

**UNLV Support Team**

**Faculty/Staff Guide  
To Helping  
a Student in  
Distress**

**Updated 2022**

# **Faculty/Staff Guide to Helping a Student in Distress**

## **Table of Contents**

<b>Part I</b>	<b>Introduction &amp; Resources</b>	
	<b>Responding to Students in Distress</b>	<b>3</b>
	<b>UNLV Resources for Students</b>	<b>4</b>
	<b>When to Call University Police Services</b>	<b>6</b>
	<b>Completing a UNLV Support Team Referral</b>	<b>7</b>
	<b>UNLV Voluntary Health Withdrawal Policy</b>	<b>8</b>
	<b>Student Privacy (FERPA/HIPPA)</b>	<b>8</b>
<b>Part II</b>	<b>Working with Disruptive Students</b>	
	<b>Preventing Classroom Disruption</b>	<b>10</b>
	<b>Strategies for Handling Difficult Situations</b>	<b>11</b>
<b>Part III</b>	<b>Student Behavior Profiles</b>	
	<b>The Distressed Student</b>	<b>13</b>
	<b>The Disruptive Student</b>	<b>15</b>
	<b>The Potentially Dangerous Student</b>	<b>1</b>

## **Part I – Introduction**

UNLV is committed to the health and safety of all members of our community. To safeguard our community the UNLV Support Team (UST) has developed a comprehensive reporting system to share appropriate information so students can receive or stay connected to the academic support and student wellness services they need. This reporting system is one element of a safe and supportive campus community.

The UNLV Support Team is comprised of student support professionals who are dedicated to assisting UNLV students experiencing personal crises and educating the UNLV community on how to best support students in distress. The Team meets on a weekly basis to assess all submitted referrals and create a plan on how to best assist each student.

This guide is designed as a reference and resource for faculty and staff members and to support the training efforts of the University. It specifically provides faculty and staff with information about how to seek assistance and refer students demonstrating concerning behavior to the appropriate campus resources. Additional information is provided about managing difficult situations, behavioral signs that warrant concern, as well as resources for assisting students in accessing resources and services at UNLV.

### **Responding to Students in Distress**

Within the academic setting, various manifestations of student behavior can (. (di)-43s f)3-8.161ce (y)20 ( pr

Faculty and staff play an invaluable role in helping students who are in distress. Your expression of interest, concern, and compassion is an important factor toward a student seeking the assistance they need. The Office of Student Conduct (OSC), Counseling and Psychological Services (CAPS), Disability Resource Center (DRC), University Police Services and administrators stand ready to assist you. We hope this guide will help you to identify a potentially difficult situation and provide you with specific ideas and resources when you encounter student behaviors that are of concern.

We encourage faculty and staff to document concerning interactions with students by completing a **UNLV Support Team Referral**, available at [www.unlv.edu/campuslife/supportteam](http://www.unlv.edu/campuslife/supportteam).

have Registered Nurses on duty each day during hours of operation if you have any questions or wish to speak to a nurse about a health concern. All services offered are completely confidential. The Student Health Center is located on the first floor of the Student Recreation and Wellness Center (SRWC), and the phone number is (702) 895-3370.

<https://www.unlv.edu/srwc/health-center>.

**Jean Nidetch Care Center, (702) 895-4475**

The Care Center supports any student, staff or faculty impacted by sexual assault, sexual harassment, family & relationship violence, stalking or is concerned for a friend. They provide services through emotional support meetings, academic support, guidance of reporting options, financial assistance, safety planning, and resource referrals. To speak with a CARE Advocate, visit SSC-A, RM 255 (near Financial Aid) or call 24/7 CARE Line at (702) 895-0602. <https://www.unlv.edu/carecenter>

**Military and Veteran Services Center, (702) 895-2290**

The Military and Veteran Services Center is staffed with veterans and GI Bill-experienced staff to assist more than 1,000 veterans, dependents, active duty service members, National Guard members, and reservists. Their mission is to develop a welcoming, veteran-friendly campus environment that fosters academic and personal success. The Center is located in the Student Services Complex A, Room 311. <https://www.unlv.edu/veterans>

