faculty and staff. The purpose of this guide is to provide faculty and staff with basic tools to respond to these concerns.

- Part I (this section) includes general guidelines for responding to students, UNLV resources and documentation procedures.
- Part II includes strategies for dealing with **disruptive** students in the classroom and in other work environments– on campus, or in the online environment.
- Part III includes a brief description of **behavior patterns**, suggestions for appropriate responses, and decision trees for specific interventions.

The decision trees and information are designed to assist you in formulating a plan of action based on the student’s behavior and to identify campus resources that can assist you. **It is important to note that the University does not expect you to assume the role of counselor, friend, therapist or police officer.** For those responsibilities, UNLV has trained professionals who are ready to assist you with students who are of concern to you.

In situations when a student is severely impaired or potentially dangerous, University Police Services will need to be alerted. University Police Services is also available to assist individual departments in formulating their own safety plans in accordance with their physical layout, degree and nature of student contact, and role within the University.

Faculty and staff play an invaluable role in helping students who are in distress. Your expression of interest, concern, and compassion is an important factor toward a student seeking the assistance they need. The Office of Student Conduct (OSC), Counseling and Psychological Services (CAPS), Disability Resource Center (DRC), University Police Services and administrators stand ready to assist you. We hope this guide will help you to identify a potentially difficult situation and provide you with specific ideas and resources when you encounter student behaviors that are of concern.

We encourage faculty and staff to document concerning interactions with students by completing a **UNLV Support Team Referral**, available at www.unlv.edu/campuslife/supportteam. A student will have a right to review the referral upon request. Potential interventions will be determined on a case-by-case basis.

It is important to recognize that dealing with disruptive or distressed students can be psychologically and emotionally difficult. Consequently, it can be very helpful to discuss these issues with a colleague or supervisor or seek professional stress debriefing assistance through the University's Employee Assistance Program (EAP), Behavioral Healthcare Options, Inc., at (702) 364-1484. You may also contact the UNLV Benefits Office at (702) 895-3504 if you have questions or require additional information about the Employee Assistance Program.

UNLV Resources for Students

UNLV provides many services to support academic and personal success. A brief conversation with a student in which you point him or her in the right direction can sometimes be sufficient to reduce stress. The Division of Student Affairs offers a wide variety of support services including:

Student Counseling and Psychological Services (CAPS), (702) 895-3627

CAPS psychologists and counselors specialize in dealing with the problems commonly experienced by college students of all ages and collaborate with the student to increase self-understanding and develop the skills necessary to overcome personal concerns. CAPS is located in the Student Recreation and Wellness Center (SRWC), room 1500. Walk-in appointments are available for students who indicate they need to see a counselor immediately. They may do so by telling the Wellness Center front desk that they are here for a "walk-in" or a "triage" appointment with CAPS. Faculty/staff are strongly encouraged to walk students to CAPS when experiencing severe emotional/psychological stress. Additional information may be found at <https://www.unlv.edu/studentwellness/caps>

Student Health Center, (702) 895-3370

The Student Health Center (SHC) is a nationally accredited health care facility on campus, and the board-certified clinicians and health care team in the SHC are dedicated to helping UNLV students prevent and treat a variety of illnesses and injuries. The team is skilled in helping students cope with acute (short-term) and chronic (long term) health issues and concerns, and there is also a pharmacy and laboratory on-site if needed. There are usually same-day appointments available to meet with a physician or registered nurse, and they also have Registered Nurses on duty each day during hours of operation if you have any questions

or wish to speak to a nurse about a health concern. All services offered are completely confidential. The Student Health Center is located on the first floor of the Student Recreation and Wellness Center (SRWC), and the phone number is (702) 895-3370.

<https://www.unlv.edu/srwc/health-center>.

