### WHEN IN DOUBT, Consult with CAPS (402-472-7450)

#### IF THE STUDENT:

- Threatens the safety of self or others
- Acts in a frightening or threatening manner
- Refuses to leave the classroom after being asked to leave
- Reporting or initiating a threat or bomb scare

- Acts significantly out of character
- Acts peculiar and this is cause for alarm
- Displays unhealthy or dangerous patterns of behavior

- Indicates loss of touch with reality
- Reflects suicidal thoughts or actions, depression, hopelessness, anxiety or difficulty dealing with grief

- Indicates having been a victim of a stalking, hazing, or other crime
- Reports sexual assault or relationship violence

- Is not attending class for an extended period of time
- Seems overwhelmed by a problem that could affect university attendance or persistence
- Exhibits behavior that substantially impairs, interferes, or obstructs orderly processes and functions of the university
- Exhibits behavior that deliberately interferes with instruction or office procedures
- Exhibits behavior that is lewd or indecent or breaches the peace
- Reflects debilitated feeling or overwhelmed by a family or personal emergency

- Is having academic difficulty due to physical, psychological or learning disability
- Indicates a need for disability accommodations

- Is having academic difficulty due to medical concerns/illness
- Struggling to attend classes or complete assignments due to medical issues

- Indicates experiencing hate crimes, bias, discrimination or harassment

### IMPORTANT NUMBERS

**EMERGENCY........911**  
**UNIVERSITY POLICE............472-2222**

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<tr>
<th>HELPFUL RESOURCES</th>
<th>(402) area code</th>
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<td>Academic Affairs</td>
<td>472-3751</td>
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<tr>
<td>Career Services</td>
<td>472-3145</td>
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<tr>
<td>Center for Civic Engagement</td>
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<tr>
<td>Counseling and Psychological Services (students)</td>
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<td>Division of General Studies</td>
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<td>Employee Assistance Program (EAP)</td>
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<td>English as a Second Language Programs</td>
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<td>Equity, Access &amp; Diversity</td>
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<td>First Year Experience and Transition Programs</td>
<td>472-1880</td>
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<td>International Student and Scholar Offices</td>
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<tr>
<td>LGBTQ Resource Center</td>
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<td>Math Resource Center</td>
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<td>Multicultural Center (OASIS)</td>
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<td>Nebraska College Preparatory Academy (NCPA)</td>
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<tr>
<td>Scholarships &amp; Financial Aid</td>
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<tr>
<td>Services for Students with Disabilities</td>
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<td>Student Conduct (Dean of Students Office)</td>
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<td>Student Involvement</td>
<td>472-2454</td>
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<td>Student Legal Services</td>
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<td>Student Success Center</td>
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<td>Student Support Services (TRIO)</td>
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<td>Student Veterans Programs</td>
<td>472-8306</td>
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<tr>
<td>University Health Center—Medical Clinic</td>
<td>472-5000</td>
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<td>University Housing</td>
<td>472-3561</td>
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<tr>
<td>Vice-Chancellor for Student Affairs Office</td>
<td>472-3755</td>
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<tr>
<td>Women’s Center</td>
<td>472-2597</td>
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<tr>
<td>Writing Assistance Center</td>
<td>472-8803</td>
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### IF THE STUDENT:

#### TAKE IMMEDIATE ACTION

- UNL Police Department  
  - Campus Phone: 2-2222  
  - Cell Phone: 402-472-2222

#### REPORT BEHAVIOR OF CONCERN

- UNL Police Department  
  - 402-472-2222

#### CONSULT FOR GUIDANCE OR ADVICE

- Counseling and Psychological Services (CAPS) - 402-472-7450, 402-219-8050 (after hours)

#### CONTACT

- Office of the Dean of Students: 402-472-2021

#### CONTACT

- Services for Students with Disabilities: 402-472-3787

#### CONTACT

- University Health Center Medical Clinic: 402-472-5000

#### CONTACT

- Office of Equity, Access & Diversity: 402-472-3417 (Bias Response Team)
WORKING WITH DISTRESSED STUDENTS

WHAT IS DISRUPTIVE BEHAVIOR?
Behavior that interferes with UNL's learning environment is considered disruptive. It is important to recognize that the period of peak anger usually lasts for a brief period of time.

WHAT ARE SOME EXAMPLES...?
- Persistent and unreasonable demands for time and attention
- Aggressive or defiant behavior
- Words or actions that intimidate or harass another
- Words or actions that cause another to fear for her/his personal safety

HOW CAN I RESPOND TO A DISRUPTIVE PERSON?
- SAFETY FIRST!
- Do not ignore disruptive behavior.
- Remember that anger usually passes quickly.
- Calmly let the student know that the behavior is inappropriate.
- Disruptive behavior should be documented.

THE DOs
- DO use silence to allow the student to tell you what is upsetting her/him.
- DO acknowledge the feelings of the individual.
- DO be firm, steady, consistent, and honest.
- DO focus on what you can do to help the student problem solve.
- DO make personal referrals to appropriate resources.
- DO communicate your concerns with the Dean of Students Office.

THE DON'Ts
- DON'T interrupt, particularly during the initial phase of heightened anger.
- DON'T minimize, blame, ridicule, or use sarcasm.
- DON'T be argumentative or adversarial.
- DON'T touch.
- DON'T ignore your own limitations.

POSSIBLE SIGNS OF DISTRESS
- Marked change in performance or behavior
- Excessive absence or tardiness
- Decreased motivation/concentration
- Increased irritability or anxiety
- Exaggerated emotional response that is inappropriate to the situation
- Increased isolation or sadness
- Hyperactivity or very rapid speech
- Marked change in personal hygiene, including weight loss or gain
- Excessive confusion
- Bizarre or erratic behavior
- References to suicide (e.g., feelings of helplessness or hopelessness)
- References to homicide or assault

IF A STUDENT TELLS YOU OF A SEXUAL ASSAULT
• Stay calm and listen. Create an environment where the student can talk and share.
• Offer your support. Let the student know that she or he is not to blame for what happened.
• Let them know that you believe and support them.
• Empower the student by telling them they have a right to be safe and free from violence.
• Be honest and up front about reporting the abuse or getting support.
• Help them find resources to talk with individuals who are trained on these topics (Counseling and Psychological Services – 472-7450 or Victim Advocate Violence Prevention – 472-0203).

THE DOs
- DO speak with the individual privately.
- DO let her/him know you are concerned and willing to help.
- DO listen carefully, and only then explore options.
- DO identify resources and make referrals.

THE DON'Ts
- DON'T promise confidentiality.
- DON'T judge or criticize.
- DON'T involve yourself beyond the limits of your time or training.

THE BIG RED FOLDER

WHAT IS MY ROLE?
You are in a good position to spot someone who may be emotionally distressed. While some of this is expected, especially during stressful times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You are an important resource in times of trouble, and your expression of interest and concern may be critical in helping the student. You also may be able to alert the university so that an appropriate intervention can be made.

In a crisis situation, or if you feel threatened or endangered, call 472-2222 or 911.