

FACULTY AND STAFF EMERGENCY GUIDE



RESOURCES FOR ASSISTING DISTRESSED STUDENTS

The Department of Student Support & Transitions (DSST), Counseling & Psychological Services (CAPs), and University Health Services (UHS) within the Division of Student Affairs, the Division of Academic Affairs, the University Police Department, Employee Assistance Services Staff, and members of the FSU Behavior Intervention Team have developed this 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. In the event you believe anyone is at risk due to another person's behavior, call:

FSU Police | (850) 644-1234 or 911

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

CAPs | (850) 644-TALK

DSST | (850) 644-2428

Evenings and Weekends call:

CAPs | (850) 644-TALK (8255)

FSU Police | (850) 644-1234



All students of concern can be reported via FSU's online reporting system:

report.fsu.edu

SIGNS OF A DISTRESSED STUDENT

- Marked changes in academic performance
- 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
- 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
- Overt statements or indirect reference to victimization

DISTRESSED PERSON WITH A WEAPON

Responding to someone with a weapon or someone actively using a weapon varies based on each situation. It is important to try to remain calm and use the following guidelines to help you plan a strategy for survival.

FOR MORE INFORMATION:



The FSU Police Department
Seminole Safety Guide
[police.fsu.edu/
services-resources](https://police.fsu.edu/services-resources)

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

- Watch *FSU Run. Hide. Fight: Surviving an Active Shooter Event*, a 6-minute video providing steps to take in the event of an active shooter situation.
- If it is safe to do so, run to safety. If running is not an option, find a room that can be locked or barricaded. Close and lock all doors and windows and turn off the lights. Make sure no one is visible from outside the room.
- Have one person call 911 to 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 typically do not 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 or barricaded. If it can, close and lock all doors and windows and turn off the lights. 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.
- If you decide to move from your current location, try to remain calm and call 911.
- Have one person call 911 to 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 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 happening. Locations can usually be determined from a landline call without speaking.
- If you cannot 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, have a 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.

CRISIS RESPONSE QUICK REFERENCE

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

Is the student a danger to themselves/others OR does the student need some other assistance?

Yes

The student's conduct is clearly dangerous or threatening, including self-harm or harm to others.

Call **911** or
FSU Police:
(850) 644-1234

No

I am not concerned for anyone's immediate safety, but the student could use some support.

Refer student to campus resources as appropriate.

I'm Not Sure

The student is with me and shows signs of distress but it is not clear how serious it is. I feel uneasy and/or concerned about the student

Call DSST:
(850) 644-2428
Then refer the student to the appropriate campus resources.

The student is **not** with me but I am concerned about what they said, OR what they did, OR how they looked.

Report to Campus Safety and Security
(850) 644-1234

EMERGENCY RESOURCES

FSU Police Department

(850) 644-1234

- Suicidal or homicidal threats
- Victim of violence and/or stalking
- Sexual assault or misconduct reported by student

Fire/Ambulance/TPD 911

Victim Advocate Program

(850) 644-7161

- Sexual assault or misconduct reported by student

Office of Accessibility Services

(850) 644-9566

- Disability related issues

Counseling & Psychological Services

(850) 644-TALK (8255)

- Bizarre behavior
- Depression and/or anxiety
- Signs of alcohol and/or drug use
- Relationship problems
- Test anxiety
- Learning skills
- Stress management

UHS Counseling & Psychological Services

(850) 644-6230

(850) 644-TALK

- Health/wellness
- Chronic illness
- Suspected eating disorder or distorted body image

Department of Student Support & Transitions

(850) 644-2428

- Difficulty because of illness or death in family
- Disruptive classroom behavior
- General and/or unidentified student concerns

Student Conduct and Community Standards

(850) 644-5136

- Allegations of discrimination committed by a student
- Allegations of concerning behavior

Office of Equal Opportunity and Compliance

(850) 645-6519

- Allegations of sexual misconduct committed toward a student involving an employee or third party
- Allegations of discrimination committed by an employee or third party

