

# FACULTY & STAFF ALERT GUIDE

## Emergency Contacts At-a-Glance

**EMERGENCY** ..... 911

USF Information Hotline (Recorded Message) ..... (800) 992-4231

### **Campus Resources:**

Counseling Center ..... (813) 974-2831

Dean for Students Office ..... (813) 974-6677

Emergency Management ..... (813) 974-1310

Office of the Provost ..... (813) 974-2154

Office of the Student Ombudsman ..... (813) 974-1399

SOCAT (Students of Concern Assistance Team) ..... (813) 974-6130

Student Affairs ..... (813) 974-5533

Student Health Services ..... (813) 974-2331

Student Rights & Responsibilities ..... (813) 974-9443

Students with Disabilities Services ..... (813) 974-4309

University Police Department ..... (813) 974-2628

Victim Advocacy & Violence Prevention ..... (813) 974-5756

### **After Hours Resources:**

Counseling Center ..... (813) 974-2831

Crisis Center of Tampa Bay ..... 211

University Police Department ..... 911

### **Help from Your HEART**

- H** Hear the issue.
- E** Empathize with the person.
- A** Assess the situation and needs.
- R** Refer for help.
- T** Tell the appropriate office.



Be a  
**BULL**  
and Take  
Charge!

**Safety is  
Everyone's Business!**



### **Missing Student**

For notification of a missing student, or for parents who are concerned about students, please contact the Dean for Students at (813) 974-6677 during regular office hours (Mon-Fri, 8 am - 5 pm).

Contact the University Police Department at (813) 974-2628 outside of regular office hours.

# HELPING STUDENTS...

## Medical Issues

### **Recognize**

- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won't stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

### **Respond**

- Do not move an injured person (unless they are in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Immediately call for help
- Stay with person until help arrives

### **Refer**

#### **Urgent Care:**

Contact University Police at 911

#### **Less Urgent Care:**

Student Health Services (SHS)  
(813) 974-2331 (Including appointments and MD after hours)  
[www.shs.usf.edu](http://www.shs.usf.edu)

## Mental Health Issues

### **Recognize**

- References to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in paper/e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

### **Respond**

- Express concern and interest
- Avoid criticizing or sounding judgmental
- Remember, even if the problem does not seem urgent to you, it may be very important to the student
- **Threatening behaviors** should not be tolerated and immediate action should be taken

### **Refer**

#### **Urgent Response:**

Contact University Police at 911

#### **Less Urgent Response:**

Counseling Center (offers free counseling to enrolled USF students)  
(813) 974-2831 (Including appointments and after hours needs)

#### **Direct Intervention Needed:**

Students of Concern Assistance Team (SOCAT)  
(813) 974-6130  
[socat@usf.edu](mailto:socat@usf.edu)  
[www.studentsofconcern.usf.edu](http://www.studentsofconcern.usf.edu)

## Know Your Limits:

While sometimes difficult to do, it is important that you realize the limits of your own responsibility when assisting distressed students. If you are involved in an intervention with a student:

- It does not mean you must (or can) resolve the student's difficulties.
- You are not responsible for the student's emotional well-being.

Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the USF Counseling Center staff.

## Misconduct Issues

### **Recognize**

#### **Harassment:**

- Phone calls, text messages or any type of communication continued after the person has been told to stop

#### **Disorderly Conduct:**

- Inappropriate outbursts or persistent interruptions
- Continued arguing beyond the scope of academic debate

#### **Disruptive or Threatening Conduct:**

- Throwing items in anger
- Refusing to leave classroom
- Refusing others the option to leave
- Brandishing a weapon

### **Respond**

- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Express your concern for the student
- Help student explore options and alternatives and outline your expectations
- **Threatening behaviors** should not be tolerated and immediate action should be taken

### **Refer**

#### **Urgent Response**

Contact University Police at 911

#### **Less Urgent Circumstances, Consult:**

- Professor, Department Chair, or College Dean
- Academic Disruption Policy
- Office of Student Rights & Responsibilities  
(813) 974-9443