**University Police Services, Emergencies: (702) 895-3669 Non-Emergencies: (702) 895-3668**

Committed to protecting and serving the campus community 24 hours a day, University Police Ser2 Tf201.386 0cn0 n201.386 0cn0 solice Sy

## **Completing a UNLV Support Team Referral**

By completing a UNLV Support Team Referral, you are notifying a team of highly trained professionals that you are concerned about a student. From a student expressing heightened stress or anxiety related to class performance, to a student expressing suicidal ideation, and everything in between, the UNLV Support Team stands ready to help your student access any campus resources they may find helpful. We frequently consult with faculty and staff as to what the best strategies are for working with student in distress on an individual level.

Completing a UNLV Support Team Referral is completely separate from other incident reporting systems on campus. A student referred to the UNLV Support Team will not face conduct sanctions or otherwise have their status as a student be in question. This referral system comes from a place of care and concern for the well-being of the campus community. Faculty, staff, students, family, and friends of UNLV students are encourage to complete this referral if they have cause for concern over a student.

The UNLV Support Team referral form can be found at the below link:

**<https://www.unlv.edu/campuslife/supportteam>**

The referral form may be submitted even if some information is missing. For example, if a staff member is unsure of a student full name or ID number, information regarding a concerning interaction can and should still be submitted for appropriate documentation and follow-up.

Referrals may be made anonymously, though community members are encouraged to identify themselves in order for a Team member to follow up with any questions or requests for



## **Health Insurance Portability and Accountability Act (HIPAA)**

A major goal of the HIPAA Act properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well being. The Rule strikes a balance that permits important uses of information, while protecting the privacy of people who seek care and healing. UNLV Student Counseling (CAPS) and Student Health Center records are protected under HIPAA. For more information see:

## **Part II – Working with a Disruptive Student**

### **Preventing Classroom Disruption**

Faculty members recognize the special responsibilities placed upon them to encourage learning, demonstrate respect for students, and observe the regulations of the university to promote the advancement of knowledge. Students are expected to demonstrate appropriate behavior toward other members of the college community. Disruptive students, whether in the classroom or online, hinder the academic process and negatively impact student learning.



**7. Request Assistance When Necessary**

**If you perceive any threat, call University Police Services at 911 from a campus phone or (702) 895-3669 from a cell phone. In such situations your safety and those of others in your area are of utmost importance.**

developed within your department.

If the student is **angry or demanding** but you do not sense an immediate threat, he or she can be referred to your supervisor or to **Counseling and Psychological Services (CAPS)**, (702) 895-3627.

- 8. Document The Incident** – Complete a **UNLV Support Team Referral**, available at <https://www.unlv.edu/campuslife/supportteam>. Contact Care Manager at (702) 895-1404 with any questions or concerns about the referral process.

**Core Elements of Communicating with a Student in Distress**

Confirm that you have heard what the student has said.

Express concern for the student.

Refer the student to UNLV resources or contact University Police Services.

## **Part III - Student Behaviors**

**DON'T...**

- Take responsibility for their emotional state by saying *“I’ll take care of it for you.”*
- Discount their distress by saying *“It’s not really that bad”* or *“You’ve really got nothing to worry about.”*
- Assure the student that you are his/her friend.
- Be overly warm and nurturing.
- Be cute or humorous.
- Challenge or agree with any mistaken or illogical beliefs.
- Say anything else that might discount the personal significance or intensity of the

Agree to maintain

**Distressed Student Decision Tree**

<p>If appropriate, speak with the student privately about what you are observing and your concerns. Inform the student of assistance available through CAPS. If appropriate, help them call for an appointment or walk them over if possible. If there is potential for imminent harm, contact University Police Services at 911. For calls from a cell phone dial (702) 895-3669. Seek consultation from CAPS (702) 895-3627 or the RST Care Manager (702) 895-1404 if needed.</p>
<p>If CAPS/RST is not available and behavior or verbal expression of distress is severe, or there is the potential of harm from cell phones dial (702) 895-366</p> <p style="text-align: center;">9.</p> <p>If the student discloses events or behavior involving a student, contact the Office of Compliance at (702) 895-4055.</p>

