

# UNIVERSITY OF DALLAS

## FACULTY AND STAFF RED FOLDER

### *Dealing with Concerning Student Behaviors*

#### – IMMEDIATE EMERGENCY –

In an on-campus emergency, call 911, or the 24-hour dispatch at x5911 (972-721-5911) from a campus phone or from a cell phone and state your location.

#### EXAMPLES:

- Possession of a weapon
- Suicidal actions or threats
- Acts or threats of violence/sexual violence
- Student injury, illness, or death
- Other emergencies needing police intervention

**CALL 911**

24 hours/7 days a week

UDP is connected to 911 dispatch. Once called, appropriate University protocol will be put into place. This may include working with trained crisis responders in Campus Safety, The Counseling Center (UDCC), the Office of Student Affairs, and the Dean of Students.

**IF ANY OF THE ABOVE OCCURS WHILE YOU ARE OFF CAMPUS, CALL 911 IMMEDIATELY.**

**HOURS:** With the exception of Public Safety's 24-hour dispatch, all offices are open 9:00 AM-5:00 PM, Monday-Friday. On-call staff are available from 5:00 PM to 9:00 AM and can be reached at the 24-hour dispatch number 972-721-5305.

**CONFIDENTIALITY STATEMENT:** Under FERPA, any information regarding a student's "Educational Record," may be shared with the appropriate University Representative, be that Faculty or Staff. *HOWEVER*, FERPA differentiates between "Educational," and "Treatment" records. "Treatment Records," refers to information related to the services provided by a health clinician. "Treatment Records" are protected under FERPA, the Texas Medical Records Privacy Act (TMRPA), and occasionally by the Health Insurance Portability Accountability Act (HIPAA) standards. As such, the Counseling Center and the Health Clinic may not disclose any information to anyone on campus related to Treatment Records, with few exceptions regarding safety and wellbeing of the individual or others, without the proper consent and proper demonstration of an ethical clinical need to disclose such information. The Counseling Center and the Health Clinic may participate in the CARE Team and BIT. However, anything shared in the context of "Treatment Records," is not disclosed to either the CARE Team or the BIT, save for measures of immanent safety.

#### – NON-IMMEDIATE EMERGENCY –

Disclosure or discovery of a non-life-threatening, but still concerning, personal issue that may impede with a student's success.

#### EXAMPLES:

- Eating disorder
- Substance abuse issue
- Death of a family member/friend
- Disclosure of past traumatic experience (i.e., sexual violence)
- Medical condition
- Housing/roommate concern or sudden change in behavior that may indicate a (non-emergency) threat to safety
- Bias-related incidents or acts of discrimination (connect to Title IX Office)
- Any pattern of odd behaviors that may pose a (non-emergency) threat to safety
- Among others.
- Psychotic episode (e.g., out of control emotions, hearing voices, tangential speech)

**care@udallas.edu**

You can encourage the student to report to the Counseling Center (x4045) or the Health Clinic (x5322), second floor Hagggar, if you feel the student has the capacity to do so on their own. IF THERE IS A MORE PRESSING NEED, email [CARE@UDALLAS.EDU](mailto:CARE@UDALLAS.EDU), and someone from student affairs will respond as soon as possible.

Campus Safety 24 hour Emergency	972-721-5911
Campus Safety (24 hr non-emergency)	972-721-5305
Dean of Students	972-721-5294
Counseling Center	972-721-4045
Health Clinic	972-721-5322
Office of Student Affairs	972-721-5323
Disability Services and Title IX	972-721-5056

**RESOURCES**

**(EMERGENCY 911)**

**Campus Safety and Security**

972-721-5911 (Emergency)  
972-721-5305  
cso@udallas.edu

**CARE Team**

care@udallas.edu

**Dean of Students**

972-721-5294  
jcarrano@udallas.edu

**Counseling Center (UDCC)**

972-721-4045  
counseling@udallas.edu

**Health Clinic**

972-721-5322  
lbrodriguez@udallas.edu

**Office of Student Affairs**

972-721-5323  
studentaffairs@udallas.edu

**Disability Services, and Title IX**

972-721-5056  
jaskinner@udallas.edu

**Academic Success**

972-721-5385  
mspring@udallas.edu

**Provost**

972-721-5226  
provostoffice@udallas.edu

**Military a& Veteran Services**

972-721-5221  
veterans@udallas.edu

**REFERRAL RESOURCES**

The Counseling Center and the Health Clinic are more than happy to provide external referrals to anyone needing any specialty or sensitive matters that may not be easily serviced at UD.

**INDICATORS OF A DISTRESSED STUDENT**

- Student shows disengagement in classroom, excessive absenteeism or a sudden decline in quality of work
- May be irritable, sad, excessively anxious, hostile, withdrawn, disoriented, angry, bizarre content of writings/work, marked changes in appearance/behavior; may have made indirect threats to harm self.
- A fellow student reports concerning behaviors.

**DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?**

UTILIZE “MENTAL HEALTH FIRST AID ACTION PLAN” –RECOGNIZE, RESPOND, REFER, AND REPORT

**YES – Imminent Danger**

The student’s conduct is clearly reckless, disorderly, dangerous or threatening and is suggestive of immediate harm to self or others in the community.



