While many students seek help on their own, your interaction with students increases the likelihood that you will identify signs or behaviors of disruption or distress.

This guide is to help you recognize key signs and behaviors, and to provide concrete suggestions and steps for assisting students.

**IMPORTANT NUMBERS TO KNOW**

Wayne State University Police Department: 24/7  
**313-577-2222**

Dean of Students Office: Mon.-Thurs. 8:30-6, Fri. 8:30-5  
**313-577-1010**

Counseling and Psychological Services: Mon.-Fri. 8:30-5  
**313-577-3398**
Working with Disruptive Individuals

WHAT IS DISRUPTIVE BEHAVIOR?
Disruptive behavior interferes with other students, faculty or staff and their access to an appropriate educational or work environment, such as words or actions that have the effect of intimidating or harassing another. These behaviors are usually a violation of the Student Code of Conduct. For more information on the Student Code of Conduct, please visit doso.wayne.edu.

HOW SHOULD I DEAL WITH A DISRUPTIVE PERSON?
Remain calm. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. If the person de-escalates, then you can refer to the DO’s and DO NOTs listed for further steps to resolve the conflict. If, however, the person does not de-escalate, then you should immediately call the WSU Police Department at 313-577-2222.

DOCUMENTATION
Disruptive behavior should be documented. Fill out a Care Report, available online at doso.wayne.edu/student-care-report. It should include a factual, detailed account of what occurred. Use concrete terms.

THE DO’s
• DO allow the person to vent and tell you what is upsetting him/her. Use silence to allow the person to talk it out.
• DO acknowledge the feelings of the individual.
• 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, consistent and honest.
• DO focus on what you can do to help resolve the situation.
• DO offer to make referrals. When possible, give the name of an individual who might be able to help.
• DO report the behavior to the Student Conduct Office and/or the WSU Police Department.

THE DO NOTs
• DO NOT interrupt, particularly during the first 20-30 seconds of peak anger.
• DO NOT minimize the situation.
• DO NOT get into an argument or shouting match.
• DO NOT blame, ridicule or use sarcasm.
• DO NOT touch.
• DO NOT ignore safety issues if the person is becoming more agitated.
• DO NOT assume you can resolve all situations; call for assistance when needed.

RESOURCES
Campus Police (WSUPD) 313-577-2222 police.wayne.edu
Student Conduct Office 313-577-1010 doso.wayne.edu
Counseling and Psychological Services 313-577-3398 caps.wayne.edu

CAPS counseling sessions are free to registered WSU students.
Counseling is confidential.
Counseling does not impact or influence academic records.
Seeking help is a sign of strength and courage rather than failure or weakness.
Working with Distressed Individuals

**WHAT IS DISTRESSED BEHAVIOR?**
Sometimes students exhibit behavior that may be worrisome and that indicates a serious mental health problem. Mental health issues can alter the content of the student’s communication or behavior in the classroom. For example, an otherwise academically successful student may become withdrawn, depressed and potentially suicidal. The depression may lead to poor grades, lack of attention in class and other similar issues.

**WHAT IS MY ROLE?**
As a staff or faculty member, you are in a good position to spot someone who may be emotionally distressed. You may be the first line of contact for a student having concerns about another student’s behavior. While some stress is expected, especially during peak times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You may be able to serve as a resource in times of trouble. Your expressions of interest and concern may be critical factors in getting the individual to seek appropriate help. You may also be able to alert the Dean of Students Office so that an appropriate intervention can be made.

**POSSIBLE SIGNS OF DISTRESS**
- Marked change in academic performance or behavior
- Excessive absence or tardiness
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Feelings of depression or hopelessness
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Excessive confusion
- Persistent and unreasonable demands for time and attention
- Strange or bizarre behavior indicating loss of contact with reality
- Verbal or written references to hurting oneself or others
- Isolation from friends, family or classmates

**THE DO’s**
- **DO** speak with the student privately.
- **DO** let the student know you are concerned about his/her welfare and are willing to help.
- **DO** express your concern in behavioral, nonjudgmental terms.
- **DO** listen carefully to what the student is describing and help the student explore options.
- **DO** make referrals to the Dean of Students Office or CAPS.
- **DO** point out that help is available and that every problem has a solution.
- **DO** maintain clear and consistent boundaries and expectations.
- **DO** recognize your limits.
- **DO** document the interaction or incident.

**THE DO NOTs**
- **DO NOT** promise confidentiality.
- **DO NOT** judge or criticize.
- **DO NOT** ignore unusual behavior.
- **DO NOT** make the problem your own.
- **DO NOT** involve yourself beyond the limits of your time or skill.

All students, including those in distress, are accountable for their actions. WSU does not tolerate violent, dangerous or threatening behavior. Such behavior should immediately be reported to the WSU Police at 313-577-2222 and to the Dean of Students Office at 313-577-1010.
The Student Update and Information Team (SUIT) was formed to address student behavior issues that often involve threatening behavior. SUIT regularly serves as a threat assessment and early intervention team. SUIT assists the university in responding early and in a coordinated way to potential behavioral concerns. SUIT provides guidance to members of the university community in an effort to achieve consistency in handling student issues and in ensuring compliance with the Student Code of Conduct, housing policies, and other student-related policies and practices.

Any person who is concerned about a student’s behavior should contact the Dean of Students at 313-577-1010, by email at doso@wayne.edu, or through an online Care Report available at doso.wayne.edu/student-conduct/suit.

SUIT meets biweekly and, if necessary, holds special meetings. The resolution of an expression of concern is always governed by a course of action that balances the best interests of the student with those of the university community.

**PRIVACY LAWS**
The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. Information learned about a student through observation is not considered a student’s education record and is not protected by FERPA unless recorded in writing or electronically.

Under FERPA, an employee concerned that a student’s statements or behavior evidence a potential threat could – and should – share relevant information with the Dean of Students, the Wayne State Police, a campus counseling center, or other appropriate school officials whose job it is to deal with such issues.

**Counseling and Psychological Services (CAPS)**
CAPS has a diverse staff of mental health professionals who provide confidential therapy at no cost to currently enrolled students..........................313-577-3398

**OTHER HELPFUL RESOURCES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Success Center</td>
<td>313-577-3165</td>
</tr>
<tr>
<td>Campus Health Center</td>
<td>313-577-5041</td>
</tr>
<tr>
<td>Crisis Hotline</td>
<td>313-224-7005</td>
</tr>
<tr>
<td>Detroit Receiving Hospital ER</td>
<td>313-745-3356</td>
</tr>
<tr>
<td>Office of International Students &amp; Scholars</td>
<td>313-577-3422</td>
</tr>
<tr>
<td>Office of the Ombudsperson</td>
<td>313-577-3487</td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>800-273-8255</td>
</tr>
<tr>
<td>Student Disability Services</td>
<td>313-577-1851</td>
</tr>
<tr>
<td>Veterans Services</td>
<td>313-577-9180</td>
</tr>
<tr>
<td>WSU Psychology Clinic (sliding fee scale)</td>
<td>313-577-2840</td>
</tr>
</tbody>
</table>