## **The Disruptive Student**

Often, large amounts of time and energy are given to students who make excessive demands on your time. They may seek to control your time and unconsciously believe that the amount of time they receive is a reflection of their worth. These students may also have difficulty keeping their comments consistent with the activities or with the topic or issue being discussed. Disruptive behavior can include verbal aggression.

### **DO...**

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## **The Potentially Dangerous Student**

## Potentially Dangerous Student Decision Tree

If the student is expressing or acting out behaviors that demonstrate the potential for imminent harm to self or others seek immediate assistance.
Contact University Police Services at 911 or by cell phone at (702) 895-3669.
If the student is expressing or exhibiting behaviors that do not demonstrate the potential for imminent violence seek consultation or refer the student to get assistance with CAPS at (702) 895-3627. This may include walking the student to CAPS if possible. CAPS is located in the Student Wellness and Recreation Building, room 1500 (located in the northwest corner of the building).
Complete a <b>UNLV Support Team Referral</b> <a href="https://www.unlv.edu/campuslife/supportteam">https://www.unlv.edu/campuslife/supportteam</a>

Obtain personal



# Appendix

## Campus Resources

### **University Police Services:**

Emergency (from cell phones)	(702) 895-3669
Non-Emergency (from cell phones)	(702) 895-3668
Non-Emergency (from campus phones)	311
Emergency (from campus phones)	911

**Counseling and Psychological Services (CAPS)** (702) 895-3627

**Disability Resource Center (DRC)** (702) 895-0866

<b>Student Health Center</b>	(702) 895-3370
Pharmacy	(702) 895-0278
Lab/Blood Draw Appointments	(702) 895-0280
Dental Clinic	(702) 774-7108

**International Students and Scholars** (702) 895-0169

<b>Jean Nidetch Care Center</b>	(702) 895-4475
CARE Line	(702) 895-0602

**Office of Student Conduct (OSC)** (702) 895-2308

**Housing and Residential Life** (702) 895-3489

**Vice President for Student Affairs** (702) 895-3656

**Associate Vice President for Student Wellness** (702) 895-0136

**The Intersection (Multicultural Resource Center)** (702) 895-0459

**Office of Equal Employment and Title IX** (702) 895-4055

<b>The PRACTICE – Community Mental Health Clinic</b>	(702) 895-1532
Psychological Assessment and Testing Clinic	(702) 895-0296

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# Sample Student Behavior Contract

## CLASSROOM BEHAVIOR

I expect students to demonstrate restraint and maturity at ALL times; both in class and in their groups.

Being courteous in class and groups does not mean that you have to agree with everything that is being said. However, you will rarely get your way with anybody in life by being rude, overly aggressive or just plain hostile. If you disagree with me (or I with you) it is a good idea to wait and discuss the situation when you are not angry.

All interaction with your professor and other students in the class must be of a positive nature. Disrespectful and rude behavior towards the professor or fellow students will not be tolerated and any student who consistently violates this rule will be asked not to return to the classroom.

Failure to demonstrate common courtesy and respect toward others will result in your removal from the class.

Also, I ask that you do not study material from other classes during this class. If you feel that you must spend our class time studying or doing homework, please go to the library.

## ACCEPTANCE OF CLASS TERMS

I have read all portions of the online syllabus and class schedule and have been given an opportunity to ask questions for clarification, if necessary. I further understand that all of the requirements and expectations will apply equally to all students in this class, including myself.

I understand that not every rule is listed in the syllabus. No professor can or should list every rule imaginable. I know right from wrong, and will use my common sense and behave in a responsible manner.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Student Number: \_\_\_\_\_

Date: \_\_\_\_\_

Print name, sign, date,