The Department of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress, or address students who may be disruptive.

**Distressed Student Behavior**

- Threats of harm to self
- Threats of harm to others
- Rapid speech or fleeting thoughts
- Unusual change in mood or behavior
- Unable to care for self
- Irritable/agitated
- Overt lack of attention
- Intimidating behavior and/or loud outbursts

**EMERGENCY NUMBERS**

- Burbank/Los Angeles Police.................................911
- Woodbury Security Burbank.................................818.355.8023
- Woodbury Security San Diego..............................619-633-9895
- Dean of Student Affairs .....................................818.252.5114
- Counseling Center............................................818.252.5237
- Health Office....................................................818.252.5238
- Residence Life...................................................818.252.5252
- Front Desk Whitten Center.................................818.252.5232

**Consultation or Questions**

Sometimes it may be unclear how to help a student. In these situations, please contact the Counseling Center or the Student Affairs Office about possible solutions so that the student can obtain support.

Associate Dean of Student Affairs.........................818.252.5252
Counseling Center...............................................818.252.5237

**IMMINENT THREAT OF HARM TO SELF OR OTHERS CALL 911**
### Working with Disruptive Individuals

#### Definition of Disruptive Behavior

A student whose conduct interferes with other students, faculty or staff and their access to an appropriate educational or work environment. Disruptive behaviors may be a violation of the Student Code of Conduct.

#### Examples of Disruptive Behavior

- Yelling or screaming
- Intimidating words or actions
- Harassing others
- Physical aggression

#### Dealing with a Disruptive Person

- Remain calm and know who to call for help
- Remember that it is NOT your responsibility to provide professional help; please make the necessary call and request assistance
- If the person calms down refer to the DOs and DON’Ts listed here
- If the person poses a direct threat to themselves or others, contact the WOODBURY Police at 818.252.5250

#### The DOs

- DO allow the person to communicate and explain what is upsetting him/her
- DO acknowledge the feelings of the individual
- DO set limits. Explain what behaviors are acceptable: “I will be willing to speak with you as soon as you lower your voice”
- DO be firm, consistent and honest
- DO focus on what you can do to help resolve the situation
- DO offer to make referrals. If possible, offer the name of an individual who may be able to help
- DO ask the student to leave if disruptive behavior continues
- DO report the behavior to the Dean of Students Office and/or Woodbury Security
- DO call for assistance when needed

#### The DON’Ts

- DON’T interrupt, especially during the peak of the person’s 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 safety issues if the person is becoming agitated
- DON’T back the student into a corner (verbally or physically)

#### Documentation

Disruptive behavior should be documented. Write a factual, detailed account of what occurred. Use concrete terms.

Send this information to CARE@woodbury.edu

#### RESOURCES

- Woodbury Security Burbank.........................818.355.8023
- Woodbury Security San Diego.............................619-633-9895
- Dean of Student Affairs .................................818.252.5114
- Counseling Center........................................818.252.5237

**IF YOU FEEL THREATENED OR ENDANGERED CALL 911**
## Working with Distressed Individuals

### Definition of Distressed Behavior
A student who is exhibiting behavior that may indicate that he/she is a danger to self or others or is in need of professional support. A distressed student may also exhibit behavior that causes others to worry about the student’s own safety or the safety of others.

### The DOs
- DO speak with the student privately
- DO let him/her know you are concerned about his/her welfare
- DO express your concern in genuine, non-judgmental terms
- DO tell him/her you are willing to help
- DO make referrals to the appropriate resources
- DO listen carefully and help explore options
- DO explain that help is available and seeking help is a sign of courage
- DO maintain clear and consistent boundaries and expectations
- DO document the interaction or incident

### When/How to Help
Some stress is expected, especially during hectic times of the academic year, but behavior that is inconsistent with your normal experience may indicate a student in distress. You may be able to serve as a resource in times of trouble. Your expressions of interest and concern may be a critical factor in getting the individual to seek appropriate help. You may also be able to alert the necessary University staff so that an appropriate intervention can be made.

### The DON’Ts
- DON’T promise confidentiality
- DON’T judge or criticize
- DON’T ignore unusual behavior
- DON’T make the problem your own
- DON’T involve yourself beyond the limits of your time or skill

### Possible Signs of Distress
- Marked change in academic performance or behavior
- Aggressiveness
- Exaggerated emotional response
- Depression or hopelessness
- Rapid speech or fleeting thoughts
- Poor personal hygiene
- Excessive confusion; Dependency
- Loss of contact with reality
- References to suicide
- References to homicide or assault
- Isolation from friends, family or classmates
- Excessive absence or tardiness
- Threatening words or actions

### Resources
- Woodbury Security..................................................818.355.8023
- Woodbury Security San Diego...............................619-633-9895
- Dean of Student Affairs .....................................818.252.5114
- Associate Dean of Student Affairs.........................818.252.5252
- Counseling Center..................................................818.252.5237
<table>
<thead>
<tr>
<th>If The Student Is At Risk To Themselves Or Others</th>
<th>Woodbury Care Team</th>
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<tbody>
<tr>
<td>Burbank/LA/San Diego Police........................911</td>
<td>The CARE Team was created to address the behavior of students whose conduct is deemed troubling (inappropriate, disruptive, or harmful).</td>
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<tr>
<th>If the Student Is Not At Risk To Harm Themselves or Others</th>
<th>Woodbury Care Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggest that he/she may benefit from a meeting with a counselor at the WOODBURY Counseling Center.</td>
<td>The CARE Team serves as a central place to report behaviors of concern. Any person who is concerned with a student’s behavior can make a referral by contacting the Associate Dean of Student Affairs at 818.252.5252 or Security at 818.355.8023. The Committee consists of representatives from:</td>
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<tr>
<td>• Counseling is confidential</td>
<td>• University Counseling Center</td>
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<tr>
<td>• Counseling does not impact academic records or standing</td>
<td>• Academic Affairs</td>
</tr>
<tr>
<td>• Counseling sessions are FREE to registered Woodbury students</td>
<td>• Residence Life</td>
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<td>Woodbury Care <a href="mailto:Team.........................................CARE@Woodbury.edu">Team.........................................CARE@Woodbury.edu</a></td>
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<td>The CARE team addresses all referrals at regularly scheduled meetings or, if necessary special meetings. The resolution of an expression of concern is always governed by a course of action that balances the best interest of the student with those of Woodbury University.</td>
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