

# FACULTY & STAFF ALERT GUIDE

## Emergency Contacts At-a-Glance

**EMERGENCY** ..... 911  
USF Information Hotline (Recorded Message) ..... 1-800-992-4231

### **Campus Resources:**

Counseling Center ..... (813) 974-2831  
Dean for Students Office ..... (813) 974-6677  
Division of Student Affairs ..... (813) 974-5533  
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 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 a.m. - 5 p.m.)

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  
Appointments: 813-974-7474  
MD After Hours: 813-974-2331  
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)  
Appointments: 813-974-2831  
Emergency walk-ins daily from 8 am - 5 pm  
After Hours: 813-974-2831

#### Direct Intervention Needed:

Students of Concern Assistance Team (SOCAT)  
813-974-6130  
socat@usf.edu  
www.studentsofconcern.usf.edu

## 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 report the crime or take any action without the student's permission; Victim Advocacy can assist the student to report if that is what the student wants to do

### Refer

#### Business Hours:

The Center for Victim Advocacy & Violence Prevention (assistance is confidential)  
813-974-5756  
Weekdays from 8 am - 5 pm

#### After Hours:

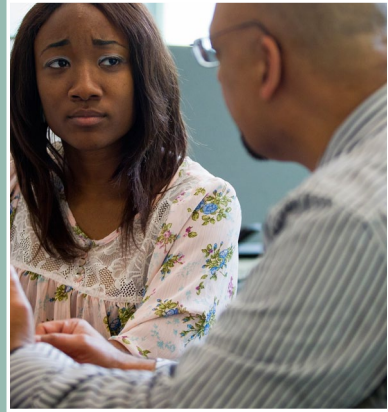
- Crime Victim Helpline: 813-974-5757 (calls routed through the USF Police Department to a victim advocate)

## 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.



## 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>&gt; Counseling Center</b> 813-974-2831 Student Services Building, 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>&gt; Center for Victim Advocacy &amp; Violence Prevention</b> 813-974-5756 Student Services Building, 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>&gt; Dean for Students Office</b> 813-974-6677 Marshall Student Center, MSC 4100</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>&gt; Student Rights &amp; Responsibilities</b> 813-974-9443 Argos Building, RAR 234</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>&gt; Students with Disabilities Services</b> 813-974-4309 Student Services Building, 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>&gt; Students of Concern Assistance Team</b> 813-974-6130 Complete the SOCAT Online 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>&gt; University Police</b> 911 Non-emergency: 813-974-2826, SVC 2129</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.**