

## DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?

**YES:** The student's conduct is reckless, disorderly, or dangerous, posing immediate harm to self or others.

**I'M NOT SURE:** Signs of distress are present, but severity is unclear, and you feel uneasy about the student.

**NO:** No immediate safety concern, but the student has significant academic or personal issues.

- > **CALL** 911 or University Police at 315.312.5555
- > **REPORT** to Counseling Services and the Behavioral Intervention Team

- > **CALL** for consultation:
  - Counseling Services: 315.312.4416
  - Dean of Students: 315-312.5483
- > **SUBMIT** a "Student of Concern" report at [tinyurl.com/2a7tv2s5](https://tinyurl.com/2a7tv2s5)

- > **REFER TO CAMPUS RESOURCE:**
  - Dean of Students: 315.312.5483
  - Counseling Services: 315.312.4416
  - Health Services: 315.312.4100
  - Accessibility Resources: 315.312.3358
  - Title IX: 315.312.5604
  - University Police: 315.312.5555



*The Behavioral Intervention Team (BIT) addresses students of concern, coordinates responses and resources to meet their needs and mitigate any disruptions on campus.*

*Visit [tinyurl.com/3bpbezdf](https://tinyurl.com/3bpbezdf) or scan the QR code to the left.*



*The Oz Concern Navigator is an app designed to help you find resources on and off campus based on various concerns.*

*Visit [oswego.concerncenter.com](https://oswego.concerncenter.com) or scan the QR code to the left.*

## RESPONDING TO DISRUPTIVE INDIVIDUALS

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### What is Disruptive Behavior?

Behavior that interferes with others' ability to access a proper educational or work environment.

### Examples of Disruptive Behavior

- Yelling or screaming
- Unreasonable demands for attention
- Intimidating or harassing actions
- Actions causing fear for personal safety
- Threats of physical assault

### How to Respond

1. Stay calm. Remember, it's about the situation, not you.
2. Address the behavior. Inform the individual that their behavior is inappropriate and has consequences.
3. Manage anger. Anger peaks in 20-30 seconds; wait it out before responding.

### Documentation:

- Document the behavior factually and in detail.
- Share documentation with appropriate parties.

### The DOs:

- Listen actively and acknowledge feelings.
- Set clear limits and be consistent.
- Make personal referrals and report to University Police, Student Conduct, or Human Resources.

### The DON'Ts:

- Interrupt during peak anger.
- Minimize, argue, blame, or use sarcasm.
- Ignore warning signs or your own limitations.

## RESPONDING TO DISTRESSED INDIVIDUALS

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### Your Role:

You may notice signs of emotional distress that require intervention. Your support can help stabilize the individual and initiate appropriate university resources.

### Signs of Distress

- Noticeable changes in behavior or performance
- Excessive absence or tardiness
- Difficulty eating or sleeping
- Aggressive behavior or emotional outbursts
- Depressed mood or hyperactivity
- References to suicide or harm
- Withdrawal from social circles

### How to Respond

1. Speak privately. Express your concern in a non judgmental way.
2. Offer support. Listen carefully and help explore options.
3. Refer to resources. Guide them to appropriate campus services.

### Documentation:

- Document interactions and incidents clearly.
- Maintain appropriate boundaries and expectations.

### The DOs:

- Express concern and offer help.
- Suggest campus resources and make referrals.
- Maintain boundaries and recognize your limits.

### The DON'Ts:

- Promise confidentiality.
- Ignore unusual behavior or make the problem your own.
- Exceed your capacity or skill level.