

EMERGENCY

FACULTY & STAFF REFERENCE GUIDE

PRINTED AUGUST 2024

Key Contacts to Assist Students

24/7 EMERGENCY (UNIVERSITY POLICE)	911
Student Outreach & Support	813-974-6130
Counseling Center/Wellness Center	T: 813-974-2831 SP: 727-873-4422 SM: 941-359-4783
Dean of Students	T: 813-974-6677 SP: 727-873-4278 SM: 941-359-4452
Office of the Vice President for Student Success	813-974-2267
Student Accessibility Services.....	T: 813-974-4309 SP: 727-873-4837 SM: 941-359-4714
Student Conduct & Ethical Development	T: 813-974-9443 SP: 727-873-4278 SM: 941-359-4452
Student Health	T & SM: 813-974-2331 SP: 727-873-4422
University Police - Non-Emergency.....	T: 813-974-2628 SP: 727-873-4444 SM: 941-993-8548
USF Information Hotline (Recorded Message)	800-992-4231
Victim Advocacy & Violence Prevention	T & SM: 813-974-5756 SP: 727-873-4422 After Hours: T & SM: 813-974-5757 SP: 727-873-4422



UNIVERSITY of
SOUTH FLORIDA
Student Success

HELPING STUDENTS WITH..

MENTAL HEALTH ISSUES

Recognize

- Oral or written references to suicide or hopelessness
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in academic work or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

Respond

- Talk with the student in private, if possible.
- Ask open-ended questions that require a full answer.
- Acknowledge the student's distress without judgment.
- Use reflective listening to ensure understanding of what they say and feel by relaying it back to them.
- Validate the student for seeking help. Remember, even if the problem does not seem urgent to you, it may be very important to the student.
- Determine if you can provide academic assistance and encourage them to connect with support services on campus.
- Threatening behaviors should not be tolerated and immediate action should be taken.

Refer

URGENT SITUATION: Call University Police at 911

Non-Urgent Situation:

- Encourage student to call the Counseling Center / Wellness Center or USF's online services (24/7): www.usf.edu/student-mental-health.
- Consult with Student Outreach & Support and/or submit a Care Referral Form if you feel the student may not seek assistance: www.usf.edu/sos.
- Consult with the Counseling Center / Wellness Center for additional guidance.

MISCONDUCT ISSUES

Recognize

- Harassment: phone calls, text messages or any type of communication continued after the person has been told to stop.
- Disorderly Conduct: inappropriate outbursts or persistent interruptions; continued arguing beyond the scope of academic debate
- Disruptive or Threatening Conduct
- Throwing items in anger
- Refusing to leave the classroom
- Refusing others the option to leave the classroom
- Brandishing a weapon

Respond

- Ask the student to meet with you outside the classroom.
- Explain the impact of the behaviors on the class.
- Express your concern for the student.
- Help student explore options and alternatives and outline your expectations.
- Threatening behaviors should not be tolerated and immediate action should be taken.

Refer

URGENT SITUATION: Call University Police at 911

Non-Urgent Situation:

Consult with:

- Professor, Department Chair, or College Dean
- Student Conduct & Ethical Development, www.usf.edu/sced
- Center for Innovative Teaching & Learning, www.usf.edu/innovative-education/citl

MEDICAL ISSUES

Recognize

- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won't stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

Respond

- Do not move an injured person unless they are in immediate danger.
- Check for medical alert information.
- If unconscious, assess if Basic Life Support (BLS) is needed. If needed and qualified, begin BLS. Ask someone to call 911 and to get nearest AED (if available).
- Reassure and attempt to calm the injured/ill person.
- Stay with person until help arrives.

Refer

URGENT SITUATION: Call University Police at 911

Non-Life Threatening Emergencies:

T: Call the Medical Response Unit (MRU) at 813-974-4678 for evaluation and non-emergency transport to the Student Health & Wellness Center (SWC).

