

CONCERNING BEHAVIOR RESPONSE GUIDE

STUDENT IN CRISIS —OR— STUDENT OF CONCERN?



STUDENT IN CRISIS:

A person whose conduct is markedly bizarre, disruptive, or dangerous; makes verbal or physical threats, which may include active threats of suicide.



STUDENT OF CONCERN:

A person who appears confused, very sad, highly anxious, irritable, lacks motivation and/or concentration, may be thinking about suicide.



HELPFUL CONTACTS

OFFICE of the DEAN of STUDENTS
deanofstudents.unc.edu
919.966.4042

DEPARTMENT of PUBLIC SAFETY
dps.unc.edu
919.962.8100

COUNSELING & PSYCHOLOGICAL SERVICES
campushealth.unc.edu/caps
919.966.3658

CAMPUS HEALTH SERVICES
campushealth.unc.edu
919.966.2281

DEPARTMENT of HOUSING & RESIDENTIAL EDUCATION
housing.unc.edu
919.962.5401

THE GRADUATE SCHOOL
gradschool.unc.edu
919.966.2611

ACCESSIBILITY RESOURCES & SERVICE
accessibility.unc.edu
919.962.8300

LGBTQ CENTER
lgbtq.unc.edu
919.843.5376

DIVERSITY & MULTICULTURAL AFFAIRS
diversity.unc.edu
919.962.6962

EQUAL OPPORTUNITY & COMPLIANCE OFFICE
eoc.unc.edu
919.966.3576

COMPSYCH EMPLOYEE ASSISTANCE PROGRAM
guidanceresources.com
877.314.5841

UNIVERSITY OMBUDS OFFICE
ombuds.unc.edu
919.843.8204

OFFICE of the DEAN of STUDENTS

The Office of the Dean of Students (ODOS) is a Student Affairs unit whose mission is to provide support and assistance to the University of North Carolina at Chapel Hill (UNC-CH) community focused on empowering students to succeed in navigating the University environment. Our four pillars—Care, Collaborate, Celebrate, and Empower—guide our approach and everyday work. In alignment with this mission, UNC-CH Student Affairs and ODOS established the Student Care Team.

The Office of the Dean of Students is identified as an initial point of contact for the communication of information and/or direct referral of students exhibiting behaviors of concern. The Student Care Team (SCT or Care Team) is a multi-disciplinary team coordinated by ODOS. Reported concerns will be triaged to determine if the identified behavior or concern should be addressed through the Care Team, the UNC-CH Emergency Evaluation and Action Committee (EEAC), ODOS, or other appropriate referral.

The Care Team will not address emergency situations that pose an imminent threat to campus or individual health/safety concerns that are in progress. The UNC Department of Public Safety should be contacted for any emergency or immediate health and safety concern.

CARE TEAM

The UNC-CH Care Team provides coordinated assistance and support to students exhibiting concerning behaviors (also known as students of concern) through a centralized structure and method for outreach, referrals, and case management. The Care Team uses discretion in communicating and collaborating with other University offices and/or community resources to collect available and pertinent information to assist in the identification of appropriate interventions and/or strategies, also known as care action plans, to address the concern(s) and ultimately support student academic and personal success and wellness. One or more individuals or departments represented on the Care Team may implement these action plans.

For the purposes of the Care Team, concerning behaviors may include, but are not limited to: threats of self-harm, emotional or physical outbursts, extreme or sudden changes in mood or behavior, traumatic experiences (including sexual assault, surviving a crime, losing a friend or family member), excessive or uncharacteristic decline in coursework and course attendance, excessive alcohol or other drug usage, difficulty with adjustment to campus life, etc. These behaviors may occur on- or off-campus. Students, faculty, staff, visitors, family and/or other community members, may identify and report students of concern.

The Office of the Dean of Students will document all cases.

EMERGENCY EVALUATION and ACTION COMMITTEE (EEAC)

Emergency Evaluation and Action Committee cases typically have the potential to impact the broader UNC-CH campus community. The Care Team and EEAC are separate entities, but may have some overlapping interest in supporting students. In appropriate cases, information reviewed by the ODOS Care Team will be forwarded to the EEAC. Conversely, cases reported to the UNC-CH EEAC may be referred to the Care Team.