Jean Nidetch Women's Center, (702) 895-4475

The JNWC supports any student, staff or faculty impacted by sexual assault, sexual harassment, family & relationship violence, stalking or is concerned for a friend. They provide services through emotional support meetings, academic support, guidance of reporting options, financial assistance, safety planning, and resource referrals. To speak with a CARE Advocate, visit SSC-A, RM 255 (near Financial Aid) or call 24/7 CARELine at (702) 895-0602. <https://www.unlv.edu/womenscenter>

Tutoring, (702) 895-4782

The Tutoring Program makes tutoring assistance available upon request to all enrolled students. The Tutoring Program is located in the Student Services Complex (SSC), room 254. <https://www.unlv.edu/asc/tutoring>

Disability Resource Center (DRC), (702) 895-0866

The DRC provides programs and services for students who experience disabilities, including assistance with college learning through recommended academic adjustments, auxiliary services, and advocacy. Students wishing support must register with the DRC and provide recent and appropriate documentation. DRC is located in the Student Services Complex (SSC), room 143. <https://www.unlv.edu/drc>

Office of International Students and Scholars, (702) 895-0143

The Office of International Students and Scholars is the primary contact to facilitate the transition of international students and scholars to educational experiences at UNLV and life in the U.S. The Office of International Students and Scholars is located in the Student Services Complex (SSC), room 311. <https://www.unlv.edu/iss>

Office of Student Conduct (OSC), (702) 895-2308

The Office of Student Conduct offers programs on student rights and responsibilities, conflict resolutions, academic integrity and mediation services. OSC can implement No Contact Orders if a student is receiving unwanted attention from another student, and wants the behavior to stop. OSC is located in the Central Desert Complex (CDC), Bldg. #1.

<https://www.unlv.edu/studentconduct>

Office of Equal Employment and Title IX, (702) 895-4055

The Office of Equal Employment and Title IX investigates all matters related to harassment, sexual violence, and hate/bias incidents which occur on campus. Their office is located on the 5th floor of BEH and can be reached at compliance@unlv.edu, and their website is

<https://www.unlv.edu/compliance>

Military and Veteran Services Center, (702) 895-2290

The Military and Veteran Services Center is staffed with veterans and GI Bill-experienced staff to assist more than 1,000 veterans, dependents, active duty service members, National Guard members, and reservists. Their mission is to develop a welcoming, veteran-friendly campus environment that fosters academic and personal success. The Center is located in the Student Services Complex A, Room 311. <https://www.unlv.edu/veterans>

University Police Services, Emergencies: (702) 895-3669 Non-Emergencies: (702) 895-3668

Committed to protecting and serving the campus community 24 hours a day, University Police Services maintains the UNLV RebelSAFE Alert system, and offers a variety of services to the campus community. UPS offers security escort services, motorist services, campus lost and found, and property registration. Police Headquarters located on the first floor of the Gateway Parking Garage. <https://www.unlv.edu/police>

When to Call University Police Services

You should call University Police Services at (702) 895-3669 from a cell phone or 911 from a campus phone if an incident is nearing the level of crisis. A crisis exists whenever a person's behavior poses imminent danger of:

- causing or threatening harm to self or others,
- impeding lawful activities of other members of the campus community,
- interfering with the health, safety, or well-being of other members of the UNLV community and/or,
- experiencing a health emergency.

If you are ever unsure of whether or not a crisis exists, err on the side of caution and call University Police Services for assistance. A dispatcher will either coordinate a police response or give you information and/or referrals to assist the student in need.

To reach University Police Services call:

- 311 from a campus phone for guidance or advice on issues of concern
- 911 from campus phones for emergencies
- (702) 895-3669 from a cell phone for campus emergencies

Completing a UNLV Support Team Referral

By completing a UNLV Support Team Referral, you are notifying a team of highly trained professionals that you are concerned about a student. From a student expressing heightened stress or anxiety related to class performance, to a student expressing suicidal ideation, and everything in between, the UNLV Support Team stands ready to help your student access any campus resources they may find helpful. We frequently consult with faculty and staff as to what the best strategies are for working with student in distress on an individual level.