## Crime Victimization

### **Recognize**

- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Sudden change in demeanor (for example, a formerly assertive student becomes withdrawn, or a formerly easy-going student appears angry all the time)
- Appears to be afraid of another student in the same class

### **Respond**

- Listen to and believe what the student tells you.
- Do not ask for details of what happened.
- Do not minimize what happened
- Do not blame the student
- Say things like: "I'm glad you are safe now" and "I'm glad that you trusted me enough to tell me"
- Do not pressure the student to report the crime
- Do not make promises of anonymity or confidentiality
- Certain crimes must be reported by college officials, if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact one of the following to assist the student and to help you determine if the situation must be reported: Victim Advocacy at (813) 974-5756, your supervisor, or Student Rights and Responsibilities at (813) 974-9443.

### **Refer**

#### **Business Hours:**

The Center for Victim Advocacy & Violence Prevention (assistance is confidential)  
(813) 974-5756

Weekdays from 8 am - 5 pm

#### **After Hours:**

Crime Victim Helpline: (813) 974-5757  
(calls routed through the USF Police Department to a victim advocate)



# A Quick Guide for Helping Students

<p><b>For Guidance or Advice</b></p>	<p><b>&gt; Seek assistance here:</b></p>
<ul style="list-style-type: none"> <li>• Student communication indicates loss of touch with reality.</li> <li>• Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.</li> </ul>	<p><b>Counseling Center</b>          &gt; (813) 974-2831          SVC 2124</p>
<ul style="list-style-type: none"> <li>• Student communication indicates having been a victim of a stalking, hazing, or other crime.</li> <li>• Student communication reflects sexual assault or relationship violence.</li> </ul>	<p><b>Center for Victim Advocacy &amp; Violence Prevention</b>          &gt; (813) 974-5756          SVC 0067          Crime Victim Helpline: (813) 974-5757</p>
<ul style="list-style-type: none"> <li>• Student is not attending class for an extended period of time.</li> <li>• Student is overwhelmed by a problem with the university.</li> <li>• Student is debilitated or overwhelmed by a family emergency.</li> </ul>	<p><b>Dean for Students Office</b>          &gt; (813) 974-6677          MSC 4301</p>
<ul style="list-style-type: none"> <li>• Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.</li> <li>• Student exhibits behavior that deliberately interferes with instruction or office procedures.</li> <li>• Student exhibits behavior that is lewd or indecent.</li> <li>• Student exhibits behavior that breaches the peace.</li> </ul>	<p><b>Student Rights &amp; Responsibilities</b>          &gt; (813) 974-9443          ALN 109</p>
<ul style="list-style-type: none"> <li>• Student is having academic difficulty due to physical, psychological, or learning disability.</li> <li>• Student communication indicates a need for disability accommodations.</li> </ul>	<p><b>Students with Disabilities Services</b>          &gt; (813) 974-4309          SVC 1133</p>
<p><b>Reporting Behavior of Concern</b></p>	
<ul style="list-style-type: none"> <li>• Student does something significantly out of character.</li> <li>• Student acts peculiar and this is cause for alarm.</li> <li>• Student displays unhealthy or dangerous patterns of behavior.</li> </ul>	<p><b>Students of Concern Assistance Team</b>          &gt; (813) 974-6130, SVC 2129          Complete the referral form at <a href="http://www.studentsofconcern.usf.edu">www.studentsofconcern.usf.edu</a></p>
<p><b>Immediate Action</b></p>	
<ul style="list-style-type: none"> <li>• Student is threatening the safety of self or others.</li> <li>• Student is acting in a frightening or threatening manner.</li> <li>• Student is not leaving the classroom after being asked to leave.</li> <li>• Student is reporting or initiating a threat or bomb scare.</li> </ul>	<p><b>University Police</b>          &gt; 911          Non-emergency: (813) 974-2628, UPB</p>

NOTE: Regardless of the situation, contact any of the above offices for support or information. For more information on helping distressed students, visit [www.studentsofconcern.usf.edu](http://www.studentsofconcern.usf.edu). **Getting Help is No Bull! It's Noble.**

