ASSISTING STUDENTS IN DISTRESS

Distressed Students may present as sad, anxious, irritable, withdrawn, or confused. They may lack concentration or motivation. They may seek constant attention or show erratic or concerning behaviors, including references to self-harm (e.g., cutting, suicidal ideation).

Disruptive Students may present with behavior that is disorderly, reckless, aggressive, defiant, destructive, threatening, possibly paranoid, and might be perceived as dangerous to self or others. Their behavior interferes with the learning and university environment. If disruptive in the classroom, see the Policy on Disruptive Classroom Behavior in the Ram’s Eye View or online. If outside the classroom, use resources below.

Consultation & Referral

Counseling and Psychological Services (Counseling Center)
610.436.2301

CARE Team
610.436.3084

Office of Services for Students with Disabilities (OSSD)
610.436.3217

Office of Student Conduct
Ruby Jones Hall, 200
610.436.3511

Student Affairs
Assistant VP for Student Affairs
610.436.3086

Report or Seek Help

1) Public Safety Office
610.436.3311

2) CARE Team
610.436.0165

3) Contact the appropriate Dean of the College:
   Arts & Humanities
   610.436.2489
   Business & Public Management
   610.436.2930
   Education & Social Work
   610.436.2321
   Health Sciences
   610.436.2825
   Wells School of Music
   610.436.2739
   Sciences & Mathematics
   610.436.3521
   Interdisciplinary & Graduate Studies
   610.738.0492

FOR ALL EMERGENCIES (24/7) CALL: 610.436.3311
OPTIONS AND RESOURCES (For Students only)

- Survivors have the option to file both a criminal report with the police and a report with the University through either Office of Student Conduct (610.436.3511) or Office for Diversity, Equity and Inclusion (610.436.2433).

- Anyone can file a report -- a survivor of an assault, a witness, or a concerned third party.

- Complaints can be filed at www.wcupa.edu/sexualmisconduct

CAMPUS CONTACTS:

- For additional information, please see the WCU Sexual Misconduct Handbook and related information by going to: www.wcupa.edu/sexualmisconduct

- Within the first 72 hours, Chester County Hospital ER can provide immediate medical help. Evidence collection, emergency contraception, tests for STI’s and pregnancy can be administered. The student should be encouraged to receive an exam, even if they do not plan to make an official report.

- On-campus resources: Student Health Services (610.436.2509) can assist with medical support. The Counseling Center (610.436.2301) counselors can aid in providing support and assess the student’s mental health needs.

- Off-campus resources: Crime Victims’ Center of Chester County (CVC). See their website at www.cvcofcc.org. CVC Advocates can provide immediate crisis response; call their 24-hour hotline at 610.692.7273.

NOTES:

FACULTY/STAFF RESOURCES:

Any faculty or staff member who has been assaulted should contact Public Safety (610.436.3311) for assistance.
### NOTED BEHAVIOR

<table>
<thead>
<tr>
<th>NOTED BEHAVIOR</th>
<th>CC</th>
<th>SHS</th>
<th>SC</th>
<th>LARC</th>
<th>OSSD</th>
<th>PS</th>
<th>ODEI</th>
<th>SA</th>
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</thead>
<tbody>
<tr>
<td>Poses immediate threat to self</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Shows inappropriate anger or hostility</td>
<td>X</td>
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<td>X</td>
<td></td>
<td>X</td>
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<td>Exhibits “bizarre” behavior</td>
<td>X</td>
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<td>X</td>
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<td>Talks about suicide or homicide</td>
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<td>X</td>
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<tr>
<td>Writes/verbalizes direct threat to another</td>
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<tr>
<td>Wrtes/verbalizes alarming or distressing material</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Seems overly emotional, depressed, aggressive, suspicious, etc.</td>
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<tr>
<td>Is the subject of complaints by other students</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
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<td>Continuously disrupts class and refuses to stop</td>
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<td>Comes to class drunk or high</td>
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<td>Appears to have distorted body image or disordered eating symptomatology</td>
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<tr>
<td>Appears to have an undiagnosed chronic illness or medical issue</td>
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<tr>
<td>Is the victim of violence, stalking, or intimidation</td>
<td>X</td>
<td>X</td>
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<td>X</td>
<td>X</td>
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<tr>
<td>Is the victim of a sexual assault</td>
<td>X</td>
<td>X</td>
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<td>Reports sexual harassment or discrimination</td>
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<td>Has serious issues with test-taking/presentations</td>
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<td>Is suspected of cheating/academic dishonesty</td>
<td>X</td>
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<td>Difficulty due to illness or death in the family</td>
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</table>

