### RESOURCES FOR CONSULTATION AND REFERRAL

**For Use with Students of Concern**

#### EMERGENCY CRISIS

When a student:
- is a victim of an attack or is in physical danger
- appears to pose imminent danger
to the safety of himself or herself or others
- exhibits behavior that makes you feel unsafe

**INTERVENTION**

If needed, officers will be dispatched to the scene and a threat assessment made. Additional responses will be based on the situation and may include a referral for medical and mental health assistance.

<table>
<thead>
<tr>
<th>Emergency Response-Immediate Threat</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Police Department or Eugene Police Department</td>
</tr>
<tr>
<td>911</td>
</tr>
<tr>
<td>Open 24 hours, 7 days a week</td>
</tr>
</tbody>
</table>

#### For Nonemergency Concerns and Consultations

**MENTAL HEALTH**
- severe anxiety
- depression
- suicidal thoughts or emotional disturbances

**CONDUCT OR DISRUPTIVE BEHAVIOR**
- inappropriate behavior
- disruptive to a class, a residence hall, or any other campus location

**PERSONAL CRISIS OR COMMUNITY DISTRESS**
- personal tragedy or significant event that may impact a student’s ability to stay in school
- when multiple issues impede student success
- activities or events that have an impact on the safety of the campus community

**ACADEMIC DIFFICULTY**
- missing one or more classes within the first two weeks of the term
- low or no engagement in the classroom
- isolation from other students
- poor performance early in the term

**SEXUAL HARASSMENT/SEXUAL MISCONDUCT**
- sexual assault
- intimate partner/relationship violence
- gender based stalking

**OTHER OR NOT SURE**

Consult your supervisor, department chair, or associate dean.

---

**TIPS**

- Always keep safety in mind as you interact with a student.
- Do not assume the student is trying to get attention or if there is an imminent danger to the student or others. If so, call 911.
- Document your interactions with the student.
- Know your limitations. You do not need to serve as a counselor.
- Offer to make the first call or walk the student to the nearest public phone and make the call.

**STUDENT CONDUCT AND COMMUNITY STANDARDS**

The University of Oregon is an equal-opportunity, affirmative-action institution committed to cultural diversity and compliance with the Americans with Disabilities Act. This publication will be assisted immediately.

**For Faculty and Staff Members**

- When a student:
  - when multiple issues impede student success
  - activities or events that have an impact on the safety of the campus community
  - exhibits behavior that makes you feel unsafe
  - appears to pose imminent danger
to the safety of himself or herself or others
  - is in danger, call 911.

---

**For Nonemergency Concerns and Consultations**

- **Mental Health**
  - University Counseling and Testing Center (UCTC)
  - 541-346-3227

- **Conduct or Disruptive Behavior**
  - Student Conduct and Community Standards (SCCS)
  - 541-346-1140
  - conduct@uoregon.edu

- **Personal Crisis or Community Distress**
  - Dean’s Consultation Committee (DCC)
  - Dean of Students
  - 541-346-8206
  - uodos@uoregon.edu

- **Academic Difficulty**
  - Academic Advising
  - 541-346-3211
  - By appointment only

- **Sexual Harassment/Sexual Misconduct**
  - Student Conduct and Community Standards (SCCS)
  - 541-346-3216
  - sexualharassment@uoregon.edu

- **Other or Not Sure**
  - Consult your supervisor, department chair, or associate dean.
  - Contact Dean of Students, 541-346-8206.
Dean’s Consultation Committee (DCC)
The DCC was formed to address concerns about student behavior that may be disruptive to the integrity of the learning environment. Specific examples of these concerns may include:

- Suicide attempts
- Sexual or physical assualts
- Conduct not applicable to jurisdiction under Oregon Administrative Rules
- Activities or events that may impact the campus community
- Activites or events that may impact a student’s ability to stay in school
- Activities or events that may impact the safety of the community

The DCC also functions as an interdisciplinary problem-solving group where multiple departments and personnel are working collaboratively to support a student or to support those impacted by a particular student’s behavior.

If you have a concern about a student, please contact Paul Shang, 541-346-8206 or pshang@uoregon.edu. The DCC provides presentations and workshops on dealing with disruptive or distressed students and provides guidance on the encouragement of positive community standards.

Members of the DCC include representatives from the Office of the Dean of Students, University Counseling and Testing Center, the Office of Student Conduct and Community Standards, University Police Department, University Housing, University Health Center, and others as needed. The DCC meets weekly.

NOTE

Emergency situations on campus such as natural disasters, public health concerns, and extreme, violent, or suspicious behavior (e.g., gun or bomb threats) are managed through the University Police Department. In addition, the university-wide emergency procedures can be found at emc.uoregon.edu. The University of Oregon Emergency Management and Continuity (UOEMC) program serves as the administrative function charged with creating the framework which the university can reduce vulnerability and sensitivity to hazards and cope with crises and disasters.
REFERRING A STUDENT TO THE DEAN’S CONSULTATION COMMITTEE (DCC)

When to Refer

- If your efforts to manage a significant classroom behavioral issue have not resolved the problem
- If you are concerned about the welfare of a student, yourself, or other students
- If a student asks for help in dealing with personal issues that are outside your role as a faculty or staff member
- If you have referred the student for assistance in the past and there seems to be no improvement, or things seem to be worsening

What About Confidentiality?
The Family Education Rights and Privacy Act (FERPA) does not prohibit the sharing of personal observations and knowledge about a student among campus officials when there is a legitimate concern related to campus safety.

