When in doubt, call 911!

IMPORTANT NUMBERS

Emergency ............................................ 911  University Police .................. 614-292-2121

HELPFUL RESOURCES  Student Life Departments

Counseling and Consultation Service (students)  ccs.osu.edu  614-292-5766
Disability Services ..................................... pus.osu.edu  614-292-3307
Housing Administration .................................. housing.osu.edu  614-292-8266
Multicultural Center  mcc.osu.edu  614-688-8449
Student Advocacy Center  studentaffairs.osu.edu/advocacy  614-292-1111
Student Conduct .......................................... studentconduct.osu.edu  614-292-0748
Student Health Center .................................... sphc.osu.edu  614-292-4321
Student Life, Office of the Vice President  studentlife.osu.edu  614-292-9334
Student Wellness Center  swc.osu.edu  614-292-4527
Sexual Civility and Empowerment Program  advocacy.osu.edu/sexual-violence  614-292-4806

Additional Resources

BART (to report bias or discrimination)  studentlife.osu.edu/bias  614-292-7094
BRAVO (for cases of violence against GLBTQI)  bravo-ohio.org  614-294-7867
Campus Suicide Prevention Program  suicidedepartment.osu.edu  614-221-5445
Employee Assistance Program  osuhealthplan.com/OhioStateEAP  800-678-6265
Military and Veterans Services  veterans.osu.edu  614-247-VETS (8387)
Psychological Services Center  psc.osu.edu  614-292-2345
(At Ohio State Harding Hospital)  ohiohealth.com/patientcare/healthcare_services/mental_health/harding/index.aspx  614-293-9600
Sexual Assault Response Network of Central Ohio  ohiohealth.com/sexualassaultresponsecenter  614-566-4414

Ohio State's Counseling and Consultation Service and Employee Assistance Program developed this information guide to help you assist anyone in the university community experiencing distress or causing a disruption.

If you are concerned for your safety or that of others, CALL 911 immediately.

• If you are concerned about the individual’s self-harm, call Suicide Prevention Services  614-221-5445

If you are NOT concerned for your immediate safety or that of others:

• Discuss the situation with the person to address the inappropriate behavior.
• Consider asking any disruptive individual to leave the room.*
• When the situation allows...
  - If the individual is a student, call Student Conduct  614-292-0748
  - If the individual is a faculty or staff member, call the Office of Human Resources  614-292-2800

*Consult pages 2 and 3 of this document for helpful hints on understanding and addressing distressed or disruptive behavior.

The Ohio State University Suicide Prevention Program

The Ohio State Suicide Prevention Program REACH Training Program  suicidedepartment.osu.edu

Nationally, suicide is the second leading cause of death in young adults aged 19-24. Suicide is preventable, however, and you can help prevent a suicide by learning warning signs and how to intervene.

Ohio State Suicide Prevention is a free resource. Its REACH training program is a short, easy and free program available to all Ohio State affiliated organizations, units, departments and individuals upon request. For further information and/or to schedule training, call 614-888-5829 or email osusuicideprevention@osu.edu.
ASSISTING Disruptive Individuals

WHAT IS DISRUPTIVE BEHAVIOR? 
Behavior that interferes with students, faculty or staff and their access to an appropriate educational or work environment is considered disruptive.

WHAT ARE SOME EXAMPLES OF DISRUPTIVE BEHAVIOR? 
- Yelling or screaming 
- Persistent and unreasonable demands for time and attention 
- Words or actions that intimate or harass another 
- Words or actions that cause another to fear for his/her personal safety 
- Threats of physical assault

WHAT IS MY ROLE? 
Disruptive behavior should not be ignored. Remain calm. Remind yourself that it is not about you; it is about the situation. If you feel safe in doing so tell the individual that such behavior is inappropriate and there are consequences for failing to improve the disruptive behavior. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. Although this may seem like an eternity in the throes of the situation, often it is best to “wait it out” before progressing unless there is an immediate threat to your safety or that of others.

DOCUMENTATION 
Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms. Share the documentation appropriately.

THE DOs 
- DO listen through the anger. Use active listening. 
- DO acknowledge the feelings of the individual. 
- DO allow the person to vent and tell you what is upsetting him/her. Use silence to allow the person to talk it out. 
- DO be firm, steady, consistent and honest. 
- DO focus on what you can do to help resolve the situation safely. 
- DO make personal referrals. Give a name of an individual when possible, and call ahead to brief the person. 
- DO maintain clear and consistent boundaries and expectations. 
- DO report the behavior to University Police and/or Student Conduct or Human Resources.

THE DON'Ts 
- DON'T interrupt, particularly during the first 20-30 seconds of peak anger. 
- DON'T minimize the situation. 
- DON'T get into an argument or shouting match. 
- DON'T blame, ridicule or use sarcasm. 
- DON'T touch. 
- DON'T ignore warning signs that the person is about to explode. 
- DON'T ignore your own limitations on established boundaries.

If you feel threatened or endangered, call 911! 

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

ASSISTING Distressed Individuals

WHAT IS MY ROLE? 
You might be in a good position to spot someone who may be emotionally distressed. While some of this is expected, especially during stressful times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You may be able to be a resource in times of trouble, and your expression of interest and concern may be critical in helping the individual re-establish emotional equilibrium. You also may be able to alert the university so that an appropriate intervention can be made.

POSSIBLE SIGNS OF DISTRESS 
- Marked change in personal hygiene 
- Hyperactivity or very rapid speech 
- Trouble eating and/or sleeping 
- Depression or lethargic mood 
- Isolation from friends, family or classmates 
- Preparing for death by making a will and final arrangements

THE DOs 
- DO be mindful of cultural norms. 
- DO speak with the individual privately. 
- DO express your concern in behavioral, non-judgmental terms. 
- DO tell him/her you are willing to help. 
- DO listen carefully to what he/she is troubled about. 
- DO help him/her explore options. 
- DO suggest resources. 
- DO make referrals to the appropriate campus department. 
- DO point out that help is available and that seeking such help is a sign of strength and courage, rather than of weakness or failure. 
- DO maintain clear and consistent boundaries and expectations. 
- DO recognize your limits. 
- DO enlist the help of others as appropriate. 
- DO document the interaction or incident.

THE DON'Ts 
- DON'T promise confidentiality. 
- DON'T judge or criticize. 
- DON'T ignore the unusual behavior. 
- DON'T make the problem your own. 
- DON'T involve yourself beyond the limits of your time or skill. 
- DON'T be afraid to ask for help. 
- DON'T minimize the person's problems.

If you feel threatened or endangered, call 911! 

(Adapted from materials from The University of Colorado at Boulder and Penn State University)

Referrals and Resources

| Emergency | 911 |
| University Police | 614-292-2121 |
| Student Conduct | 614-292-0748 |
| Employee Assistance Program | 1-800-678-6265 |

Referrals and Resources

- In a crisis situation, call the Police at 911. 
- To consult regarding a student, call Student Life Counseling and Consultation Service at 614-292-5766. Refer to ccs.osu.edu. 
- To consult regarding a faculty or staff member, call: 
  - Ohio State Employee Assistance Program: 800-678-6265 (or visit hr.osu.edu/benefits/eap) 
  - Office of Human Resources, Employee and Labor Relations: hr.osu.edu/elr 
- Ohio State Department of Public Safety: dps.ohio-state.edu

See SOMETHING. Say SOMETHING.