



AIM HIGHER

WSU Faculty and Staff Resource Guide

MAKING REFERRALS AT WSU

IF THE STUDENT IS IN CRISIS

(At risk of imminent harm to self or others)

Immediately call WSU Police Department at

313-577-2222.

IF THE STUDENT IS NOT IN CRISIS BUT IS SHOWING SIGNS OF DISRUPTIVE OR DISTRESSED BEHAVIOR

Intervene sooner rather than later by submitting a Care Report to the Dean of Students Office, which can be done online at

doso.wayne.edu/student-care-report.

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.html. It should include a factual, detailed account of what occurred. Use concrete terms.

- 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.

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

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**.

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

Academic Success Center.....	313-577-3165
Campus Health Center.....	313-577-5041
Crisis Hotline.....	313-224-7005
Detroit Receiving Hospital ER.....	313-745-3356
Office of International Students & Scholars.....	313-577-3422
Office of the Ombudsperson.....	313-577-3487
National Suicide Prevention Lifeline.....	800-273-8255
Student Disability Services.....	313-577-1851
Veterans Services.....	313-577-9180
WSU Psychology Clinic (sliding fee scale).....	313-577-2840



STUDENT UPDATE AND INFORMATION TEAM

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.