



Helping Students in Distress

FACULTY AND STAFF RESOURCE GUIDE

**For an emergency, call 911 or
University Police at 360.650.3911**

For non-emergency safety concerns,
call University Police at 360.650.3555
If in doubt, call University Police.

The Counseling Center and Office of
Student Life are available for consultation.
The Student Care/Concern Team, chaired by
the Assistant Dean of Students, can facilitate
campus efforts to assist the student and
provide support for faculty/staff.

ALL NUMBERS BELOW ARE AVAILABLE 24 HOURS A DAY UNLESS OTHERWISE INDICATED:

Emergency: 911

University Police: emergency 360.650.3911, non-emergency 360.650.3555

Counseling Center: 360.650.3164, select "Option 1" for help after-hours

Office of Student Life: 360.650.3706, M-F, 8:00 AM-5:00 PM

Student Health Center: 360.650.3400, M, T, W, F, 8:30 AM-4:00 PM, Th 9:30 AM- 4:00 PM

CASAS (Consultation & Sexual Assault Support): 360.650.3700, M-F 8:30 AM-4:30 PM

ADCAS (Alcohol & Drug Consultation & Assessment Services): 360.650.6865, M-F 8:30 AM-4:30 PM

Residence Life: 360.650.2960, M-F 8:30 AM-4:30 PM

DANGEROUS STUDENT

Safety is an immediate concern; Verbal or physical threats to harm self or others; Active threats of suicide and resists help.

DISRUPTIVE STUDENT

Safety is not an immediate concern; Threatens harm to others, but will accept help; Demonstrates bizarre behavior or communication; Disruptive to the living/learning environment.

TROUBLED STUDENT

Student is troubled, confused very sad, highly anxious, irritable, lacks motivation and/or concentration; has thoughts about not wanting to live; difficulties in interactions with others.

**CALL 911
OR UNIVERSITY
POLICE
360.650.3911**

For Mental Health Consultation:

Counseling Center
360.650.3164

Select "Option 1" for help after-hours

For Student Support Consultation:

Office of Student Life
360.650.3706

POLICY AND PROCEDURE INFORMATION

STUDENT CARE/CONCERN TEAM (formerly the Network Team)

The purpose of the Student Care/Concern Team (SC/CT) is to coordinate efforts to support and assist students in crisis, including students engaged in harmful or disruptive behaviors, as well as community members affected by these students' behaviors. The Student Care/Concern Team typically meets weekly to review reports, share appropriate information, develop support strategies and coordinate resources for students.

1. SC/CT reviews concerns raised by members of the university community regarding students who appear to be in distress and to assess risks associated with student behavior. The team is structured to respond to students who have displayed inappropriate patterns of behavior including but not limited to threats, suicidal behavior, violent actions, or other disruptive behaviors of concern.
2. SC/CT develops action plans to address student behavior and its impact on the community; this includes promoting campus safety, and referring distressed students to professional assistance and support, with the goal of preventing negative outcomes.

To learn more contact the Office of Student Life at 360.650.3706

STUDENT ASSISTANCE

The Office of Student Life can help with advice on academic grievances, frustrations with the administrative workings of the institution, emergency leaves-of-absence, and hardship withdrawals due to personal illness, injury, or the death or illness of a family member. Additional details can be found at:

<https://wp.wvu.edu/officeofstudentlife/>

STUDENT CONDUCT CODE

Western Washington University students enjoy the same basic rights, privileges, and freedoms granted to all members of society. At the same time, acceptance of admission to the university carries with it an obligation to fulfill certain responsibilities and expectations as a member of the Western Washington University community. As members of the Western community, students must assume responsibility for their own actions and maintain an environment conducive to academic success. In addition, they are expected to act with integrity, respect the rights of others, and abide by all university policies and procedures, as well as all applicable local, state, and federal laws and regulations. All students are responsible for understanding and complying with the responsibilities and expectations set forth in this code both on and off campus. The student conduct process is intended to be educational in ensuring that students act in a manner consistent with high standards of scholarship and behavior, while maintaining the safety and well-being of all members of the university community.

