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.

**Distressed Student Behavior:**
- Rapid speech or fleeting thoughts
- Threats of harm to self
- Threats of harm to others
- Unusual change in mood or behavior
- Unable to care for self

**Emergency Numbers to Have**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Campus Police</td>
<td>757.823.9000</td>
</tr>
<tr>
<td>Norfolk Police</td>
<td>911</td>
</tr>
<tr>
<td>Dean of Students</td>
<td>757.823.2152</td>
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<tr>
<td>Counseling Center</td>
<td>757.823.8173</td>
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<tr>
<td>Spartan Health Center</td>
<td>757.747.7607</td>
</tr>
<tr>
<td>Student Housing</td>
<td>757.823.8407</td>
</tr>
<tr>
<td>Office of V.P. Student Affairs</td>
<td>757.823.8141</td>
</tr>
</tbody>
</table>

**Disruptive Student Behavior**
- Irritable/agitated
- Demanding behavior
- Overt lack of attention
- Intimidating behavior or loud outbursts

**Consultation or Questions**
Sometimes it may be unclear how to help a student. In these situations, please contact the Counseling Center or the Dean of Students Office about possible solutions so that the student can obtain support.

**Emergency and Safety Concerns**
If you are concerned for the safety of yourself or others CALL NSU Police Department IMMEDIATELY -------------------------------757.823.9000

If you are concerned that a student is a danger to self or others:
- If immediate action is required call NSUPD------757.823.9000
- If not immediately suicidal, call the University Counseling Center-----------------------------757.823.8173

**Office of the Dean of Students** 757.451.7768
**University Counseling Center** 757.823.8173

**THREAT OF HARM TO SELF OR OTHERS:**
Call NSU Police Department 757.823.9000
## 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.

### The DOs
- **DO** allow the person to communicate 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 NSU Police
- **DO** call for assistance when needed

### Examples of Disruptive Behavior:
- Yelling or screaming
- Intimidating words or actions
- Harassing others

### 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
- **DON’T** back the student into a corner (verbally or physically)

### 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 NSU Police at 757.823.9000

### RESOURCES
- NSU Police Department--------757. 823.8102 or 757.823.9000
- Dean of Students------------------------------------------757.823.2152
- Office of the Vice President Student Affairs--------757.823.8141

### Documentation
Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms.

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If you feel threatened or endangered, **CALL THE NSU Police @ 757.823.9000**
# Working with Distressed Individuals

## Definition of Distressed Behavior:
A student who is exhibiting behavior that may indicate that he/she is a danger to self or others or is in need of professional support. A distressed student may also exhibit behavior that causes others to worry about the student’s own safety or the safety of others.

## 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-judgmental terms
- DO tell him/her you are willing to help
- DO make referrals to the appropriate resources
- DO listen carefully and help explore options
- DO explain that help is available and seeking help is a sign of courage
- DO maintain clear and consistent boundaries and expectations
- DO document the interaction or incident

## 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.

## 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

## 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
- Rapid speech or fleeting thoughts
- 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 assault
- Isolation from friends, family or classmates
- Excessive absence or tardiness
- Threatening words or actions

## Resources:
- NSU Police Department----------757.823.8102 or 823.9000
- Dean of Students--------------------------757.823.2152
- University Counseling Center------------------757.823.8173
## Making a Referral

If The Student Is At Risk To Themselves Or Others

- **On campus**
  - Phone: 757.823.9000

- **Off Campus**
  - Phone: 911

### Threat Assessment Team

The Threat Assessment Team (TAT) was created to address the behavior of students whose conduct is deemed troubling (inappropriate, disruptive, or harmful).

### If the Student Is Not At Risk To Harm Themselves or Others:

Suggest that he/she may benefit from a meeting with a counselor at the NSU Counseling Center.

- Counseling is confidential
- Counseling does not impact academic records or standing
- Counseling sessions are FREE to registered NSU students

### Resources

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<td>757.823.2152</td>
</tr>
<tr>
<td>Main Campus Medical Center</td>
<td>757.747.7607</td>
</tr>
<tr>
<td>NSU Police Department</td>
<td>757.823.9000</td>
</tr>
<tr>
<td>NSU Threat Assessment Team</td>
<td><a href="mailto:tat@nsu.edu">tat@nsu.edu</a></td>
</tr>
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The TAT 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 757.451.7768 or the Police at 757.823.9000. The Committee consists of representatives from:

- University Counseling Center
- Academic Affairs
- Office of Housing and Residence Life
- Office of Dean of Students
- NSU Police Department
- Office of the Vice President for Student Affairs Department

The TAT 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 Norfolk State University.