

FACULTY AND STAFF GUIDE

ASSISTING DISRUPTIVE, DISTRESSED OR AGGRESSIVE STUDENTS

EMOTIONALLY DISTRESSED (NO IMMEDIATE THREAT)

- An emotionally distressed student may exhibit one or more of a variety of behaviors, including, but not limited to: appearing confused, sad, anxious, irritable and lacking in motivation, and/or concentration.



RESPONSE

- Make referrals to appropriate services (counseling, health services) and follow up with the student to see if they have connected or need support in connecting with services.
- File a CARE network report via the Clemson webpage by typing "CARE" in the search bar on the Clemson homepage or contacting the Office of Advocacy and Success at 864-656-0935.

DISRUPTIVE (NO IMMEDIATE THREAT)

- A disruptive student is an individual who engages in behaviors that interfere significantly with ordinary, customary and/or usual teaching or administrative duties.



RESPONSE

- If there is not an immediate threat, please contact the Office of Community and Ethical Standards at 864-656-0510 to discuss follow-up options.
- If attempts to mitigate fail or there is an immediate threat, please contact CUPD at 864-656-2222 or 911. CUPD will respond and take appropriate action as well as make necessary notifications.

DISTRESSED (IMMEDIATE RESPONSE)

- A student in severe distress may express thoughts that are threatening to self or others, be physically or verbally aggressive, and/or demonstrate bizarre behavior.



RESPONSE

- Please make immediate contact with Clemson University Police Department (CUPD) at 864-656-2222 or 911 who will respond and take appropriate action as well as make necessary notifications.

INFORMATION ON STUDENTS IN DISTRESS

A student in distress may exhibit a variety of behaviors that are indicators of someone in need of assistance. Faculty members, student advisers, coaches and staff are in a good position to identify someone who may be emotionally distressed. While some of the behaviors may be expected, especially during stressful times of the year, you might notice someone who is acting in a way that is unusual, out-of-character or uncharacteristic for them. Your ability to be empathetic and express interest and concern may be critical factors in helping an individual reestablish “emotional equilibrium.” Staff members in the Office of Advocacy and Success and Counseling and Psychological Services are interested in and able to assist you, so appropriate intervention can be made (Academic Advising, Residential Living, Student Accessibility Services, Redfern Health Services, etc.).

Possible Indicators of Distress:

- Noticeable change in quality of work
- Significant change in mood
- Inappropriate outbursts
- Inappropriate use of violent themes/subjects
- Feelings of helplessness or hopelessness
- Trouble sleeping or eating
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Dramatic weight loss or gain
- Isolation from friends, family or classmates/colleagues
- Suspected drug or alcohol abuse

Q. HOW DO I SUPPORT A STUDENT IN DISTRESS?

- Tell the student you are concerned and are willing to help
- Listen carefully and make referrals to the appropriate university departments (Counseling and Psychological Services, Student Health Services, Student Accessibility Services, etc.)
- If you are unsure where to refer a student and there is not a need for immediate response, file a CARE report
- Point out that help is available and seeking help is a sign of strength and courage
- Maintain clear boundaries and expectations
- Document the interactions for the incident
- Do not promise confidentiality or judge or criticize
- Be sure to share information with the Office of Advocacy and Success, Counseling and Psychological Services or other appropriate departments on campus

Q. HOW DO I RESPOND WHEN A STUDENT IS DISRUPTING CLASS?

- Respond immediately and consistently
- Inform the individual their behavior is inappropriate, and there are consequences to their behavior
- Document the behavior by writing a detailed account of the event and send the documentation to your department/division chair
- Contact the Office of Community and Ethical Standards (OCES) at 864-656-0510
- If you need further clarification/support, contact Undergraduate Studies, the Graduate School or the Office of Advocacy and Success
- If your attempts to mitigate fail, or if you need after-hours assistance, contact CUPD immediately at 864-656-2222 or 911. CUPD will take appropriate actions and make necessary notifications

Q. WHAT IS AGGRESSIVE BEHAVIOR?

An aggressive student may exhibit potentially violent or dangerous behaviors. Examples may include:

- Homicidal or suicidal thoughts or threats
- Weapons are involved, threatened or implied
- Engaged in verbal, physical aggression, altercations or threats
- Exhibition of out-of-control behavior and is unable to de-escalate
- Destruction of property (for example, punches a hole through a wall)

If a student demonstrates aggressive behavior, notify Clemson University Police Department immediately 864-656-2222 or call 911.

