



FLORIDA STATE
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FACULTY & STAFF EMERGENCY GUIDE

Resources Available for Assisting Distressed Students

The Dean of Students Department, University Counseling Center, and Thagard Health Center from the Division of Student Affairs, the Division of Academic Affairs, the University Police Department, Employee Assistance Services Staff, and members of the FSU Student Situation Resolution Team have developed this FSU faculty and staff information guide to use when assisting distressed students or when dealing with a person with a weapon. This information includes basic guidelines but cannot address every situation: therefore, in the event you believe you, the person(s) involved, or anyone else is at risk due to another person's behavior, you should call the Florida State University Police at 644-1234 or 911.

Signs of a Distressed Student

University students often encounter a great deal of stress during the course of their academic experience. While most students cope successfully with the challenges that these years bring, an increasing number of students find the various pressures of life unmanageable or unbearable. As individuals who work closely with students, you may encounter these distressed students in your offices or classrooms.

Signs of a distressed student: (taken from <http://counseling.fsu.edu> | University Counseling Center 1/8/08)

- Marked changes in academic performance (e.g., excessively anxious when called upon, dominating discussions)
- Infrequent attendance with little or no work completed, or overall decline in performance
- Dependency (e.g. the student lingers around you or schedules excessive appointments to see you during office hours)
- Chronic fatigue, lack of energy, or frequently falling asleep in class
- Abrupt/marked changes in behavior/emotion and/or appearance (e.g: hygiene, dress)
- Bizarre/inappropriate behavior and/or garbled, disjointed thoughts
- Exhibiting unusual thoughts or behaviors
- Behavior which interferes with the decorum or effective management of class
- Sending disturbing emails to an instructor or another student
- Noticeable or alleged alcohol/drug use
- Overtly suicidal thoughts (e.g. referring to suicide as a current option or indirect reference to suicide or death)
- Overt statements about harming someone else
- High levels of irritability, including unruly, aggressive, violent, abrasive, or otherwise disruptive behavior
- Normal emotions that are displayed to an extreme degree or for a prolonged period of time (e.g. anger, fearfulness, tearfulness, nervousness)
- Expressed uncertainty and anxiety about emotional stability, family situation, and/or relationship problems
- Coursework content that is disturbing
- Social isolation
- Drawing/Doodling disturbing scenes/caricatures

IF THE STUDENT'S BEHAVIOR REPRESENTS AN IMMEDIATE THREAT, CALL 644-1234 OR 911

If the threat is not immediate, but you are concerned that student may harm him or herself or others call:

Monday - Friday – 8 a.m. – 5 p.m.

Dean of Students Department, 850-644-2428
or University Counseling Center 850-644-2003

Evenings and Weekends call:

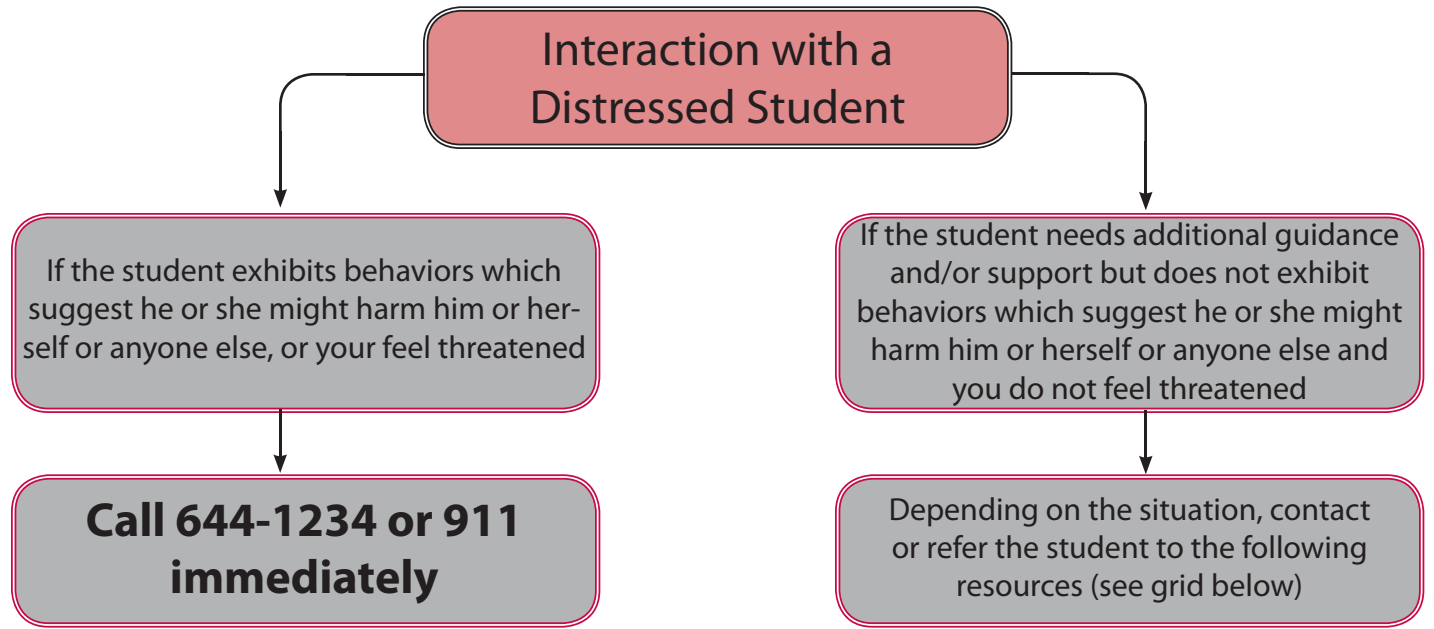
FSU Police Department (644-1234) and
ask for the Crisis Management Unit