(On-campus phones, dial only the extension. Off-campus phones, dial 610.436.____ then the extension.)

**Public Safety**
- 610.436.3311

**Office of Services for Students with Disabilities**
- 610.436.3217

**Office of Diversity, Equity and Inclusion**
- 610.436.2513

**Student Affairs (CARE Support Services)**
- 610.436.3084
Guidelines for Responding to Students of Concern

Safety: The welfare of the student and the campus community is a top priority when a student displays threatening or potentially violent behavior. Working with Public Safety Officers, mental health professionals, and the Assistant VP for Identity, Health & Wellness affords the best coordinated care on campus.

Trust your instincts: If you sense that a student is not in the best state, trust that. You may know the student from class and can probably assess when the student’s self-care and behavior has changed. Promptly report safety concerns and any Student Code of Conduct violations.

Listen with sensitivity and be proactive: It is advised that you reference standards and expectations for class (i.e., as noted in your syllabus) and reference the Student Code of Conduct for disruptive students. For students in distress, classroom faculty members are frequently the first individuals to observe that something has changed in behavior or performance. Approach the student with care and point out that you’ve noticed. Ask if there is more they want to share and indicate that you can help. (You can always call the Counseling Center or the Assistant VP for Identity, Health and Wellness to consult.)

Support: Distressed students can be sensitive to comments and easily provoked, so avoid threatening, intimidating, or humiliating statements. Your approach is to be attentive to the student, to listen to what they share, and to inform them of resources on campus. If the student is suicidal, call x3311 or 911 immediately. Never leave a suicidal student alone!

Participate in timely response: It is not a FERPA violation to share information about a student’s well-being. Always report serious or persistent inappropriate behavior to the CARE Team (610.436.3086) or to Public Safety (610.436.3311). Violations of the Student Code of Conduct can be filed at www.wcupa.edu/icare

What about Privacy Laws and Confidentiality?
The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

• Personal identifiable information from an “educational record” may be disclosed to appropriate individuals in connection with a health and safety emergency. Information may be released to parents, police, or others if knowledge of the information is necessary to protect the health and safety of the student or other at-risk individuals.
• Information can be shared with University personnel when there is a specific need to know and should be limited to the essentials of University business.
• Campus Reporting Requirements: All employees are required to report incidents of sexual misconduct to the Office for Diversity, Equity & Inclusion. A narrow exception exists for faculty specifically when the sexual misconduct is communicated during a classroom discussion, class writing assignment, or university research. Additionally, employees who are designated “Campus Security Authorities” are required to report on-campus and off-campus student conduct, including active alcohol or drug use or possession, weapon possession, arson, hazing, robbery, theft, assault, hate crimes, stalking, dating or domestic violence, sexual misconduct, manslaughter, and murder to the WCU Police. Everyone is strongly encouraged to report, even if you are not required.

IF IN DOUBT, REACH OUT
CARE Support Services 610.436.3084
Public Safety 610.436.3311
Counseling & Psychological Services 610.436.2301

STUDENT CODE OF CONDUCT
The Student Code of Conduct is the written policy that governs student behavior. It explains students’ rights and responsibilities and the processes that should be followed when misconduct is alleged.

The Code of Conduct addresses such issues as behavior that threatens the health or safety of individuals; disruption of teaching or University events; sexual harassment; racial, ethnic, religious, sexual orientation, disability, and other forms of harassment; stalking, hazing, and disorderly behavior. The complete Student Code of Conduct can be found at www.wcupa.edu/StudentCodeofConduct