When in doubt, call 911!

<table>
<thead>
<tr>
<th>IMPORTANT NUMBERS</th>
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<tr>
<td>Emergency: 911</td>
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<tr>
<td>University Police: 614-292-2121</td>
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</table>

HELPFUL RESOURCES

**Student Life Departments**

**Counseling and Consultation Service** (students)  
ccs.osu.edu  
614-292-5766

**Disability Services**  
ccs.osu.edu  
614-292-3307

**Housing Administration**  
housing.osu.edu  
614-292-8266

**Multicultural Center**  
mcc.osu.edu  
614-688-8449

**Student Advocacy Center**  
studentaffairs.osu.edu/advocacy  
614-292-1111

**Student Conduct**  
studentconduct.osu.edu  
614-292-0748

**Student Health Center**  
shc.osu.edu  
614-292-4321

**Student Life, Office of the Vice President**  
studentlife.osu.edu  
614-292-9334

**Student Wellness Center**  
wsc.osu.edu  
614-292-4527

**Sexual Civility and Empowerment Program**  
advocacy.osu.edu/sexual-violence  
614-292-4806

**Additional Resources**

**BART** (to report bias or discrimination)  
studentlife.osu.edu/bias  
614-292-7094

**BRAVO** (for cases of violence against GLBTQI)  
bravo-ohio.org  
614-294-7867

**Campus Suicide Prevention Program**  
suicideprevention.osu.edu  
614-221-5445

**Employee Assistance Program**  
ods.osu.edu  
800-678-6265

**Military and Veterans Services**  
veterans.osu.edu  
614-247-VETS (8387)

**Psychological Services Center**  
psc.osu.edu  
614-292-2345

**at Ohio State Harding Hospital**  
614-293-9600

**Sexual Assault Response Network of Central Ohio**  
614-566-4414

**See SOMETHING. Say SOMETHING.**

THE OFFICE OF ACADEMIC AFFAIRS

Guide to Assist Disruptive or Distressed Individuals

Ohio State’s Counseling and Consultation Service and Employee Assistance Program developed this information guide to help you assist anyone in the university community experiencing distress or causing a disruption.

**If you are concerned for your safety or that of others, CALL 911 immediately.**

- If you are concerned about the individual's self-harm, call Suicide Prevention Services  
  614-221-5445

**If you are NOT concerned for your immediate safety or that of others:**

- Discuss the situation with the person to address the inappropriate behavior.
- Consider asking any disruptive individual to leave the room.*
- When the situation allows...  
  - If the individual is a student, call Student Conduct  
    614-292-0748
  - If the individual is a faculty or staff member, call the Office of Human Resources  
    614-292-2800
- Suggest the following:  
  - STUDENTS can contact Student Life’s Counseling and Consultation Service  
    614-292-5766
  - Counseling does not affect academic records.
  - Counseling is confidential.
  - Five free counseling sessions are available; counseling is confidential and voluntary.

*Consult pages 2 and 3 of this document for helpful hints on understanding and addressing distressed or disruptive behavior.

**The Ohio State Suicide Prevention Program**

**REACH Training Program**  
suicideprevention.osu.edu

Nationally, suicide is the second leading cause of death in young adults aged 19-24. Suicide is preventable, however, and you can help prevent a suicide by learning warning signs and how to intervene.

Ohio State Suicide Prevention is a free resource. Its REACH training program is a short, easy and free program available to all Ohio State affiliated organizations, units, departments and individuals upon request. For further information and to schedule training, call 614-688-5829 or email osusuicideprevention@osu.edu.

**24-Hour Crisis/Suicide Prevention Services**  
suicideprevention.osu.edu

- **NATIONAL Suicide Prevention Lifeline**  
  800-273-8255
- **Veterans, press 1 to talk with a veteran**  
  800-273-8255

Call for yourself or for someone else. Services are free and confidential. Available 24 hours a day, 365 days a year.
ASSISTING Disruptive Individuals

WHAT IS DISRUPTIVE BEHAVIOR?
Behavior that interferes with students, faculty or staff and their access to an appropriate educational or work environment is considered disruptive.

WHAT ARE SOME EXAMPLES OF DISRUPTIVE BEHAVIOR?
- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that intimidate or harass another
- Words or actions that cause another to fear for his/her personal safety
- Threats of physical assault

WHAT IS MY ROLE?
Disruptive behavior should not be ignored. Remain calm. Remind yourself that it is not about you. It is about the situation. If you feel safe in doing so tell the individual that such behavior is inappropriate and there are consequences for failing to improve the disruptive behavior. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. Although this may seem like an eternity in the throes of the situation, often it is best to "wait it out" before progressing unless there is an immediate threat to your safety or that of others.

DOs
- DO report the behavior to University Police and/or Student Conduct or Human Resources.
- DO maintain clear and consistent boundaries and expectations.
- DO focus on what you can do to help resolve the situation safely.
- DO make personal referrals. Give a name of an individual when possible, and call ahead to brief the person.
- DO maintain clear and consistent boundaries and expectations.
- DO report the behavior to University Police and/or Student Conduct or Human Resources.

DON'Ts
- DON'T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON'T minimize the situation.
- DON'T get into an argument or shouting match.
- DON'T blame, ridicule or use sarcasm.
- DON'T touch.
- DON'T ignore warning signs that the person is about to explode.
- DON'T ignore your own limitations on established boundaries.

POSSIBLE SIGNS OF DISTRESS
- Excessive absence or tardiness
- Marked change in personal hygiene
- Hyperactivity or very rapid speech
- Behavior indicating loss of contact with reality

If you feel threatened or endangered, call 911!

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

ASSISTING Distressed Individuals

WHAT IS MY ROLE?
You might be in a good position to spot someone who may be emotionally distressed. While some of this is expected, especially during stressful times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You may be able to be a resource in times of trouble, and your expression of interest and concern may be critical in helping the individual re-establish emotional equilibrium. You also may be able to alert the university so that an appropriate intervention can be made.

DOs
- DO be mindful of cultural norms.
- DO speak with the individual privately.
- DO express your concern in behavioral, non-judgmental terms.
- DO tell him/her you are willing to help.
- DO listen carefully to what he/she is troubled about.
- DO help him/her explore options.
- DO suggest resources.
- DO make referrals to the appropriate campus department.
- DO point out that help is available and that seeking such help is a sign of strength and courage, rather than of weakness or failure.
- DO maintain clear and consistent boundaries and expectations.
- DO recognize your limits.
- DO enlist the help of others as appropriate.
- DO document the interaction or incident.

DON'Ts
- DON'T promise confidentiality.
- DON'T judge or criticize.
- DON'T ignore the unusual behavior.
- DON'T make the problem your own.
- DON'T involve yourself beyond the limits of your time or skill.
- DON'T be afraid to ask for help.
- DON'T minimize the person’s problems.

In a crisis situation, call the Police at 911.
To consult regarding a student, call Student Life Counseling and Consultation Service at 614-292-5766. Refer to ccs.osu.edu.
To consult regarding a faculty or staff member, call:
- Ohio State Employee Assistance Program: 800-678-6265 (or visit hr.osu.edu/benefits/eap)
- Office of Human Resources; Employee and Labor Relations: hr.osu.edu/elr
- Ohio State Department of Public Safety: dps.ohio-state.edu

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

Referrals and Resources

Emergency .................................................. 911
University Police ....................................... 614-292-2121
Student Conduct ....................................... 614-292-0748
Employee Assistance Program .................... 1-800-678-6265

See SOMETHING. Say SOMETHING.