Title IX Director

(850) 645-2741

- Allegations of discrimination on the basis of sex, gender, gender identity, gender expression, sexual orientation, or pregnancy status

Office of Faculty Development and Advancement

(850) 644-6876

- Student is suspected of cheating
- Other academic dishonesty

Title IX Director Victim Advocate Program

(850) 645-2741

(850) 644-7161

- Allegations of sexual misconduct or harassment including stalking, domestic/dating violence and sexual assault

CONCERNING BEHAVIOR

If someone's behavior represents an IMMEDIATE THREAT call:

(850) 644-1234 or 911

If the threat is not immediate, but you are concerned about the student or the student's behavior is disruptive, call:

WEEKDAYS

Department of Student
Support & Transitions
(850) 644-2428

Counseling &
Psychological Services
(850) 644-8255

EVENINGS AND WEEKENDS

FSU Police
Department
(850) 644-1234

IMPORTANT NON EMERGENCY NUMBERS

FSU Directory
Assistance
(850) 644-2525

Facilities/Operations/
Maintenance
24/7: **(850) 644-2424**

CONSULTATION AND REFERRAL RESOURCES

Department of Student
Support & Transitions
(850) 644-2428

Counseling &
Psychological Services
(850) 644-8255

Office of Accessibility
Services
(850) 644-9566

University Housing
(850) 644-2860

Victim Advocate
Program
24/7: **(850) 644-7161**
Text: **(850) 756-4320**

FSU Alert Info Hotline
(850) 644-4636

Hazardous Materials
Spills and Emergency
Management
(850) 644-6895

Fire/Ambulance/
Tallahassee PD
911

Big Bend 24 Hour
Crisis Hotline
211 or (877) 211-7005

FSU Police Department
(850) 644-1234

University Health Services
(850) 644-6230

REPORT.FSU.EDU



Report.fsu.edu is available to all members of the FSU community to alert the DSST of concerns about students and organizations so that appropriate follow-up and support can be provided. The site allows for anyone to share important information regarding incidents or concerning behavior happening in the FSU community. The appropriate staff member follows up on every report to ensure that all students have the support they need for success.

CLASS ABSENCE NOTICES

When requested, notices are sent through the DSST 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.



For additional information on medical excuses at UHS, scan the QR code.

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 a class, an event 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, contact:

Your Department Chair or Dean
DSST: (850) 644-2428, or
The FSU Police: (850) 644-1234.

DECEASED STUDENT NOTICES

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

TITLE IX PROTOCOL: SEXUAL MISCONDUCT

Sex Discrimination and Sexual Misconduct are contrary to FSU's values and moral standards, which recognize the dignity and worth of each person. FSU is committed to providing and maintaining programs, activities, and an educational and work environment founded on civility and respect, where no one is unlawfully excluded from participation in, denied the benefits of, or subjected to discrimination in any university program or activity on the basis of sex, sexual orientation, gender identity, or gender expression.

Sexual Misconduct includes: gender-based discrimination; sexual harassment; sexual violence; relationship violence; stalking; sexual exploitation; and other sex- or gender-based misconduct. Sex Discrimination and Sexual Misconduct are antithetical to the values and standards of the university community and are incompatible with the safe, healthy environment that the university community expects and deserves. Sex Discrimination and Sexual Misconduct will not be tolerated by FSU whether it is committed by students, employees (faculty, staff, or any other paid employee), visitors, or others. In order to address situations of Sex Discrimination or Sexual Misconduct, individuals are encouraged to promptly report an incident.

Faculty and staff are in a unique position to assist students who may have experienced sexual misconduct. Faculty and staff can see warning signs, like absences from class or work, decreased productivity, lower grades, or social withdrawal. People often tell those they trust. In your role, you may be one of the first people in whom a student confides. Use the information below to aid you in supporting/responding to students and in fulfilling your mandatory reporting obligation.