TIPS FOR SUPPORTING STUDENTS

SAFETY FIRST

The safety of our students and community is most important when a student exhibits behavior that is potentially violent or threatening. If you have a concern about the safety of a student and/or the campus community, contact CUPD at 864-656-2222 or 911.

LISTEN CAREFULLY

Students in distress need to be seen and heard. Be sure to use a calm voice and respond in a way that affirms the student's feelings. Avoid any language that is threatening, humiliating or intimidating.

BE PROACTIVE

Engage students early and encourage them to seek out support on campus and set expectations for appropriate behavior.

FOLLOW THROUGH

Help to connect students with resources and support. File a CARE report if you are unsure a student has followed through on making contact with on-campus support.

ASK FOR HELP

If you are unsure of appropriate steps for supporting a student in need, please consult with the Office of Advocacy and Success or Counseling and Psychological Services.

PRIVACY

The Family Educational Rights and Privacy Act (FERPA) and other privacy laws may prevent university officials from reporting to referrals sources the outcome of student reports.

For information, please see the General Counsel's page on the Clemson website: clemson.edu/administration/ogc/selected-policies/ferpa.html

NOTES

CLEMSON UNIVERSITY TELEPHONE CONTACTS

CLEMSON UNIVERSITY POLICE DEPARTMENT (CUPD), 864-656-2222 — CUPD is available 24 hours a day, seven days a week. If off campus, call 911. CUPD is the resource for connecting with other departments or staff after business hours when necessary.

OFFICE OF ACCESS AND EQUITY, 864-656-3181 — The Office of Access and Equity coordinates the development of policy, procedures, programs and services related to equality of opportunity in employment; business access; admissions; retention; academics; advancement; and general treatment for faculty, staff, students and visitors. Access and Equity monitors the university's compliance with all federal, state and university policies related to equitable treatment and unlawful discrimination including Title IX.

OFFICE OF ADVOCACY AND SUCCESS, 202 Hendrix Student Center, 864-656-0935 — The Office of Advocacy and Success provides consultation and assistance on any general student concern or issue whether it arises on or off campus. The staff in the Office of Advocacy and Success work with a wide network of campus resources within the university to address student issues to serve as a trusted place for care and advocacy.

OFFICE OF COMMUNITY AND ETHICAL STANDARDS (OCES), 864-656-0510 — OCES promotes an environment that encourages students to uphold the university's core values and standards. OCES staff are available to discuss the student conduct process and available options with faculty and staff who have specific questions and concerns.

MEDICAL SERVICES, STUDENT HEALTH SERVICES (SHS), Redfern Health Center, 864-656-2233 — SHS provides ambulatory care for illness and injury, pharmacy,

lab, X-ray and specialty services, including women's health, sports medicine, allergy and immunization, and travel clinics. Most appointments can be scheduled online through MyHealth-e: clemsun.edu/campus-life/student-health/myHealth-e.html.

In the event of a non-serious after-hours injury or illness, contact the 24-hour Nurse Line at 864-656-2233 (press option two) for assessment and guidance.

- Redfern Semester Hours: Monday, Tuesday, Thursday and Friday: 8 a.m.-5 p.m. and Wednesday: 9 a.m.-5 p.m.

- Redfern Summer and Semester Break Hours: Monday, Tuesday, Thursday and Friday: 8 a.m.-4:30 p.m. and Wednesday: 9 a.m.-4:30 p.m.

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS), 864-656-2451— CAPS provides a safe and confidential environment for students to address their mental wellness concerns. Students can access care, Monday-Friday, from 10 a.m.-2:30 p.m. on a first-come, first-served basis. Operating primarily from a brief-therapy model as an out-patient center, CAPS utilizes a stepped care model of services to make treatment recommendations, choosing from a wide array of services. For after-hours psychological emergencies, contact CAPS counselor on-call through CUPD dispatch, 864-656-2222.

STUDENT ACCESSIBILITY SERVICES (SAS), Academic Success Center, 864-656-6848 — SAS works with students to provide reasonable accommodations for students with identified physical, emotional and/or learning disabilities to develop strategies and to offer accommodations both in and out of the classroom to ensure equal access to the Clemson experience. Accommodations are individualized, flexible and confidential, based on the nature of the accessibility need and the academic environment. Students with disabilities who need assistance should be referred to Student Accessibility Services.