

HELPING STUDENTS WITH...

Mental Health Issues

Recognize

- References to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in papers or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

Respond

- Express concern and interest
- Avoid criticizing or sounding judgmental
- Remember, even if the problem does not seem urgent to you, it may be very important to the student
- **Threatening behaviors** should not be tolerated and immediate action should be taken

Refer

Urgent Response:

Contact University Police at 911

Direct Intervention Needed:

Students of Concern Assistance Team (SOCAT) via Student Outreach & Support
(813) 974-6130
socat@usf.edu
www.usf.edu/sos

Student Counseling

Faculty and Staff Consultation:

Counseling Center
(813) 974-2831
www.usf.edu/counsel

Medical Issues

Recognize

- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won't stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

Respond

- If unconscious, call 911 and send staff for nearest AED (if available)
- Do not move an injured person (unless they are in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Immediately call for help
- Stay with person until help arrives

Refer

Urgent Care:

Contact University Police at 911

Less Urgent Care:

Student Health Services (SHS)
(813) 974-2331 (Including appointments and nurse after hours)
www.shs.usf.edu

Misconduct Issues

Recognize

- Harassment: Phone calls, text messages or any type of communication continued after the person has been told to stop
- Disorderly Conduct: inappropriate outbursts or persistent interruptions; continued arguing beyond the scope of academic debate

Disruptive or Threatening Conduct:

- Throwing items in anger
- Refusing to leave classroom
- Refusing others the option to leave
- Brandishing a weapon

Respond

- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Express your concern for the student
- Help student explore options and alternatives and outline your expectations
- **Threatening behaviors** should not be tolerated and immediate action should be taken

Refer

Urgent Response

Contact University Police at 911

Less Urgent Circumstances, Consult:

- Professor, Department Chair, or College Dean
- Office of Student Rights & Responsibilities
(813) 974-9443
- Academy for Teaching & Learning Excellence
(813) 974-1841

Crime Victimization

Recognize

- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Significant changes in mood, appearance, or behavior
- Appears to be afraid of another student in the same class

Respond

- Listen to and believe what the student tells you
- Do not ask for details of what happened
- Do not minimize what happened
- Do not blame the student
- Say things like: "I'm glad you are safe now" and "I'm glad that you trusted me enough to tell me"
- Do not pressure the student to report the crime or take other action. Instead, ask if you can contact Victim Advocacy to meet with the student and stress that Victim Advocacy services are confidential
- Do not make promises of anonymity or confidentiality
- Certain crimes must be reported by college officials, if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact Victim Advocacy at (813) 974-5756, to provide immediate, confidential assistance to the student and contact Student Rights and Responsibilities at (813) 974-9443 to help you determine if the situation must be reported.

Refer

Business Hours:

Victim Advocacy & Violence Prevention
(assistance is confidential)
(813) 974-5756

After Hours:

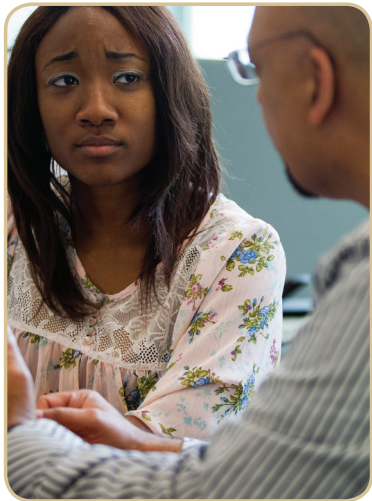
Victim Advocacy & Violence Prevention
Victim Helpline
(813) 974-5757

Know Your Limits:

If you are involved in an intervention with a student, it doesn't mean you must (or can) resolve the student's difficulties. It is especially important in Sexual Assault/Misconduct (Title IX) situations that you refer the student to the appropriate resources, report the information to the appropriate office/s and not attempt to investigate (www.usf.edu/diversity/title-ix). Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the Employee Assistance Program 1-800-327-8705.



FACULTY & STAFF EMERGENCY REFERENCE GUIDE



A Quick Guide for Helping Students

<i>For Guidance or Advice</i>	<i>> Seek assistance here:</i>
<ul style="list-style-type: none">• Student shows signs of worry, anxiety, expressions of sadness hopelessness.• Student exhibits a pattern of withdrawal from participation or excessive absences.• Student shows signs of irritability and conflict with others.• Student exhibits confused patterns of thinking or communicating.• Student's oral or written expression show signs of distress, self-harm, and/or suicidal/homicidal ideation.	Counseling Center > (813) 974-2831 SVC 2124
<ul style="list-style-type: none">• Student communication indicates having been a victim of stalking, hazing or other crime.• Student communication reflects sexual assault, sexual harassment, domestic violence or relationship or dating violence.	Victim Advocacy & Violence Prevention > (813) 974-5756 SVC 0067 Crime Victim Helpline: (813) 974-5757
<ul style="list-style-type: none">• Student is missing (during business hours).• Student is not attending class for an extended period of time.• Student is overwhelmed by a problem with the university.• Student is debilitated or overwhelmed by a family emergency.	Dean of Students Office > (813) 974-6677 MSC 4301
<ul style="list-style-type: none">• Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.• Student exhibits behavior that deliberately interferes with instruction or office procedures.• Student exhibits behavior that is lewd or indecent.• Student exhibits behavior that breaches the peace.	Student Rights & Responsibilities > (813) 974-9443 ALN 109
<ul style="list-style-type: none">• Student is having academic difficulty due to chronic medical, physical, psychological, or learning disability.• Student communication indicates a need for disability accommodations.	Students with Disabilities Services > (813) 974-4309 SVC 1133
<i>Reporting Behavior of Concern</i>	
<ul style="list-style-type: none">• Student does something significantly out of character.• Student acts peculiar or alarming.• Student demonstrates a change in academic performance, personality, grooming, etc.• Student needs assistance connecting with resources• Student displays unhealthy or dangerous patterns of behavior.• Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.	Student Outreach & Support > (813) 974-6130, SVC 2058 Complete the SOCAT referral form at www.usf.edu/sos
<i>Immediate Action</i>	
<ul style="list-style-type: none">• Student is threatening the safety of self or others.• Student is acting in a frightening or threatening manner.• Student is not leaving the classroom after being asked to leave.• Student is reporting or initiating a threat or bomb scare.• Student is missing (after normal business hours).	University Police > 911 Non-emergency: (813) 974-2628, UPB

NOTE: Regardless of the situation, contact any of the above offices for support or information. For more information on helping distressed students, visit www.usf.edu/sos.

Emergency Contacts At-a-Glance

EMERGENCY911

Campus Resources:

Student Outreach & Support	(813) 974-6130
Counseling Center	(813) 974-2831
Dean of Students	(813) 974-6677
Student Health Services	(813) 974-2331
Student Rights & Responsibilities	(813) 974-9443
Students with Disabilities Services	(813) 974-4309
University Police Department	(813) 974-2628
Victim Advocacy & Violence Prevention	(813) 974-5756
Office of the Provost	(813) 974-2154
Student Affairs Administration	(813) 974-5533
USF Information Hotline (Recorded Message)	(800) 992-4231

After Hours Resources:

Counseling Center	(813) 974-2831
University Police Department (office phone)	911
University Police Dispatcher (cell phone)	(813) 974-2628
Victim Advocacy & Violence Prevention	(813) 974-5757



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