Text available in
alternative format,
contact the Dean of
Students Department
at 644-2428

April 1, 2008

Crisis Response Quick Reference

If you find yourself interacting with a student in distress, we suggest you follow these guidelines:



When Immediate Attention is Required	
Issue	Contact
Suicidal or homicidal threats	644-1234 FSU Police Department
Medical Emergency	911
Victim of violence and/or stalking	644-1234 FSU Police Department
Sexual assault reported by student	644-7161 Victim Advocate Program After hours referral 644-1234 (FSU Police Department)

Other Circumstances	
Issue	Contact
Physical or learning disability Appears to have a learning disability support problem	644-9566 Student Disability Resource Center
Bizarre behavior Depression and/or anxiety Signs of alcohol and/or drug use Relationship problems Test anxiety Learning skills Stress management	644-2003 University Counseling Center
Medical issues and/or chronic illness Health/wellness issues Suspected eating disorder or distorted body image	644-8869 Thagard Health Center
Difficulty because of illness or death in family Sexual harassment of student by another student Disruptive classroom behavior General and/or unidentified student concerns	644-2428 Dean of Students Department
Sexual harassment of student by faculty/staff	644-6031 Office of Audit Services
Civil rights discrimination reported by student	644-8082 Diversity & Compliance
Student is suspected of cheating or other academic dishonesty	644-6876 Dean of the Faculties

Questionable Behavior:

If the student's (or any person's) behavior represents an IMMEDIATE threat CALL 644-1234. If the threat is not immediate, but you are concerned about the student, or the student's behavior is disruptive call:

Monday - Friday – 8 a.m. – 5 p.m.

Dean of Students Department -- 644-2428, University Counseling Center -- 644-2003, or discuss with your Department Chair or Dean

Evenings and Weekends call:

Contact the Florida State University Police Department -- 644-1234 and ask for the Crisis Management Unit

Class Absence Notices:

When requested, notices are sent through the Dean of Students Department as a courtesy to make instructors aware of a student's absence due to extenuating circumstances. These memos are only notices and do not excuse the student from completing the missed work. Students are encouraged to contact their instructors prior to or immediately upon their return to campus in order to arrange for the completion of their work.

Contact the Victim Advocate Program if:

You suspect a student has been the victim of a crime:

- Ensure the student's safety
- Acknowledge the event
- Believe the student
- Don't ask questions; just listen
- Do not judge what the student tells you
- Offer support
- Let them make their own decisions to report or not to report
- Encourage the person to call, or allow you to call, the Victim Advocate program for assistance, safety planning, and a list of available options
- If student does not want support from any one other than you, you may want to contact the Victim Advocate Program for a list of options for the student and support for yourself

Employee Assistance:

We recognize this climate is stressful for faculty and staff as well, and the Office of Employee Assistance Services is available as a resource for you to use personally at 644-2288 or <http://www.eap.fsu.edu>

Confidentiality:

Students' records, including medical treatment records, are generally confidential pursuant to one or another of several laws, including the federal Family Educational Rights and Privacy Act [FERPA] and similar Florida student privacy statutes, Florida statutes regarding the confidentiality of medical records, and the federal Health Insurance Portability and Accountability Act [HIPAA]. Faculty and staff are not to share student records with anyone who does not have legitimate educational interest in the information or is otherwise authorized by law to have the information. However, if a student's observed behavior is impeding the progress of your class or putting the person involved or others at risk, faculty and staff are able to and should share this information with others. As a faculty or staff member, if you believe you should share information, feel free to contact your Department Chair or Dean, the Dean of Students Department -- 644-2428, or the Florida State University Police -- 644-1234

Deceased Student Notices:

When a student dies while enrolled at the University, a notice is sent by the Dean of Students to the College Dean and faculty where the student was enrolled and appropriate departments.