On-Campus Reporting Options for Students

Victim Advocate Program (VAP)
UC A, Suite 4100
24/7: (850) 644-7161
Text: (850) 756-4320

Ask to speak to an on-call advocate
Confidential Resource

Student Conduct and Community Standards
UC A, Suite 4117
(850) 644-5136

FSU Police Department (FSUPD)
830 West Jefferson Street
24/7: (850) 644-1234

Title IX Office
Health & Wellness, Suite 3501
titleix-staff@fsu.edu
(850) 645-2741

Office of Equal Opportunity and Compliance
UC A, Suite 6200
(850) 645-6519 | report.fsu.edu

Allows you to share important information regarding incidents or concerning behavior happening in the FSU community.

As an employee, your reporting obligation is mandatory to ensure that all affected individuals consistently receive the same resources and response options/information. Yours is the obligation to receive and report the disclosures; do not investigate or notify the individual(s).

Visit knowmore.fsu.edu for more information.

If a student discloses an incident of sexual misconduct to you:

1. CARE FOR THE STUDENT

Reassure the individual that you are available to listen and help. Get the broad details; do not ask invasive or judgmental questions.

VAP: (850) 644-7161

Ensure the student is safe. Contact the police if there is immediate danger, or if the student requests.

FSUPD: (850) 644-1234

Let them know that certain things they share (*i.e., sex discrimination or sexual misconduct*) will require you to notify University Title IX administrators in order to ensure they are given timely access to resource and response information.

Title IX: (850) 645-2741

2. CONNECT STUDENTS TO RESOURCES

Victim Advocate Program
(850) 644-7161 | Text (850) 756-4320
Provides 24-hour free support services.

Counseling & Psychological Services
(850) 644-TALK (8255)
Confidential, free mental health counseling and referrals.

Employee Assistance Program (*Student Employees*)
(850) 644-2288 | (877) 246-4679
Confidential, free mental health counseling, referrals and other support services.

University Health Services (*Medical Providers*)
(850) 644-4567
Health services for students including emergency contraception and STI testing.

Refuge House
(850) 681-2111
Confidential, 24-hour crisis hot-line providing information, referral, intervention and support.

3. FULFILL EMPLOYEE REPORTING OBLIGATION

Report disclosure to the Office of Title IX:
(850) 645-2741 | titleix-staff@fsu.edu | report.fsu.edu

If the student asks you not to report, explain that the Title IX Director will review resources and response options, including requests for confidentiality or no action by the University.

If the student is under 18 years of age, you must also report to the FL Department of Children and Families:

fla.st/796LWT4F

HEALTHY CAMPUS AT FSU

Healthy Campus at FSU is an FSU sponsored initiative that ties academic success to healthy student behaviors within a sound, safe environment. We have implemented a number of initiatives and programs to help our students achieve optimal wellness which increases the opportunities for academic and personal success, as well as retention. High-risk drinking behavior is one of many areas we address as part of FSU's Healthy Campus initiative.

The relationship between alcohol abuse and academic success:

- Students' academic performance and GPA are inversely related to the number of drinks consumed per week.
- A "party school" image negatively influences the academic reputation of an institution.
- Students who drink excessively tend to miss more classes, get behind on assignments and drop out of courses or the university.
- Campus and community customs, norms and traditions may encourage at-risk use of alcohol.

Faculty members can make a difference:

Research studies have shown a positive correlation between a high level of faculty/ staff-student interaction and desirable outcomes, such as more time devoted to course work and avoidance of high risk social behaviors.