Completing a UNLV Support Team Referral is completely separate from other incident reporting systems on campus. A student referred to the UNLV Support Team will not face conduct sanctions or otherwise have their status as a student be in question. This referral system comes from a place of care and concern for the well-being of the campus community. Faculty, staff, students, family, and friends of UNLV students are encourage to complete this referral if they have cause for concern over a student.

The UNLV Support Team referral form can be found at the below link:

<https://www.unlv.edu/campuslife/supportteam>

The referral form may be submitted even if some information is missing. For example, if a staff member is unsure of a student's full name or ID number, information regarding a concerning interaction can and should still be submitted for appropriate documentation and follow-up.

Referrals may be made anonymously, though community members are encouraged to identify themselves in order for a Team member to follow up with any questions or requests for additional information. Students referred to the Team do have the right to view their referral upon request. As such, anonymity can never be fully guaranteed.

The UNLV Support Team Care Manager and the UNLV Support Team Chair receive submitted referrals immediately, and will confirm with the referrer that their submission has been received. The full Team reviews all referrals on a weekly basis to determine the most appropriate course of action which will best help each student. Higher-level behaviors of concern, such as suicide attempts/ideation, hospitalization, or victims of crime will receive more immediate outreach.

The Care Manager can be reached at (702) 895-1404, and can address any questions or concerns over referrals made to the Team. The Care Manager handles all logistical matters related to the Team and performs initial outreach to students in distress, in most situations.

UNLV Voluntary Health Withdrawal Policy

UNLV students may apply for a Voluntary Health Withdrawal (a separation of the student from the university) if they experience medical or psychological conditions that significantly impair their ability to function successfully and safely in their role as a student. It is expected that the

time a student takes away from the University will be used for treatment and recovery. Requests for Health Withdrawals are coordinated through the UNLV Health Withdrawal Committee.

Students who are approved for a Voluntary Health Withdrawal receive a full refund for tuition paid for the current semester, as well as no academic penalty. The classes which a student is enrolled in will not appear on the student's transcript. No grade, including an "Incomplete" or a "Withdraw" will be filed for any of a student's classes for the current semester.

Call (702) 895-0136 if you have questions about the Voluntary Health Withdrawal process or visit <https://www.unlv.edu/studentwellness/health-center/crisis/voluntary-health-withdrawal>

Student Privacy

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records. Generally, post-secondary institutions must have written permission from the student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

For more information see: <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Health Insurance Portability and Accountability Act (HIPAA)

A major goal of the HIPAA Act is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well being. The Rule strikes a balance that permits important uses of information, while protecting the privacy of people who seek care and healing. UNLV Student Counseling (CAPS) and Student Health Center records are protected under HIPAA. For more information see: <http://www.hhs.gov/ocr/hipaa/>

Part II – Working with a Disruptive Student

Preventing Classroom Disruption

Faculty members recognize the special responsibilities placed upon them to encourage learning, demonstrate respect for students, and observe the regulations of the university to promote the advancement of knowledge. Students are expected to demonstrate appropriate behavior toward other members of the college community. Disruptive students, whether in the classroom or online, hinder the academic process and negatively impact student learning. Disruptive student conduct is prohibited by UNLV's Student Conduct Code.

What constitutes disruption?

Disruption, as applied to the academic setting, means behaviors that interfere with the right of other students to learn or of the instructors to teach.

Examples include, but are not limited to:

- Persistently speaking without being recognized
- Persistent use of cell phones, beepers, etc.
- Personal insults
- Interrupting other speakers
- Distracting the class from the subject of discussion
- Refusal to comply with faculty direction
- In extreme cases, physical threats, harassing behavior (contact University Police Services)

Prevention

The best time to deal with disruption is before it begins. Faculty can take steps to reduce the likelihood of disruptive behaviors in the classroom.

