

## UTOLEDO FACULTY AND STAFF

# BEHAVIOR RESPONSE GUIDE

**Any faculty or staff member can refer students to UBIT by calling the Office of the Dean of Students. Visit [utoledo.edu/report](https://utoledo.edu/report) or call 419.530.8852 to submit a Rocket Care form.**

## Quick Reference Phone Numbers

### EMERGENCIES CALL 911

#### SUICIDE CONCERNS

If high concern, call 911.

If low concern, call UToledo Police:  
419.530.2600.

University Counseling Center:  
419.530.2426.

#### NON-EMERGENCIES

UToledo Police . . . . . 419.530.2600

Toledo Police . . . . . 419.245.3340

This guide has been developed by the Division of Student Affairs and University Behavioral Intervention Team (UBIT) to aid faculty and staff as they encounter behavior that is disruptive, threatening or indicates distress.

**Please familiarize yourself with this guide.**

Referrals are addressed promptly. The resolution of a referral is always governed by a course of action that balances the best interest of the student with the needs of the UToledo community.

#### Concerned about a student?

- Call UToledo Police at 419.530.2600 or
- Visit [utoledo.edu/report](https://utoledo.edu/report) to complete a Rocket Care form.

## EMERGENCIES

For a **medical or fire emergency**, or a crime in progress on any campus **CALL 911 IMMEDIATELY.**

## SUICIDE CONCERN

If you are concerned that a **student is considering suicide** call UToledo Police: 419.530.2600.

**If the student is threatening or actively attempting suicide, CALL 911.**

Refer the student to University Counseling Center as soon as possible, 419.530.2426.

## NON-EMERGENCIES

If there is a safety concern but there is no medical or fire emergency and no crime is in progress, call the non-emergency number for your location:

- Main and Health Science Campuses  
UToledo Police  
419.530.2600
- Center for Visual Arts  
(at The Toledo Museum of Art)  
Toledo Police  
419.245.3340

**Thank you for your commitment to a safe and healthy UToledo.**

# DEALING WITH DISRUPTIVE, THREATENING OR DISTRESSED BEHAVIOR



## DISRUPTIVE BEHAVIOR

**Disruptive behavior** includes any behavior that interferes with a student, faculty or staff member's access to an appropriate educational or work environment. This behavior may be a violation of the Student Code of Conduct.

Examples of **disruptive behavior** may include:

- Inappropriate use of electronic devices
- Sleeping in class
- Entering class late or leaving early
- Repeatedly leaving and entering class without appropriate rationale
- Eating/drinking in class/facilities when such behavior is not permitted
- Speaking without being recognized
- Making loud and distracting noises

### When addressing disruptive behavior:

#### The DOs

- DO set limits. Explain what behaviors are acceptable, i.e., "Please refrain from using your phone and other disruptive behavior in class."
- DO be firm and consistent while dealing with the behavior.
- DO focus on what you can do to help resolve the situation.
- DO ask the student to leave if disruptive behavior continues.
- DO document the behavior and your response in written communication to your supervisor and appropriate others.

#### The DON'Ts

- 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 becomes agitated.



## THREATENING BEHAVIOR

**Threatening behavior** is perceived as constituting a threat to another's safety anywhere on campus.

**Threatening behavior** may include:

- Disputing authority and arguing with faculty and other students beyond the bounds of normal class discussion
- Erratic, irrational behavior
- Harassment
- Verbally insulting staff/faculty members or other students
- Physical disruptions or altercations
- Physical threats to faculty members and/or students

### When addressing threatening behavior:

- Direct the student to leave the space or your office.
- Call UToledo Police for the following:
  - Student refuses to leave
  - Student becomes physically abusive
  - You believe your safety or the safety of others is at risk
- If you need UToledo Police to respond immediately due to a perceived threat, clearly indicate this when you call.
- Tell UToledo Police what you want to happen (student removed, presence of officers, escort to office/car).

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**If you feel threatened or endangered,  
call UToledo Police immediately  
at 419.530.2600.**

### **After the threatening behavior has been addressed:**

- If the behavior was exhibited by a student, complete an incident report for the Office of Student Conduct and Community Standards – [utoledo.edu/report](https://utoledo.edu/report).
- Your report should include:
  - ▢ Specifics regarding the incident (student name, behavior, location, date, time, etc).
  - ▢ Your response to the incident.
  - ▢ Response from UToledo Police.
- Consult the Office of Student Conduct and Community Standards about what you deem to be appropriate next steps.
- Document the incident via email or your department procedure and share with your direct supervisor.



## **DISTRESSED BEHAVIOR**

**Distressed behavior** indicates that a person is coping with a serious mental health or a significant life issue.

**Distressed behavior** may cause others to worry about the person's own safety or the safety of others.

**Distressed behavior** and signals may include:

- Drastic change in academic performance or behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Feelings of depression or hopelessness
- Hyperactivity or rapid speech
- Drastic difference in personal hygiene
- Confusion
- Dependency
- Loss of contact with reality
- Verbal/written references to suicide, homicide or assaultive behavior
- Isolation from friends, family or classmates
- Excessive absence or tardiness

If the individual discloses that there has been an act of sexual misconduct, let them know as soon as possible that anything they tell you may be reported to the Title IX Office, and you can help them reach a confidential counselor if that is their preference.

### **When addressing distressed behavior:**

#### **The DOs**

- DO speak with the student privately.
- DO let them know you are concerned about their welfare.
- DO express your concern in genuine, non-judgmental terms.
- DO tell them you are willing to help.
- DO make referrals to the appropriate resources.
- DO listen carefully to what he/she is saying.
- DO help them explore options.
- DO explain that help is available, and seeking help is a sign of courage rather than weakness.
- DO maintain clear and consistent boundaries and expectations.
- DO recognize your limits.
- DO document the behavior and your response in written communication to your supervisor and appropriate others.

#### **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.

### **Concerned about a student?**

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### If the student is not at risk to harm themselves or others:

Suggest that they may benefit from a meeting with a counselor at the University Counseling Center.

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

### Consultations or questions:

Sometimes it is unclear how to help a student. In these situations, please consult us about possible support solutions for the student.

- Office of the Dean of Students: 419.530.8852
- Office of Student Advocacy and Support: 419.530.2471
- Office of Student Conduct and Community Standards: 419.530.1258
- University Counseling Center: 419.530.2426

### Emergencies, treatment and support resources:

- University Health Center: 419.530.3451
- 24-hour Sexual Assault Hotline (YWCA): 419.530.3431
- Title IX Office: 419.530.4191
- Office of Residence Life: 419.530.2941

If you are not sure how to handle an emergency situation, contact the Division of Student Affairs senior leader on-call, at 419.343.9946.

**Visit [utoledo.edu/faculty-staff](https://utoledo.edu/faculty-staff) for this and other related information.**

### Online resources:

- [utoledo.edu/faculty-staff](https://utoledo.edu/faculty-staff)
- [utoledo.edu/studentaffairs/conduct/incident-report](https://utoledo.edu/studentaffairs/conduct/incident-report)
- [utoledo.edu/report](https://utoledo.edu/report)

### The University Behavioral Intervention Team includes representatives from the following areas:

- Office of the Dean of Students
- UToledo Police
- Office of the Provost
- Office of Residence Life
- Office of Student Advocacy and Support
- Office of Student Conduct and Community Standards
- Title IX
- University Counseling Center

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