**GET HELP NOW**

**Call 911**

Or contact campus security at 972-721-5911



**MAKE REPORT TO THE CARE TEAM**

Fill out a care report (See next pages)

**NOT SURE/NO Imminent Danger**

- Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned.
- OR:
- I’m not concerned for the student’s or others’ immediate safety, but s/he is having significant academic and/or personal issues.



**CONNECT WITH CARE TEAM**

**care@udallas.edu**

or contact campus security at 972-721-5305

If the student is able, encourage student to connect with the Counseling Center: counseling@udallas.edu



**DID YOU KNOW?**

The CARE Team meets routinely to identify students in crisis, then works quickly and collaboratively to assess a distressed student’s needs, direct the Student to campus and community resources, and consult with UD offices that may be impacted by the crisis.

# MENTAL HEALTH FIRST AID ACTION PLAN

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## ALGEE

- A: ASSESS** for possible risk of suicide or harm of self/others (Recognize)
  - L: LISTEN** nonjudgmentally and empathetically (Respond)
  - G: GIVE** validation, affirmation, reassurance and information (Respond)
  - E: ENCOURAGE** appropriate professional help (Refer)
  - E: ENCOURAGE** self-help and other support strategies (Refer)
- (See next page for more information)

Report the concern to **THE CARE TEAM**

[care@udallas.edu](mailto:care@udallas.edu)

**RECOGNIZE | RESPOND | REFER | REPORT**

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## DO's and DON'Ts of Communication with a Distressed Student

### Assess the risk — Prepare to Reach Out

- Know the available campus resources and the referral process.
- Ensure your safety. Use a calm, non-confrontational approach.
- If safe, meet privately and always allow sufficient time to meet.
- If you decide not to have direct contact with the student, refer the incident to BIT via the CARE Team
- Contact CARE team if the student has non-imminent concerns, or acts in non-threatening but concerning, bizarre, or highly irrational way.
- Contact 911 if a student expresses a direct threat to self or others, they are acting in an oppositional way, and if the situation seems to be escalating.

### Listen and Give reassurance and Information — Connect with the Student

- DO* listen through the anger. Use active listening and acknowledge the feelings of the individual.
- DO* allow the person to vent and tell you what is upsetting to him/her. Use silence to allow the person to talk it out.
- DO* set limits. Explain clearly and directly what behaviors are acceptable: "I will be willing to speak with you as soon as you lower your voice."
- DO* be firm, steady, consistent and honest, clearly express your concerns focusing on the behavior in non-disparaging terms.
- DO* focus on what you can do to help resolve the situation.
- DO* ask directly if the student wants to hurt him/herself or others.
- DO* respect the student's privacy without making false promises of confidentiality.

### Encourage appropriate professional and self-help support strategies — Make the Referral

- DO* recommend services and provide direct referrals. Assist student in contacting resources.
- DO* frame any decision to seek and accept help as an intelligent choice.
- DO* make sure the student understands what actions are necessary.
- DO* encourage and assist student to make and keep an appointment and set a follow-up meeting with the student
- DO* make personal referrals: walk the student over to OSD; give a name of an individual you are referring the student to, when possible call ahead to brief the person.

### DON'Ts

- DON'T* transport those in imminent danger, even walking from one building to another, call 911 and the CARE team and wait for their response.**
- DON'T* be dismissive, patronizing, or shaming.
- DON'T* diagnose or give any prognosis.
- DON'T* be afraid to ask direct questions. Asking about suicide or self-harm will not push someone over the edge, as these are usually cries for help.
- DON'T* hurry the Student out of your office, or just pass them off to someone else (expresses a lack of care)
- DON'T* promise anything, as this can set up for a lack of trust if the promise can't be kept, or possibly a defensiveness from the Student.
- DON'T* turn the conversation to you, or someone you know and their problems. Things like, "people have gotten through this difficulty before," can be encouraging, but if it becomes the topic of the conversation, the Student may feel dismissed.

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## How to make a CARE Team Report

### EMERGENCIES CALL 911

### NON-EMERGENCIES CALL CARE TEAM [care@udallas.edu](mailto:care@udallas.edu)

### ONLINE INCIDENT REPORT FORM [https://udallas-advocate.symplicity.com/public\\_report](https://udallas-advocate.symplicity.com/public_report)

### FOR ONLINE INCIDENT REPORT, HAVE THE FOLLOWING INFORMATION AVAILABLE:

If you have contacted 911 or CARE TEAM

Your FULL Name (the person making the report) and Position/Title

Your contact information: phone extension/email address

Level of Urgency (Emergency, Acute, non-Acute lower immediacy)

Behaviors observed (presented in concise, specific, objective language: Who, What, Where, When, Why, How)

Date/Time of incident or observed behaviors

Name of the Student of Concern

Any identifying information you may have access to – phone, email, student ID, Dorm/living accommodations, etc.

Names and identifying information of any other students, faculty, or staff involved.

Provide any supporting documentation (letters, emails, texts, notes, etc.) that you may have.

Provide any other information that might be helpful to the CARE Team and BIT to address the issues.