

When in doubt, call 911!

IMPORTANT NUMBERS

Emergency 911 University Police 614-292-2121

HELPFUL RESOURCES

Student Life Departments

Counseling and Consultation Service (students) 614-292-5766 ccs.osu.edu	
Disability Services 614-292-3307 ods.osu.edu	
Housing Administration 614-292-8266 housing.osu.edu	
Multicultural Center 614-688-8449 mcc.osu.edu	
Student Advocacy Center 614-292-1111 studentaffairs.osu.edu/advocacy	
Student Conduct 614-292-0748 studentconduct.osu.edu	
Student Health Center 614-292-4321 shc.osu.edu	
Student Life, Office of the Vice President 614-292-9334 studentlife.osu.edu	
Student Wellness Center 614-292-4527 swc.osu.edu	
Sexual Civility and Empowerment Program 614-292-4806 advocacy.osu.edu/sexual-violence	
 Additional Resources	
BART (to report bias or discrimination) 614-292-7094 studentlife.osu.edu/bias	
BRAVO (for cases of violence against GLBTQI) 614-294-7867 bravo-ohio.org	
Campus Suicide Prevention Program 614-221-5445 suicideprevention.osu.edu	
Employee Assistance Program 800-678-6265 osuhealthplan.com/OhioStateEAP	
Military and Veterans Services 614-247-VETS (8387) veterans.osu.edu	
Psychological Services Center 614-292-2345 psc.osu.edu	
(at Ohio State Harding Hospital) 614-293-9600 Medicalcenter.osu.edu/patientcare/healthcare_services/mental_health/harding/Pages/index.aspx	
Sexual Assault Response Network of Central Ohio 614-566-4414 ohiohealth.com/sexualassaultresponsernetwork	

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 is confidential.
 - Counseling does not affect academic records.
 - Counseling sessions are free to registered Ohio State students.
 - FACULTY OR STAFF** can contact the Employee Assistance Program 1-800-678-6265
 - Counseling is available to university employees, their immediate families and domestic partners.
 - Counseling is not a part of personnel or human resource files.
 - 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/or to schedule training, call 614-688-5829 or email osusucideprevention@osu.edu.

24-Hour Crisis/ Suicide Prevention Services

Suicide Prevention Services
614-221-5445

National Suicide Prevention Lifeline
800-273-8255

(Veterans, press 1 to talk with a veteran)

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

 **THE OHIO STATE UNIVERSITY**

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.

DOCUMENTATION

Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms. Share the documentation appropriately.

THE DOs

- DO listen through the anger. Use active listening.
- DO acknowledge the feelings of the individual.
- DO allow the person to vent and tell you what is upsetting to him/her. Use silence to allow the person to talk it out.
- DO set limits. Explain clearly and directly what behaviors are acceptable: “I will be willing to speak with you as soon as you lower your voice.”
- DO be firm, steady, consistent and honest.
- 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.

THE 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.

If you feel threatened or endangered, call 911!

(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

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.

POSSIBLE SIGNS OF DISTRESS

- Marked change in performance or behavior
- Excessive absence or tardiness
- Trouble eating and/or sleeping
- Disruptive behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Excessive confusion
- Dramatic weight loss or gain
- Dependency (individual hangs around or makes excessive appointments to see you)
- Behavior indicating loss of contact with reality
- Feelings of helplessness or hopelessness
- References to suicide
- References to homicide or assault
- Isolation from friends, family or classmates
- Giving away prized possessions
- Preparing for death by making a will and final arrangements

THE 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.

THE 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.

If you feel threatened or endangered, call 911!

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

Referrals and Resources

- 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**.
- Student Life: **studentlife.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**