- Explicitly state expectations for conduct in the syllabus. This may include:
 - Participation in class activities
 - Guidelines for communication, both in-person and online
 - Expectations about the use of cell phones
 - Attendance/tardiness policy
 - Late assignment policy
- Explain consequences of inappropriate behavior
- Review these expectations with students during first class meeting
- Model respectful communication with your students
- Facilitate respectful exchange of ideas among your students
- Respond to problems consistently and in a timely manner
- Consider applying a classroom behavior contract (See Appendix)

Strategies for Dealing with Difficult Situations

Office and front line staff often have face to face contact with students. They may be the initial responders to students who are in crisis, angry, verbally abusive, or potentially dangerous. These general suggestions can be utilized with the behavior pattern “do’s” and “don’ts” identified in Part III of this document. The following guidelines provide general principles for effective verbal intervention.

1. Remain Calm

Remember that the verbally escalating person is beginning to lose control. If the person senses that you are also losing control, the situation may get worse. Try to keep your emotions under control, even when challenged, insulted or threatened. This may be easier said than done, especially when a student is making threats, or using abusive language, but it is important in de-escalating the situation.

2. Be Empathetic

Try not to judge or discount the feelings of others. Whether or not you think the feelings are justified, those feelings are real to the other person. You may want to acknowledge them by saying things like, *“I understand that this is very frustrating for you.”* or *“I’m sorry that you’re feeling distressed about....”*

3. Watch Your Body Language

As a person becomes increasingly agitated, he or she will pay less attention to your words and more attention to your body language. Be aware of your use of space, posture, and gestures. Avoid gestures that might seem threatening. Make sure your nonverbal behavior is consistent with your verbal message.

4. Respect Personal Space

Maintain a safe distance (2 - 3 feet) from an agitated person. Invading personal space tends to increase the individual’s anxiety and may lead to increased agitation.

5. Keep It Simple

Be clear and direct in your message. Avoid jargon and complicated choices. A person who is beginning to lose rational control may not be processing information as he or she usually does. Complex messages may increase anxiety and make self-control more difficult.

6. Set and Enforce Reasonable Limits

If the person becomes belligerent, defensive or disruptive be sure to state limits and directives clearly and concisely. When setting limits, offer choices and consequences to the acting-out individual. For example, *“If you calm down, I can continue to assist you. If not, you will need to leave.”*

Consider saying *“It’s not my role to make that kind of decision here at the University. Let me locate someone who can help you.”* or *“It’s hard for me to understand what you are saying when you are shouting. Please lower your voice so that I can better help you.”*

7. Request Assistance When Necessary

- **If you perceive any threat, call University Police Services at 911 from a campus phone or (702) 895-3669 from a cell phone. In such situations your safety and those of others in your area are of utmost importance.** The use of telephone “code words” or alarm buttons may be a good strategy and should be discussed and developed within your department.
- If the student is **angry or demanding** but you do not sense an immediate threat, he or she can be referred to your supervisor or to **Counseling and Psychological Services (CAPS)**, (702) 895-3627.

8. Document The Incident – Complete a **UNLV Support Team Referral**, available at <https://www.unlv.edu/campuslife/supportteam>. Contact Care Manager at (702) 895-1404 with any questions or concerns about the referral process.

Core Elements of Communicating with a Student in Distress

- Confirm that you have heard what the student has said.
- Express concern for the student.
- Refer the student to UNLV resources or contact University Police Services.

Part III - Student Behaviors

The Distressed Student

You may become aware of students in distress in a variety of ways. Students may directly communicate their issues and distress to you. This may occur in private or in front of others. You may also sense there is something amiss with a student on the basis of the behavior they exhibit or on the basis of some changes in their demeanor over time.