Non-Urgent Situation:

Refer student to the Student Health & Wellness Center / Wellness Center: www.usf.edu/student-medical

CRIME VICTIMIZATION

Recognize

- Crying and/or leaving the classroom when sexual violence, domestic violence, stalking or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms and/or legs
- Significant changes in mood, appearance and/or behavior
- Appears to be afraid of another student in the same class

Respond

- Listen to and believe what the student tells you.
- Do not ask for details of what happened.
- Do not minimize what happened.
- Do not blame the student.
- Say things like "I'm glad you are safe now." and "I'm glad that you trusted me enough to tell me."
- Do not pressure the student to report the crime or take other action. Instead, provide them with Victim Advocacy information, and remind them the services are confidential.
- **Do not make promises of anonymity or confidentiality.** Per Title IX, certain crimes must be reported by college officials if they have knowledge of an alleged crime; this may be distressing to the student who disclosed to you. Please let the student know immediately that you are not confidential and provide them with your campus confidential resources. Contact the Office of Compliance and Ethics to help you determine if the situation must be reported.

Refer

URGENT SITUATION: Call University Police at 911

Non-Urgent Situation:

Refer student to: www.usf.edu/student-victim-advocacy
• T & SM: 813-974-5756 (after hours: 813-974-5757)
• SP: 727-873-4422 (24/7)

For reporting determination, consult with Office of Compliance and Ethics, www.usf.edu/title-ix

Know Your Limits

If you are involved in an intervention with a student, it doesn't mean you must (or can) resolve the student's difficulties. It is especially important in Sexual Assault/Misconduct (Title IX) situations that you refer the student to the appropriate resources, report the information to the appropriate office(s) and not attempt to investigate (www.usf.edu/title-ix). Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the Employee Assistance Program available at www.usf.edu/hr/benefits/eap.aspx.





Quick Guide for Helping Students

For Guidance or Advice On...

BEHAVIORAL ISSUES

- Student shows signs of worry, anxiety, expressions of sadness hopelessness.
- Student exhibits a pattern of withdrawal from participation or excessive absences.
- Student shows signs of irritability and conflict with others.
- Student exhibits confused patterns of thinking or communicating.
- Student's oral or written expression show signs of distress, self-harm, and/or suicidal/homicidal ideation.

VICTIMIZATION

- Student communication indicates having been a victim of stalking, hazing or other crime.
- Student communication reflects sexual assault/harassment and/or domestic, relationship, or dating violence.

MISSING STUDENT / LIFE CHALLENGES

- Student is missing (during business hours).
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is debilitated or overwhelmed by a family emergency.

DISRUPTIVE BEHAVIORS

- Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.
- Student exhibits behavior that deliberately interferes with instruction or office procedures.
- Student exhibits behavior that is lewd or indecent.
- Student exhibits behavior that breaches the peace.

ACCESSIBILITY ISSUES

- Student is having academic difficulty due to chronic medical, physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.

Reporting Behaviors of Concern

- Student does something significantly out of character.
- Student acts peculiar or alarming.
- Student demonstrates a change in academic performance, personality, grooming, etc.
- Student needs assistance connecting with resources
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

Immediate Action

- Student is threatening the safety of self or others.
- Student is acting in a frightening or threatening manner.
- Student is not leaving the classroom after being asked to leave.
- Student is reporting or initiating a threat or bomb scare.
- Student is missing (after normal business hours).

Contact

COUNSELING CENTER / WELLNESS CENTER

www.usf.edu/student-mental-health

- T: 813-974-2831
- SP: 727-873-4422
- SM: 941-359-4783

VICTIM ADVOCACY & VIOLENCE PREVENTION

www.usf.edu/student-victim-advocacy

- T & SM: 813-974-5756 (after hours: 813-974-5757)
- SP: 727-873-4422 (24/7)

DEAN OF STUDENTS

www.usf.edu/student-deans

- T: 813-974-6677
- SP: 727-873-4278
- SM: 941-359-4452

STUDENT CONDUCT & ETHICAL DEVELOPMENT

www.usf.edu/sced

- T: 813-974-9443
- SP: 727-873-4278
- SM: 941-359-4452

STUDENT ACCESSIBILITY SERVICES

www.usf.edu/sas

- T: 813-974-4309
- SP: 727-873-4837
- SM: 941-359-4714

Contact

STUDENT OUTREACH & SUPPORT

www.usf.edu/sos

813-974-6130

Complete the CARE Referral Form on website.

Contact

UNIVERSITY POLICE

911