REFER a STUDENT of CONCERN:

WHO? STUDENTS EXHIBITING BEHAVIORS INCLUDING, BUT NOT LIMITED TO, THE FOLLOWING:

- Excessive absences or decline in coursework
- Markedly changed patterns of interaction
- Unusual or exaggerated emotional responses
- New or repeated behavior that interferes with other students' experiences
- Disclosure of serious problem or crisis
- Other marked changes in behavior, dress, or hygiene

HOW? CONTACT the OFFICE of the DEAN of STUDENTS

- Care Team Online Report Form: deanofstudents.unc.edu/carereport
- Phone: 919.966.4042
- Email: dos@unc.edu
- Visit: SASB North, suite 1106



PREVENTING and HANDLING CLASS DISRUPTIONS

- Set clear expectations at the beginning of the course in regards to expected conduct of all students. This can be done in your syllabus by setting standards for attendance, cell phone usage, tone of discussions, respect for differences of opinion. Also note that all students are expected to abide by the Honor Code and explain what this requires.
- State in writing possible consequences for students who do not abide by your stated expectations. Be fair and consistent when addressing possible problems and determining consequences.
- If the disruption is a low-level one, you may want to address the entire class instead of singling out certain individuals.
- Do not hesitate to address a potential problem early. The earlier that you address a potential problem, the less likely that it will develop into a more serious problem.
- If a particular student is being disruptive, calmly and respectfully ask him or her to stop their behavior. It is best to speak to the student privately. You may want to set a meeting for the two of you to speak. During this meeting, share with the student your expectations of classroom conduct and how you perceive that his or her conduct is not in line with your expectations.
- If the behavior continues, ask the student to leave the class for the day and inform them that the incident will be turned over to the Honor System for disciplinary action.
- Be sure to document incidents and share with your department chair or dean. You and your department chair are always welcome to consult with the Office of the Dean of Students.
- Trust Your instincts. If you feel a student is exhibiting behavior that might be dangerous to themselves or others, contact the Department of Public Safety immediately.



STUDENT CLASS ABSENCE NOTIFICATIONS

Many students encounter situations that are unexpected and may interrupt their ability to attend classes. Whether it is a severe illness, hospitalization, death in the family, or other critical incident, in most cases, students plan to resume class attendance as soon as they are able. In these situations, the Office of the Dean of Students (ODOS), when requested and as a courtesy to a student, can send a notification to course instructors making them aware of a student's absence.

It is important to note that course instructors make the ultimate decision regarding excusing absences in their classes. Students are advised by ODOS to consult their course syllabus and contact their individual instructor (beforehand or upon return) to obtain information on how absences will be handled for each class or to discuss the possibility for make-up work.

VISIT the OFFICE of the DEAN of STUDENTS

Visit the Office of the Dean of Students website dos.unc.edu for more information regarding resources, programs, and services. Learn more about Veteran and Military Affiliated services, Financial Literacy Consortium, Tar Heel of the Month, Student Emergency Fund + Frequently Asked Questions.

QUICK REFERENCE GUIDE for incidents of:

Sexual and Gender-Based Discrimination, Sexual Harassment, Sexual Assault, or Sexual Violence, Interpersonal (Relationship) Violence, and Stalking.

Use as many or as few of the options below as needed



CONTACT LAW ENFORCEMENT

If it's an emergency, call 911 for protection and to initiate a criminal investigation. If you call 911 on campus, the University's Department of Public Safety (DPS) (campus police) will respond. For non-emergency situations, call local law enforcement or DPS's non-emergency number and ask to speak with an investigator. DPS will inform the necessary University staff of the incident.



SEEK CONFIDENTIAL MEDICAL ATTENTION

If you have experienced physical or sexual violence, go to Campus Health Services or the Emergency Department at UNC Hospitals for evidence collection, treatment of injuries, and medication for sexually transmitted infections and pregnancy prevention. Forensic exams can be obtained for up to 5 days after an assault. Financial assistance may be available through the Survivor's Assistance Fund.



REPORT THE INCIDENT to the UNIVERSITY

Reporting to the University provides you with the option of addressing the incident under the University's Policy on Prohibited Discrimination, Harassment and Related Misconduct. It also allows the University to provide any available interim protective measures such as academic accommodations, changes to housing, and changes to class and work schedules.