- Distressed students may express heightened apprehension and fear verbally or behaviorally. These concerns will likely interfere with their learning and ability to appropriately participate in class activities. You may notice agitation, physical shaking of hands, or a trembling voice with students who are anxious.
- Distressed students may appear tense, anxious, and mistrustful. These students may tend to interpret minor oversights as significant personal rejection or may overreact to insignificant occurrences. They may be overly concerned with fairness and being treated equally.
- Distressed student behavior may be indicated by a change over time from actively engaged and involved to a noticeable loss of interest in classroom or other activities. Normally outgoing students may seem to retreat from interaction and involvement. Attendance issues may become a problem for students in distress. Depending on your relationship with the student, he/she may verbally communicate their distress with you.
- Distressed students may share events or incidents of discrimination, harassment, sexual or physical violence. This may be expressed through various forms of communication.
- Distressed students may appear to be under the influence of drugs or alcohol in your class or at your office or an event.
- Distressed students can also be students who are physically ill or who are experiencing a medical emergency event.

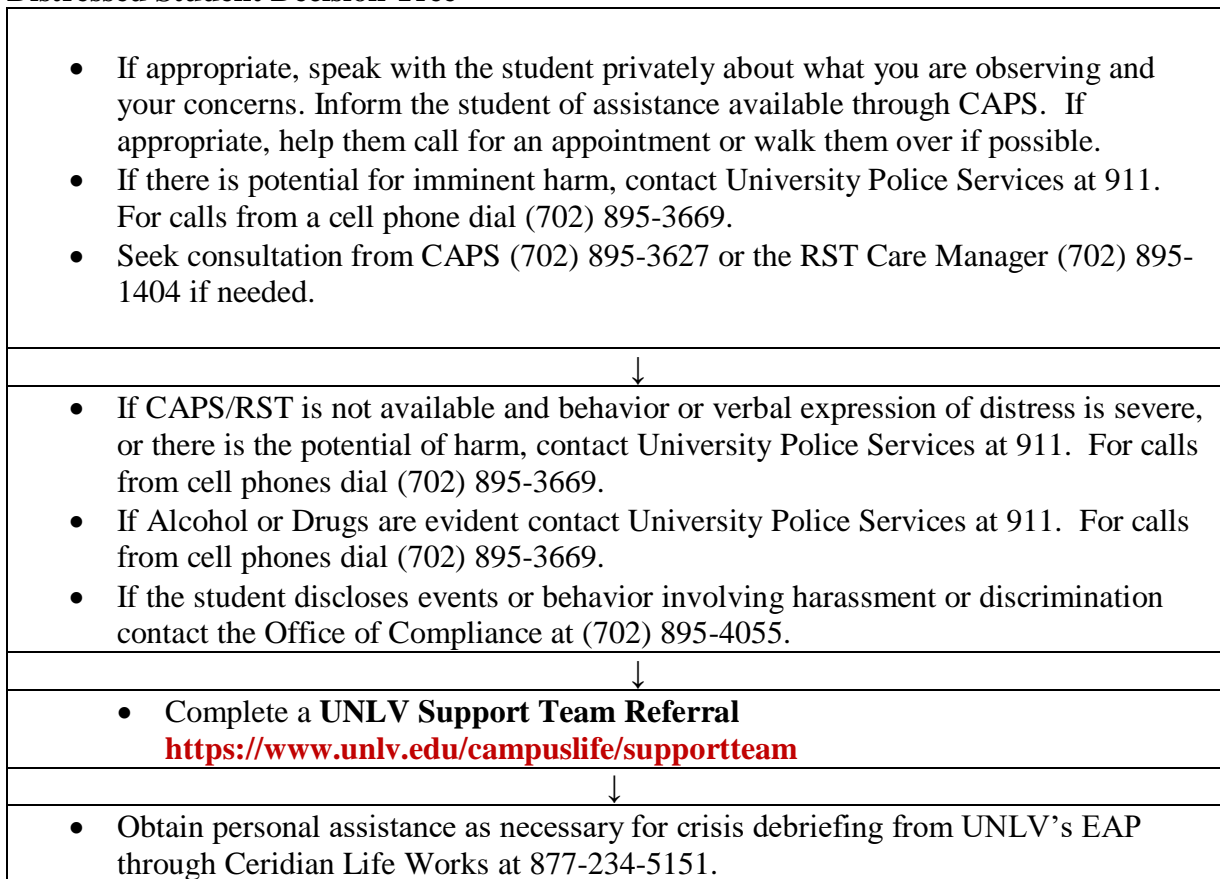
DO...

