

WOODBURY UNIVERSITY FACULTY & STAFF "911" EMERGENCY GUIDE FOR STUDENT BEHAVIOR

The Office of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress, or address who may be disruptive.

EMERGENCY NUMBERS AND RESOURCES

- Police 911
- Woodbury Security Burbank818.252.5208
- Woodbury Security San Diego.....619.633.9895
- Counseling Center818.252.5237
- Health Office 818.252.5238
- Residence Life 818.252.5284
- Front Desk Whitten Center 818.252.5232

Emergency and Safety Concerns

If you are concerned for the safety of yourself or others **CALL 911 then Campus Security.**

If you are not concerned that a student is an imminent danger to self or others call the Counseling Center 818.252.5237

Additional Resources

- Associate Dean of Students818.252.5252
- Disabilities and Accommodations818.394.3345

Distressed Student Behavior

- Threats of harm to self
- Threats of harm to others
- Rapid speech or fleeting thoughts
- Unusual change in mood or behavior
- Unable to care for self
- Irritable/agitated
- Overt lack of attention
- Intimidating behavior and/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 Student Affairs Office about possible solutions so that the student can obtain support.

- Associate Dean of Students - 818.252.5252
- Counseling Center - 818.252.5237
- Ruth Burgher-Gibore - 818.252.5237
- Rhex Bartolome - 818.394.3356
- Ryan Burtanog - 619.693.4404 (San Diego campus)

**IMMINENT THREAT OF HARM TO SELF OR OTHERS
CALL 911 AND ALERT SECURITY**

Working with Disruptive Individuals

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| <p style="text-align: center;">Definition of Disruptive Behavior</p> <p>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.</p> | <p>The DOs</p> <ul style="list-style-type: none"> • DO allow the person to communicate and explain what is upsetting them • DO acknowledge the feelings of the individual • DO set limits. Explain what behaviors are acceptable: <i>“I will be willing to speak with you as soon as you lower your voice”</i> • 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 CARE Team and/or Woodbury Security • DO call for assistance when needed |
| <p style="text-align: center;">Examples of Disruptive Behavior</p> <ul style="list-style-type: none"> • Yelling or screaming • Intimidating words or actions • Harassing others • Physical aggression | |
| <p style="text-align: center;">Dealing with a Disruptive Person</p> <ul style="list-style-type: none"> • 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, call 911 then campus security. | <p>The DON'Ts</p> <ul style="list-style-type: none"> • 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) |
| <p style="text-align: center;">Documentation</p> <p>Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms.</p> <p style="text-align: center;">Submit a concern for via this LINK</p> | <p><i>IF YOU FEEL THREATENED OR ENDANGERED CALL 911 AND ALERT SECURITY</i></p> |

Working with Distressed Individuals

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| <p style="text-align: center;">Definition of Distressed Behavior</p> <p>A student who is exhibiting behavior that may indicate that he/she is a danger to self or others or needs 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.</p> | <p>The DOs</p> <ul style="list-style-type: none"> • 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 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 |
| <p style="text-align: center;">When/How to Help</p> <p>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.</p> | <p>The DON'Ts</p> <ul style="list-style-type: none"> • 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 |
| <p style="text-align: center;">Possible Signs of Distress</p> <ul style="list-style-type: none"> • Marked change in academic performance or behavior • Aggressiveness • Exaggerated emotional response • Depression or hopelessness • Rapid speech or fleeting thoughts • Poor personal hygiene • Excessive confusion; Dependency • Loss of contact with reality • References to suicide • References to homicide or assault • Isolation from friends, family or classmates • Excessive absence or tardiness • Threatening words or actions | <p style="text-align: center;">If the Student Is <u>Not at Risk</u> to Harm Themselves or Others</p> <p>Suggest that they may benefit from a meeting with a counselor at the WOODBURY Counseling Center.</p> <ul style="list-style-type: none"> • Counseling is confidential • Counseling does not impact academic records or standing <p>Counseling sessions are FREE to registered Woodbury students</p> |

Woodbury Care Team

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

The CARE Team 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 Associate Dean of Student Affairs at 818.252.5252 or Security at 818.252.5208. The Committee consists of representatives from:

- Counseling Services
- Academic Affairs
- Residence Life
- Associate Dean, Students Affairs
- Security
- Disability and Accessibility Services

The CARE team 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 Woodbury University.