Regardless of when the incident occurred, you're encouraged to report to one of these options: the Student Complaint/Deputy Title IX Coordinator, Title IX Compliance Coordinator, Office of the Dean of Students, or the Equal Opportunity and Compliance Office. Call or email and ask them to report an incident.



SEEK CONFIDENTIAL SUPPORT

Confidential emotional and psychological support can be obtained at any time. The ComPsych Employee Assistance Program, Counseling and Psychological Services (CAPS), Gender Violence Services Coordinator, and University Ombuds Office are resources provided by UNC-Chapel Hill. The Orange County Rape Crisis Center and Compass Center for Women and Families are resources in the community.

The University of North Carolina at Chapel Hill is committed to equality in educational opportunities. Consistent with this principle and Title IX of the Education Amendments of 1972, the University does not discriminate in offering access to its educational programs and activities on any basis, including gender, gender expression, gender identity, sex, or sexual orientation. The University prohibits sexual assault and sexual violence, which are forms of prohibited harassment and discrimination. The University also prohibits related misconduct, including interpersonal (relationship) violence and stalking.

CONTACT INFORMATION

LAW ENFORCEMENT

For emergency situations, dial 911 for immediate assistance.

UNIVERSITY'S DEPARTMENT of PUBLIC SAFETY

dps.unc.edu | 919.962.8100 (non-emergency) or 911 | DPS will inform the necessary University staff of the incident

CARRBORO POLICE DEPARTMENT

ci.carrboro.nc.us/225/police | 919.918.7397 (non-emergency)

CHAPEL HILL POLICE DEPARTMENT

townofchapelhill.org/police | 919.968.2760 (non-emergency)

ORANGE COUNTY SHERIFF'S OFFICE

ocsonc.com | 919.245.2900 (non-emergency)

CONFIDENTIAL MEDICAL ATTENTION*

CAMPUS HEALTH SERVICES

campushealth.unc.edu | 919.966.2281

EMERGENCY DEPARTMENT at UNC HOSPITALS

med.unc.edu/emergmed | 919.966.4721

REPORTING to the UNIVERSITY

STUDENT COMPLAINT COORDINATORS

Ew Quimbaya-Winship | eqw@unc.edu | Rebecca Gibson | rmgibson@unc.edu | 919.843.3878

REPORTING to the UNIVERSITY CONTACTS cont'd

TITLE IX COMPLIANCE COORDINATOR

Katie Nolan (interim) | kb Nolan@unc.edu | 919.445.1577

OFFICE of the DEAN of STUDENTS

deanofstudents.unc.edu | dos@unc.edu | 919.966.4042

EQUAL OPPORTUNITY and COMPLIANCE OFFICE

eoc.unc.edu | eoc@unc.edu | 919.966.3576

CONFIDENTIAL SUPPORT*

COMPSYCH EMPLOYEE ASSISTANCE PROGRAM

guidanceresources.com | 877.314.5841 (24 hours)

COUNSELING & PSYCHOLOGICAL SERVICES (CAPS)

campushealth.unc.edu/caps | 919.966.3658

GENDER VIOLENCE SERVICES COORDINATOR

Cassidy Johnson | cassidyjohnson@unc.edu | 919.962.1343

UNIVERSITY OMBUDS OFFICE

ombuds.unc.edu | 919.843.8204

ORANGE COUNTY RAPE CRISIS CENTER

ocrcc.org | 866.935.4783 (24 hour hotline)

COMPASS CENTER for WOMEN and FAMILIES

compassctr.org | 919.929.7122 (24 hour hotline)

*SPEAKING TO CONFIDENTIAL RESOURCES IS NOT A REPORT TO THE UNIVERSITY.

OTHER INFORMATION

The University's Equal Opportunity and Compliance Office administers the Policy on Prohibited Discrimination, Harassment and Related Misconduct, which also prohibits sexual violence, interpersonal violence, and stalking. For more information, visit sexualassaultanddiscriminationpolicy.unc.edu

Title IX is a federal law prohibiting discrimination on the basis of sex, which includes sexual harassment and sexual violence, in education programs and activities.

Visit safe.unc.edu for comprehensive information.