- Express compassion without intimate friendship.
- Communicate your concern if appropriate.
- Be specific and clear regarding the standards of behavior you expect if the student's behaviors are interfering with classroom activities.
- Listen for indications the student may be suicidal such as statements like "*Life doesn't seem worth living*" or "*I just feel I can't go on anymore.*"
- Share your intention of referring them for assistance.
- In cases of medical emergencies always contact University Police Services.

DON'T...

- Take responsibility for their emotional state by saying *“I’ll take care of it for you.”*
- Discount their distress by saying *“It’s not really that bad”* or *“You’ve really got nothing to worry about.”*
- Assure the student that you are his/her friend.
- Be overly warm and nurturing.
- Be cute or humorous.
- Challenge or agree with any mistaken or illogical beliefs.
- Say anything else that might discount the personal significance or intensity of the student’s feelings.
- Agree to maintain student’s confidentiality.

Distressed Student Decision Tree



The Disruptive Student

Often, large amounts of time and energy are given to students who make excessive demands on your time. They may seek to control your time and unconsciously believe that the amount of time they receive is a reflection of their worth. These students may also have difficulty keeping their comments consistent with the activities or with the topic or issue being discussed. Disruptive behavior can include verbal aggression.

DO...

- Set limits with them, *“Excuse me; I need to attend to other things.”*
- Remain calm and professional. Be sensitive to both verbal and nonverbal cues exhibited by a student who seems to be verbally aggressive.
- Intervene as soon as you hear or see the undesirable behavior. Be consistent with your intervention.
- Give the class a break and ask the student to meet outside of the class to speak privately.
- Briefly and directly convey to the student that verbally aggressive behavior is unacceptable and that the matter must be resolved.
- An instructor may ask a disruptive student to leave the classroom, and should call Police if the student refuses to do so.
- If, in your best judgment, the verbally aggressive student’s threats to create a safety risk, **contact University Police Services immediately.**

DON’T...

- Wait until you have become too involved to seek assistance
- Let them use you as their only source of support.
- Get trapped into giving advice, *“Why don’t you ...etc.?”*
- Get defensive.
- Engage in a power struggle with the student.
- Respond with anger.
- Allow the disruptive behaviors continue.

Disruptive Student Decision Tree

<ul style="list-style-type: none"> • Seek consultation from CAPS (702) 895-3627 or OSC (702) 895-2308 if needed. • Speak with the student privately about what you are observing and your concerns. Establish or reinforce behavioral expectations, or limits as necessary. • Consider establishing a behavioral contract with the student. A sample contract can be found on page 19 of this guide.
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<ul style="list-style-type: none"> • If the student is excessively demanding, threatening or refuses to comply with faculty or staff direction, contact University Police Services at 911. For calls from cell phones dial (702) 895-3669.
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<ul style="list-style-type: none"> • Complete a UNLV Support Team Referral https://www.unlv.edu/campuslife/supportteam
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<ul style="list-style-type: none"> • Obtain personal assistance as necessary for crisis debriefing from UNLV’s EAP through Ceridian Life Works at 877-234-5151.

The Potentially Dangerous Student

Certain behaviors may signal imminent danger to self or others. For example: physical or verbal threats, harassment, expressing personal insults, refusal to comply with directions of college officials or faculty members, and continued escalation of threats might signal imminent danger.

Dramatic changes in behavior over time may indicate the potential for dangerous behavior or harm to self. Actively engaged and involved students may begin to demonstrate a loss of interest in classroom or other activities. Normally outgoing students may seem to retreat from interaction and involvement. Depending on your relationship with these students, they may communicate their sense of despondency or outline a specific plan to do harm to themselves.