How to recognize if a student is suffering from substance abuse:

- Excessive absenteeism and/or tardiness
- Declining or impaired productivity
- Confusion and poor concentration
- Avoidance of responsibility for one's actions
- Poor working relationships
- Persistent mood swings
- Poor personal appearance

How you can help reduce high-risk drinking among students:

- Take attendance at each class.
- Give exams on Wednesday, Thursday and Friday.
- If you are unable to hold class, invite the Center for Health Advocacy and Wellness to provide a presentation on alcohol-use harm reduction and substance misuse prevention.
- Integrate information on alcohol/other drugs and related issues into presentations, meetings and the classroom.
- Recognize and respond to problem behaviors exhibited by students.
- Encourage students to utilize AlcoholEDU, a free, online tool that provides an opportunity for self-reflection and resources regarding alcohol use.
- FSUPD is available 24-hours: **(850) 644-1234**
- Advice and professional intervention assistance available via:

Counseling & Psychological Services
(850) 644-8255

Dean of Students
(850) 644-2428

- Connect students in recovery or who may benefit from a recovery community with the FSU Collegiate Recovery Program, LIFT: chaw.fsu.edu/lift
- For additional resources and information on alcohol and substance use, refer students to: chaw.fsu.edu

Resources for students suffering from substance abuse:

Counseling & Psychological Services
ASLC, Suite 250
942 Learning Way
(850) 644-TALK (8255)

Center for Health Advocacy and Wellness (CHAW)
Health and Wellness Building,
Suite 4100, 960 Learning Way
(850) 644-8871

LIFT: FSU's Collegiate Recovery Community
Health and Wellness Building,
Suite 4100, 900 Learning Way
(850) 644-8871 | lift@fsu.edu

The Human Services Center
Stone Building, Room 2207
1114 W. Call Street
(850) 644-3857

University Health Services
Health and Wellness Building
960 Learning Way
(850) 644-4567

Helpline 2-1-1
(850) 671-6333 or **2-1-1**

The Psychology Clinic
1107 W. Call Street
(850) 644-3006

Alcoholics Anonymous
(850) 224-1818

Narcotics Anonymous
(850) 224-2321



The DSA recognizes nine different dimensions of wellness that focus on you as a whole person. We believe an environment that encourages healthy behaviors and wellness is essential to the academic success and holistic well-being of the members of our community — no matter where you are!

Scan the QR code to view the "Promoting Well-being in Learning Environments" faculty guide.

Visit livewell.fsu.edu for more information.

STUDENT SUPPORT LETTER TYPES



The Department of Student Support & Transitions (DSST) supports students who are facing a variety of challenges, crises, or stressful situations. Within DSST there are three distinct types of letters which are sent to support students on their academic journey. Each type of letter is unique and brings different implications for its implementation in an academic course. Below is a description of the types of letters that faculty members may receive from students.

Case Management Services

Case Management Services supports student success by working with individuals to provide emotional support, counseling, advocacy, and assistance in identifying immediate needs. Through on and off campus referrals, as needed case monitoring, and commitment to providing a high level of service case management services enable a student to navigate academic, personal and financial challenges while pursuing their academic and personal goals.

Case Management will provide letters, with appropriate documentation, to support a student after a death in the family, illness, or personal crisis.

Letters from case management indicate the type of support that would benefit the student at the time and are requests for consideration and/or flexibility for the student.

The purpose of a letter from Case Management is to validate and verify the existence of an extenuating circumstance. The letter is in no way a request to set aside a fundamental learning objective of the course.

A Case Manager is able to provide clarification of a student's situation and possible course impact with a faculty member.

To request a meeting or presentation on how we can work together to support students please contact:

Dr. Shelley Ducatt | sducatt@fsu.edu | (850) 644-2428

The Office of Accessibility Services

The Office of Accessibility Services (OAS) provides academic accommodations for students with all types of qualifying disabling conditions. Accommodations are provided in accordance with the Americans with Disabilities Act (ADA).

FSU is responsible to ensure that all students, regardless of disability, are provide equal access to demonstrate mastery of academic content.

Students must register and be approved for appropriate accommodations based on the student's qualifying disabling condition.

Letters of accommodation are specific for each student and each accommodation must be provided for a student in the course.

Letters of accommodation are sent to faculty members electronically based on the student's request for the course and the student's selection of approved accommodations they deem necessary.

Any questions regarding a student's accommodations should be directed to the appropriate Accessibility Specialist within OAS.

