### 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: (813) 974-2831
- University Police: 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.

### A Quick Guide for Helping Students

<table>
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### For Guidance or Advice
- **Non-emergency**: 813-974-2826, SVC 2129
- **SVC 2129**
- **813-974-2831**
- **813-974-2628**
- **813-974-4309**
- **813-974-6677**

### AUSM
- **Emergency Contacts At-a-Glance**
- **USF Information Hotline (Recorded Message)**: 1-800-992-4231
- **Emergency Management**
- **Emergency Services Building, 830 W. Fowler Ave., ADM 151, Tampa, FL 33620 • www.sa.usf.edu**
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

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

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

For Guidance or Advice
- Student communication indicates loss of touch with reality.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, or anxiety, or difficulty dealing with grief.
- Student communication indicates having been a victim of a stalking, hazing, or other crime.
- Student communication reflects sexual assault or relationship violence.
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is debilitated or overwhelmed by a family emergency.
- Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.
- Student exhibits behavior that deliberately interferes with instruction or office procedures.
- Student exhibits behavior that is loud or indelicate.
- Student exhibits behavior that breaches the peace.
- Student is having academic difficulty due to physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.

Seek assistance here:
- Counseling Center
  (813) 974-2831
  Student Services Building, SVC 2124
- Center for Victim Advocacy & Violence Prevention
  (813) 974-5766
  Student Services Building, SVC 0067
  Crime Victim Helpline: 813-974-5757
- Dean for Students Office
  (813) 974-6211
  Marshall Student Center, MSC 4100
- Student Rights & Responsibilities
  (813) 974-9443
  Argos Building, RAR 234
- Students with Disabilities Services
  (813) 974-4309
  Student Services Building, SVC 1133
- Students of Concern Assistance Team
  (813) 974-6130
  Complete the SOCAT Online Referral form at www.studentsofconcern.usf.edu
- University Police
  (813) 974-2826, SVC 2129

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. Getting Help is No Bull! It’s Noble.

Immediate Action
- Student is threatening the safety of self or others.
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- Student does something significantly out of character.
- Student acts peculiar and this is cause for alarm.
- Student displays unhealthy or dangerous patterns of behavior.

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