You may also experience students whose behavior may be bizarre, eccentric or erratic. They may display disorganized speech and behavior, an inappropriate or complete lack of emotion, bizarre behavior that may include expressing hallucinations, strange beliefs that involve a serious misinterpretation of reality, social withdrawal, or an inability to connect with or track normal communication. While these behaviors, by themselves, may not indicate a potential for violence or danger, they may indicate the need for treatment or hospitalization. It should be noted that students who are experiencing these behaviors can be unpredictable and should be approached with caution.

DO...

- Contact University Police Services in situations where you believe violence is imminent.
- Immediately offer to walk a student to CAPS if they are demonstrating suicidal thoughts. A UNLV Support Team Referral should be completed as soon as possible.
- Recognize that psychotic states can involve extreme emotion or lack of emotion and intense fear to the point of paranoia.
- Respond to the student with concern and kindness, and with firm reasoning. *“I can see you’re very upset. Please tell me how I can assist you.”*
- Articulate your specific concerns and state that you can see they need help.
- Be aware that the student may show no emotions or intense emotions.
- Ask another staff or student to call for help if needed.

DON’T...

- Assume the student will be able to care for him/herself.
- Agitate the student by arguing with their unrealistic beliefs.
- Assume the student comprehends what you are saying or doing.
- Release the student to the care of a roommate or friend without seeking professional consultation.
- Attempt to probe the delusional thinking.
- Assume responsibility by personally trying to resolve their issues.

Potentially Dangerous Student Decision Tree

<ul style="list-style-type: none">• If the student is expressing or acting out behaviors that demonstrate the potential for imminent harm to self or others seek immediate assistance.
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<ul style="list-style-type: none">• Contact University Police Services at 911 or by cell phone at (702) 895-3669.
↓
<ul style="list-style-type: none">• If the student is expressing or exhibiting behaviors that do not demonstrate the potential for imminent violence seek consultation or refer the student to get assistance with CAPS at (702) 895-3627. This may include walking the student to CAPS if possible. CAPS is located in the Student Wellness and Recreation Building, room 1500 (located in the northwest corner of the building).
↓
<ul style="list-style-type: none">• Complete a UNLV Support Team Referral https://www.unlv.edu/campuslife/supportteam
↓
<ul style="list-style-type: none">• Obtain personal assistance as necessary for crisis debriefing from UNLV's EAP through Ceridian Life Works at 877-234-5151.