A student reports a rape to you:

- Ensure the student's safety
- Encourage the student to call, or allow you to call, the FSU Police immediately (644-1234). FSUPD will contact the Victim Advocate Program to provide assistance and arrange for medical attention, if needed
- If the student does not want police involvement, encourage the student to call, or allow you to call, the Victim Advocate Program (644-7161 or 644-2277) to discuss options available. This is a confidential service; the person's name DOES NOT have to be revealed
- Offer to stay with the person until police or Victim Advocate arrives
- If police or Victim Advocate are not involved provide support to the student by listening nonjudgmentally
- Do not press for details
- Give student the following phone numbers for future references:
 - o Victim Advocate Program-644-7161/644-2277; after hours 644-1234 (FSU Police Dept. dispatch - ask to speak with an advocate)
 - o FSU Police Department - 644-1234
 - o Thagard Student Health Center-644-5255
 - o University Counseling Center-644-2003

PLEASE NOTE: FSU Policy requires that faculty and employees notify the Victim Advocate Program of reported rapes for statistical purposes only. Contact the program after providing support to the student and someone will guide you regarding the information needed. The person's name DOES NOT HAVE TO BE REVEALED. Please contact the Victim Advocate Program if you are interested in more information about victimization issues.

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Distressed Student with a Weapon

Responding to someone with a weapon or someone actively using a weapon varies based on each situation. If you find yourself involved with a person who has a weapon or who is actively using a weapon, it is important to try to remain calm and use the following guidelines to help you plan a strategy for survival. (For more information, refer to the FSU Police

Department Seminole Safety Guide:

<http://www.police.fsu.edu/pdf/SafetyGuide.pdf>.

Emergency Resources for Consultation and Referral

Dean of Students (DOS)	850- 644-2428
Student Disability Resource Center (SDRC)	850- 644-9566
Victim Advocate Program (VAP) M-F 8am-5pm	850- 644-7161
After hours Victim Advocate Program	850- 644-1234
Fire/Ambulance/Tallahassee Police Dept.	911
FSU Police Department (FSUPD)	850-644-1234
Crisis Management Unit	850- 644-1234
Thagard Health Center (THC)	850- 644-8869
University Counseling Center (UCC)	850- 644-2003
University Housing	850- 644-2860
University Emergency Hotline (weather & disaster)	850- 644-4636
Hazardous Materials Spills and Emergency Management	850-644-6895
Big Bend 24 Hour Crisis Hotline	
From local land line	211
Toll Free	1-877-211-7005
Other Important (Non Emergency) Numbers	
FSU Operator (Weekdays during Business Hours)	850- 644-2525
Facilities/Operations/Maintenance 24 Hour Service Line	850- 644-2424

If you are dealing with a person who has a weapon or who is actively shooting OUTSIDE of your building:

- Try to find a room that can be locked; upon entering close and lock all doors and windows and turn off the lights. If possible, have everyone get on the floor and make sure no one is visible from outside the room.
- Have one person call 911, inform the dispatcher of your location and remain in place until the police or a campus administrator known to you gives you an "all clear" message.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- Note: Police officers will not typically allow people to leave a scene until the situation is completely under control and all witnesses have been identified and questioned.

If you are dealing with a person who has a weapon or who is actively shooting INSIDE of your building:

- Determine if the room you are in can be locked; if it can, upon entering close and lock all doors and windows and turn off the lights. If possible, get on the floor and make sure no one is visible from outside the room.
- If the room cannot be locked, determine if there is a nearby location that can be reached safely and secured or if you can safely exit the building.
- Have one person call 911, inform the dispatcher of your location and remain in place until the police or a campus administrator known to you gives you an "all clear" message.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- If you decide to move from your current location, try to remain calm and call 911.
- If possible, alert the police to the person's location; if you cannot speak, leave the line open so the dispatcher can listen to what is taking place. Typically locations can be easily determined from a land line 911 call without speaking.
- If there is not an opportunity to escape or hide, it might be possible to negotiate with the shooter. Attempting to overpower with force would be considered a very last resort after all other options have been exhausted.
- If you decide to escape the situation where a weapon is being used, make sure you have an escape route and plan in mind. Move quickly and do not attempt to carry anything with you. Keep your hands visible and follow the instructions of the officers you may encounter.
- If anyone is injured, do not attempt to remove them while you are fleeing: Instead, tell the authorities of their locations as soon as possible.
- Note: Police officers will not typically allow people to leave a scene until the situation is completely under control and all witnesses have been identified and questioned.