If you are concerned about a student, do not hesitate to notify the DCC.

Does the Referral Need the Student’s Participation?
Simply put, no it does not. There may be times when the student is not receptive to help or support. In addition, you may not have direct contact with a student and can still make a referral or report your concerns.

WHAT TO DO

DCC referrals can be made by:
Calling the Dean of Students at 541-346-8206
Sending an e-mail to uodos@uoregon.edu

Information needed for effective referral:
- Your name and relationship to student
- A phone number at which the DCC can reach you
- Student’s name and ID number
- A brief, factual explanation of your concern or observation, including key dates, times, and locations
- What has been done so far to address the concern—conversation with student, consultation or check-in with colleagues—and the student’s response to those efforts

If you are not sure if you should refer:
Remember that in any given situation there are probably several ways to address your concern for a student’s distress. Please contact the Dean’s Consultation Committee (DCC) to discuss your concerns and your options. The DCC is coordinated through the Dean of Students, 541-346-8206.
DIVISION OF STUDENT AFFAIRS
Guide to Working With Students in Distress

As a faculty or staff member, you may come into contact with students who need your assistance. Being aware of signals of distress and sources of help can aid in handling these situations. You play an important role at the University of Oregon in providing resources to support student success.

### IMPORTANT OFFICE AND PHONE NUMBERS

<table>
<thead>
<tr>
<th>Office/Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible Education Center</td>
<td>541-346-1155</td>
</tr>
<tr>
<td>• Determines accommodations based on documentation of a disability</td>
<td></td>
</tr>
<tr>
<td>• Collaborates with faculty and staff members to provide reasonable accommodations</td>
<td></td>
</tr>
<tr>
<td>American English Institute</td>
<td>541-346-3945</td>
</tr>
<tr>
<td>• AEI provides support to prospective and conditional international admission applicants</td>
<td></td>
</tr>
<tr>
<td>Business Affairs</td>
<td>541-346-0398</td>
</tr>
<tr>
<td>• Provides resources for understanding a student’s bill, paying tuition,</td>
<td></td>
</tr>
<tr>
<td>emergency loans, and the electronic QuikPAY® service</td>
<td></td>
</tr>
<tr>
<td>Center for Multicultural Academic Excellence (CMAE)</td>
<td>541-346-3479</td>
</tr>
<tr>
<td>• Provides culturally supportive academic advising to self-identified students of color</td>
<td></td>
</tr>
<tr>
<td>Conflict Resolution Services</td>
<td>541-346-0617</td>
</tr>
<tr>
<td>• Transforms conflict through mediation, coaching, facilitation, restorative justice, and training</td>
<td></td>
</tr>
<tr>
<td>Financial Aid and Scholarships</td>
<td>541-346-3221</td>
</tr>
<tr>
<td>• Assists students in locating financial aid and navigating process, including with credits to account, award disbursement, and scholarship information</td>
<td></td>
</tr>
<tr>
<td>International Student and Scholar Services</td>
<td>541-346-3206</td>
</tr>
<tr>
<td>• Provides support involving immigration and visa issues, travel, employment and internships, leaves of absence, dependents</td>
<td></td>
</tr>
<tr>
<td>• Provides expertise in cross-cultural communication</td>
<td></td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>541-346-2935</td>
</tr>
<tr>
<td>• Provides current or past term registration options and petitions, enrollment verification, contact information, degree audits, and transcripts</td>
<td></td>
</tr>
<tr>
<td>University Health Center</td>
<td>541-346-2770</td>
</tr>
<tr>
<td>• Provides primary medical and dental care, psychiatry, sports medicine, physical therapy, allergy services, nutritional counseling, travel medicine, and health promotion</td>
<td></td>
</tr>
<tr>
<td>Work-Life Resources</td>
<td>541-346-2962</td>
</tr>
<tr>
<td>• Helps identify childcare and breastfeeding solutions</td>
<td></td>
</tr>
<tr>
<td>• Provides consultation on request for accommodations for extenuating family circumstances</td>
<td></td>
</tr>
</tbody>
</table>

### TIPS

- Always keep safety in mind as you interact with a troubled student. If you feel that you or the student is in danger, call 911.
- Do not assume the student is trying to get attention or relief from responsibility.
- Do not promise confidentiality to a student.
- Document your interactions with the student in case the situation escalates.
- Know your limitations. You do not need to serve as a counselor.
- Offer to make the first call or walk the student to the University Counseling and Testing Center. To schedule an appointment, call 541-346-3227.

---

Employee Assistance Program
Support for faculty and staff members
1-800-433-2320

The University of Oregon is an equal-opportunity, affirmative-action institution committed to cultural diversity and compliance with the Americans with Disabilities Act. This publication will be made available in accessible formats upon request. ©2013 University of Oregon DE50913-073ay- D50658.