The Victim Advocate Program

The Victim Advocate Program (VAP) provides free, confidential, and compassionate assistance to primary and secondary victims of crime, violence or abuse involving Florida State University students.

VAP is a confidential source and cannot share information about the student's situation with any other member of the campus community.

A faculty member who receives a letter from the Victim Advocate Program should never ask the student for information or documentation about the situation.

Victimizations often have a severe and long-standing impact on the individual's life. VAP letters may address the immediate needs of the student and/or needs throughout the term.

Faculty members may consult with the appropriate Victim Advocate for clarification about appropriate supports for the student.



**Department of
Student Support
& Transitions**

HOW TO ASSIST A STUDENT OF CONCERN

You play an important role in the lives of our students and are a critical resource that often is the first to identify if a student may be experiencing challenges. Recognizing that some students openly share their problems with you, while others may be less forthcoming or not yet understand the complexity of their actions, your assistance in recognizing the signs that indicate the psychological or emotional distress and how to respond effectively, allows you to better advocate and support students. Additionally, being able to identify when an issue is academically related and better suited to be handled by the faculty/instructor of record or within the College is equally as important in assisting students to understand appropriate behaviors and expectations.

CONCERN	STRATEGIES TO ADDRESS	RESOURCES
Student is making inappropriate comments/ disrupting class	Meet with the student to discuss specific directives/ expectations in the syllabus If behavior continues refer student to DSST or SCCS depending upon nature of disruptions	Department of Student Support & Transitions dsst@fsu.edu (850) 644-2428 Student Conduct & Community Standards sccs@fsu.edu (850) 644-5136
Student has not turned in assignments/logged into Canvas	Email student to check in, suggest a meeting, offer support and determine if additional campus supports are necessary If student indicates medical or mental health concerns refer to CMS	Proactive Referral and Engagement stackett@fsu.edu (850) 645-4047 Case Management Services casemanagement@fsu.edu (850) 644-9555
Student sent an email identifying stress/anxieties/ mental health concerns	Reply to student to ask if they need campus supports Based on response refer to CMS, CAPs and submit a report	Case Management Services casemanagement@fsu.edu (850) 644-9555 Counseling & Psychological Services counseling.fsu.edu (850) 644-TALK (8255) University Health Services uhs.fsu.edu (850) 644-4567 report.fsu.edu
Student is presenting disorganized thoughts	If the thoughts are alarming or disturbing submit a report and call DSST Connect the student to CAPs If the disorganization appears to be time management, sleep deprivation, or if the reason is unclear, it is helpful to reach out to the student to inquire if everything is OK and if they can be off assistance. Often the response to this type of email if helpful to know the most appropriate response	Department of Student Support & Transitions dsst@fsu.edu (850) 644-2428 Counseling & Psychological Services counseling.fsu.edu (850) 644-TALK (8255) CHAW Wellness Coaching chaw.fsu.edu (850) 644-4567 report.fsu.edu
Student reports being a victim of a crime	Submit a report, refer student to VAP If the information provided by the student involves a Title IX situation, submit a report to the Title IX office	Victim Advocate Program victim-advocate@fsu.edu 24/7:(850)644-7161 report.fsu.edu
Student has reported something that may trigger my responsibility as a mandatory reporter	Submit a report at report.fsu.edu Refer the student to the Victim Advocate Program	Victim Advocate Program victim-advocate@fsu.edu 24/7:(850)644-7161 report.fsu.edu
Student is demonstrating change in hygiene, changes to personality, lethargic/ depressed affect	Reach out to the student and ask if they are available to meet with you In the meeting, express concern for the student's wellbeing and ask if they would benefit from additional support from the University Refer the student to CMS and CAPs	Case Management Services casemanagement@fsu.edu (850) 644-9555 Counseling & Psychological Services counseling.fsu.edu (850) 644-TALK (8255) University Health Services uhs.fsu.edu (850) 644-4567