MISSION STATEMENT
The Edgewood College Cares Team purpose is to promote campus student support resources, help faculty and staff refer and get students connected to help, and to identity, support, and consult regarding students whose behaviors are perceived by others to be disconcerting, disruptive, and or threatening to self or others.

CAMPUS COMMUNITY MEMBERS IN DISTRESS
The Edgewood College Cares Team has developed this informational guide as a means to assist faculty, staff, and the Edgewood College community when dealing with troubled students.

IMPORTANT NUMBERS
Emergency – Life Threatening.............................. 911
Campus Security..................................................... 608.663.4321
Edgewood College Cares Team.......................... 608.663.2212
Personal Counseling Services............................... 608.663.2281
Health Services..................................................... 608.663.8334
Office of Residence Life....................................... 608.663.3228
Dean of Students Office......................................... 608.663.2212
Early Alert System............................................... 608.663.2282
Academic Dean's Office......................................... 608.663.2200
Human Resources................................................... 608.663.3317
Accessibility and Disability Services................. 608.663.8347

EMERGENCIES
When to call Campus Security – PROMPTLY!
• Call 911 for immediate threat to life.
• Call 608.663.4321 for all others, including the following:
  - Any incident where a person has been injured by the actions of another.
  - Any incident where a threat to harm or kill someone was made.
  - Any suicide attempt.
  - Any substantial property damage.
  - Any incident involving hate crime.
  - Any crime or disturbance in progress.
  - When rescue or emergency medical assistance is needed.

If in doubt, call and let trained personnel decide!
**WHAT IS SUSPICIOUS?**

Anything that seems even slightly “out of place” that is occurring at an unusual time of day could be criminal activity. Things to watch for include:

- A stranger entering any area typically unoccupied.
- A scream heard anywhere might mean a robbery or assault.
- The sounds of possible gunshots.
- Any removing of accessories, license plates or gasoline from a car should be reported.
- Anyone peering into parked cars may be looking for a car to steal, or for valuables left displayed in the car.
- The sound of breaking glass or loud explosive noises could mean an accident, burglary, or vandalism.
- Persons loitering around secluded areas of campus at any time.
- Persons loitering after campus facilities are closed.
- Suspicious e-mails, Facebook, texts, ‘Twitter messages, etc.

**INFORMATION MOST OFTEN NEEDED BY POLICE**

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When describing suspects, notice age, race, sex, height, and weight, compare your own weight and height with the suspects. Pick out some unique characteristics (scars, jewelry, etc.) that will help you identify the suspect in the future if needed.

**PREPAREDNESS**

If you are dealing with a person in difficulty:

- Be aware of the location of the nearest telephone, whether it is within the building, or a personal cell phone.
- If the student is a serious threat to others, contact Campus Security immediately.
- If the student is causing classroom disruption, but is not a threat to others, discuss with the student individually AND report to the Academic Dean’s Office at 608.663.2200.
- You may always ask the disruptive student to leave the classroom or office.
- If in doubt, always call Campus Security 608.663.4321

**FAQs ON WORKING WITH PEOPLE IN DISTRESS**

**Q. How should I respond when a student is disrupting my class?**

Faculty members have broad authority to manage their classrooms and establish reasonable guidelines for discussions that ensure everyone has an opportunity to participate in an orderly manner. If you believe a student’s behavior is inappropriate, consider a general word of caution rather than singling a student out or embarrassing the student.

If behavior in question is irritating, but not disruptive, try speaking with the student after class. Most students are unaware of distracting habits or mannerisms, and have no intent to be offensive or disruptive. There may be rare circumstances where it is necessary to speak to a student during class about his or her behavior. Correct the student in a manner, indicating that further discussion can occur after class.” (Pavela, 2001, 5)

- If a student’s behavior reaches the point that interferes with your ability to conduct the class or the ability of other students to benefit from the class, the student should be asked to leave the room for the remainder of the class period. The student should be provided with a reason for this action and an opportunity to discuss the matter with you as soon as is practical. In such situations, consultation and referral to the Dean of your School or the Academic Dean’s Office may be appropriate.

**Q. What are warning signs of disruptive student behavior?**

Severely troubled or disruptive students exhibit behaviors that signify an obvious crisis and that necessitate emergency care. These problems are the easiest to identify.

Examples include:

1. Highly disruptive behavior both verbally and/or physically (e.g., hostility, aggression, violence, etc.)
2. Inability to communicate clearly (garbled, slurred speech; unconnected, disjointed, or rambling thoughts).
3. Loss of contact with reality (seeing or hearing things which others cannot see or hear; beliefs or actions greatly at odds with reality or probability).
4. Stalking behaviors.
5. Inappropriate communications (including threatening letters, e-mail messages, harassment).
6. New or repeated behavior which pushes the limits of decorum and which interferes with effective management of the immediate environment.
7. Overtly suicidal thoughts (including referring to suicide as a current option or in a written assignment).
8. Threats to harm others.

**Q. How should I respond to a student that is troubled or showing signs of distress?**

For students that are mildly troubled you can choose to handle the problem and refer them to the correct resource.

- Address the situation on a more personal level (i.e., identify the problem and refer them to the correct resource).
- Consult with appropriate College resources (e.g., Dean of Students Office, Academic Dean).
- Refer the student to one of the College resources such as Personal Counseling. See referral phone numbers in this publication for help.

**Q. What are signs that a student may be in distress?**

A student in distress may not be disruptive to others, but may exhibit behaviors indicating noparticularopinion or a matter, show signs of emotional distress, and indicate that assistance is needed. They may also be reluctant or unable to acknowledge a need for personal help.

Behaviors may include:

1. A sudden and/or significant change in academic performance/gauges.
2. Excessive absences, especially if the student has previously demonstrated consistent attendance.
3. Unusual or markedly changed patterns of interaction (i.e., avoidance of participation, excessive anxiety when called upon, domination of discussions, etc.).
4. Other characteristics that suggest the student is having trouble managing stress successfully (e.g., a depressed, lethargic mood; very rapid speech; swollen, red eyes; marked change in personal dress and hygiene; failing asleep during class).
5. Repeated requests for special consideration, such as deadline extensions, especially if the student appears uncomfortable or highly emotional while disclosing the circumstances prompting the request.
6. New or repeated behavior which pushes the limits of decorum and which interferes with effective management of the immediate environment.
7. Unusual or exaggerated emotional responses which are obviously inappropriate to the situation.

**Q. How should I respond to a student that is troubled or showing signs of distress?**

For students that are mildly troubled you can choose to handle them in the following ways:

1. Set limits and deal directly with the behavior/problem according to your classroom protocol.
2. Address the situation on a more personal level (i.e., identify the problem and refer them to the correct resource).
3. Consult with appropriate College resources (e.g., Dean of Students Office, Academic Dean).
4. Refer the student to one of the College resources such as Personal Counseling. See referral phone numbers in this publication for help.

**Q. How should I respond if a troubled person is a college employee?**

Call Human Resources at 608.663.3317