<https://wp.wvu.edu/officeofstudentlife/>

disABILITY RESOURCES FOR STUDENTS

DRS is committed to ensuring equal access for students with disAbilities to all curricular and co-curricular opportunities offered by Western Washington University. For service eligibility, students must provide a complete diagnostic description from a qualified professional. Specific accommodations or services are determined on an individual basis and are modified to meet the unique needs of the student and their academic experience. Faculty and staff can contact DRS to discuss accommodation requests or general questions by calling 360.650.3083 or visiting:

www.wvu.edu/drs

DISCRIMINATION, SEXUAL HARASSMENT OR SEXUAL VIOLENCE

Western is committed to ensuring an environment free of discrimination, sexual harassment, and sexual violence, and coordinates to effectively respond to reports of these behaviors. Faculty and staff with knowledge that a student has experienced discrimination, sexual harassment or sexual violence while a student at Western are required to promptly report the incident to the Vice Provost for Equal Opportunity/Title IX Coordinator,

Sue Guenter-Schlesinger:

Old Main 345
360.650.3307

Sue.Guenter-Schlesinger@wwu.edu

If safety is an immediate concern, first call University Police, 360.650.3911. When a student discloses sexual violence, also direct them to confidential resources available in the Consultation and Sexual Assault Support (CASAS) office, 360.650.3700. Additional information available at:

www.wvu.edu/eoo

MEDICAL EXCUSE POLICY

The Student Health Center does not provide excuses for short-term absences that result in missed classes, exams, or assignments due to illness or injury. In certain circumstances where the illness or injury is prolonged (an absence of more than five days) and requires medical attention or hospitalization we will work with students in providing appropriate documentation.

Students are instructed to contact their professor or teaching assistant in the event they need to miss class due to an illness, injury or an emergency. All decisions about the impact of an absence, as well as any arrangements for making up work, rest with the instructors. To learn more visit:

<https://studenthealth.wvu.edu/medical-excuse-policy>

DISRUPTIVE STUDENT FAQ

Q. WHAT ARE THE WARNING SIGNS OF DISRUPTIVE STUDENT BEHAVIOR?

- Highly disruptive behavior (e.g. verbal hostility, aggression, disregard for classroom decorum and expected conduct, etc.): failure to comply with corrective feedback
- Inability to communicate clearly (garbled, pressured speech; disorganized, confused, or rambling thoughts)
- Loss of contact with reality (seeing or hearing things which others cannot see or hear; irrational beliefs or fears that others may be conspiring against them)
- Stalking behaviors and inappropriate communications (including threatening letters, e-mail, messages or harassment)
- Suicidal thoughts and/or threats to harm others (may be communicated orally or in written formats through email, assignments, or on social network or academic sites)

Q. HOW SHOULD I RESPOND TO A DISRUPTIVE STUDENT?

- If immediate safety is a concern or the person acts in a highly disruptive or irrational way, call 911
- If safety is not a concern, attempt to deescalate the situation; offer to find someone to assist in problem-solving; meet and work on a solution
- Consult with the Counseling Center, Office of Student Life, or University Police

Q. HOW CAN I RECOGNIZE AND HELP A STUDENT WITH THOUGHTS OF SUICIDE?

- Listen and allow time to understand the scope of concern
- Ask the question. "Are you thinking about suicide?"
- Be persistent; if after further conversation you are still concerned, ask again
- Offer hope and promote the idea of getting help
- Refer to campus and community mental health resources: Counseling Center 360.650.3164, select "Option 1" for help after hours
- If comfortable doing so, offer to walk the student to the Counseling Center or to make the call together. Do not transport students in your personal vehicle
- Consult with the Counseling Center for additional support

TROUBLED STUDENT FAQ

Q. WHAT ARE SOME SIGNS A STUDENT MAY BE IN TROUBLE?

- Marked changes in academic performance; withdrawal and/or avoidance from participation, increased anxiety around exams or deadlines, difficulty working in teams
- Changes in emotional states, e.g., sadness, crying, lethargy, irritability, rapid speech, preoccupied, increased and more intense disagreement with peers and instructor, sense of confusion
- Changes in physical well-being, e.g., swollen eyes from crying, increased illness, poor self-hygiene, rapid weight loss/gain, sleeping in class
- Repeated requests for special consideration, e.g., deadline extensions, changes in requirements, grade changes
- Behaviors that may interfere with effective management of the learning environment, e.g., outbursts of anger, domination of discussion, derailing the focus of discourse, verbal or physical aggression towards classmates
- Communication in either oral, written, or electronic formats that may suggest a threat to one's self or others

Q. HOW SHOULD I RESPOND TO A STUDENT THAT IS IN TROUBLE?

- Address the situation on an individual level; consider having someone meet with you and the student
- Consult with the Counseling Center and/or Office of Student Life
- Avoid offering confidentiality to the student should they wish to talk
- Deal directly with the behavior according to classroom protocol; provide corrective feedback and offer help
- Encourage the student to use campus and community resources; offer to walk the student to assistance or call and make an appointment together
- Inform and consult with your supervisor

Q. HOW DO I REFER A STUDENT TO SUPPORT SERVICES?

- Recommend campus services. Remind the student that campus counseling services are confidential
- Reassure the student that it is an act of strength to seek help and offer to make the initial contact with the helping resource
- If the student rejects referrals, consult with the Counseling Center and/or the Office of Student Life