Guidelines for Responding to Concerning Behavior

<u>Distressed Behavior</u>	<u>Disruptive Behavior</u>	<u>Dangerous Behavior</u>
<p>Student demonstrates distressed behavior but is not disruptive.</p> <p>Distressed behavior includes: tearfulness, anxiety, irritation, depression, or inability to concentrate.</p>	<p>Student demonstrates inappropriate behavior that is disruptive or abusive in nature.</p> <p>Disruptive behavior includes: Unrelated or bizarre comments, defiance, use of inappropriate/ offensive language abuse, anger or focusing attention on self.</p>	<p style="text-align: center;">Crisis Event</p> <p>A crisis event exists whenever a person's behavior poses imminent danger of:</p> <ul style="list-style-type: none"> *Causing harm to self or others, *Impeding the lawful activities of other members of the campus community or causing significant property damage, or *Interfering with the health, safety, or well-being of other members of the UNLV community.
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<p>Obtain consultation from Student Counseling and Psychological Services (CAPS) at (702) 895-3627 or Care Manager at (702) 895-1404, if needed.</p> <p>Speak with student privately about what you are observing and your concerns if feasible.</p>	<p>Act immediately to stop inappropriate behavior and to prevent escalation. Speak with student confidentially when possible; clarify appropriate behavior, set expectations and consequences.</p> <p>Consult with Office of Student Conduct for assistance (702) 895-2308</p>	<p>Call University Police Services (702) 895-3669 from a cell phone 911 from a campus phone</p> <p>Protect the safety of others and self.</p> <p>Depending on incident, buy time with the student by talking calmly and with concern, if possible, until assistance arrives.</p>
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<p>Inform student of assistance available on campus (pages 4-6). If possible, help the student call for an appointment or walk them over to CAPS.</p>	<p>You may ask the student to leave for the remainder of the class or activity as a result of the disruptive behavior, or at any point if the behavior continues.</p> <p>If student refuses, call University Police Services 911</p>	<p>Provide your observations to University Police Services for their report.</p> <p>Complete a UNLV Support Team Referral (page 6).</p>
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<p>Complete a UNLV Support Team Referral (page 6).</p>	<p>Complete a UNLV Support Team Referral (page 6).</p>	<p>Obtain assistance as necessary for crisis debriefing from UNLV's Employee Assistance Program (EAP) through Ceridian Life Works at 877-234-5151</p>
↓	↓	↓
<p>I If distressed behavior persists and/or the student is unwilling to seek assistance contact Care Manager to identify assistance and determine options.</p>	<p>Obtain personal assistance as necessary for crisis debriefing from UNLV's Employee Assistance Program (EAP) through Ceridian Life Works at 877-234-5151</p>	

Appendix

Campus Resources

University Police Services:

Emergency (from cell phones)	(702) 895-3669
Non-Emergency (from cell phones)	(702) 895-3668
Non-Emergency (from campus phones)	311
Emergency (from campus phones)	911

Counseling and Psychological Services (CAPS) (702) 895-3627

Disability Resource Center (DRC) (702) 895-0866

Student Health Center	(702) 895-3370
Pharmacy	(702) 895-0278
Lab/Blood Draw Appointments	(702) 895-0280
Dental Clinic	(702) 774-7108

International Students and Scholars (702) 895-0169

Jean Nidetch Women's Center (JNWC) (702) 895-4475
24/7 CARE Line (702) 895-0602

Office of Student Conduct (OSC) (702) 895-2308

Housing and Residential Life (702) 895-3489

Vice President for Student Affairs (702) 895-3656

Associate Vice President for Student Wellness (702) 895-0136

The Intersection (Multicultural Resource Center) (702) 895-0459

Office of Equal Employment and Title IX (702) 895-4055

The PRACTICE – Community Mental Health Clinic (702) 895-1532
Psychological Assessment and Testing Clinic (702) 895-0296

Center for Individual, Couple, and Family Counseling (702) 895-3106

Sample Student Behavior Contract

CLASSROOM BEHAVIOR

I expect students to demonstrate restraint and maturity at ALL times; both in class and in their groups.

Being courteous in class and groups does not mean that you have to agree with everything that is being said. However, you will rarely get your way with anybody in life by being rude, overly aggressive or just plain hostile. If you disagree with me (or I with you) it is a good idea to wait and discuss the situation when you are not angry.

All interaction with your professor and other students in the class must be of a positive nature. Disrespectful and rude behavior towards the professor or fellow students will not be tolerated and any student who consistently violates this rule will be asked not to return to the classroom.

Failure to demonstrate common courtesy and respect toward others will result in your removal from the class.

Also, I ask that you do not study material from other classes during this class. If you feel that you must spend our class time studying or doing homework, please go to the library.

ACCEPTANCE OF CLASS TERMS

I have read all portions of the online syllabus and class schedule and have been given an opportunity to ask questions for clarification, if necessary. I further understand that all of the requirements and expectations will apply equally to all students in this class, including myself.

I understand that not every rule is listed in the syllabus. No professor can or should list every rule imaginable. I know right from wrong, and will use my common sense and behave in a responsible manner.

Name: _____

Signature: _____

Student Number: _____

Date: _____

Print name, sign, date, and turn this page in to Professor _____.