

COUNSELING SERVICES

Any currently enrolled Viterbo student may utilize Counseling Services free of charge. Students are encouraged to make their own appointments if possible. (Call 608-796-3825 or www.viterbo.edu/counseling-services/making-appointment.) Because many students use these services, there may be up to a week delay in seeing a counselor. (Counseling Services sees 95 percent of all students requesting an appointment within two weeks; 90 percent within one week.) **In urgent situations, a student will be assisted immediately.**

IN AN EMERGENCY

- Call 911.
- Then, call Campus Safety at 608-796-3911 or 3911 if using an internal Viterbo phone.
- Do not attempt to handle alone.
- Stay or get someone to stay with person while calls are made and until help arrives.

IMPORTANT COMMUNITY RESOURCES

Great Rivers 24 hour Crisis Line

211 from a land line or campus phone or 800-362-8255 from a cell phone or land line.

Emergency Room Social Worker

Available 24/7. Call the hospital and ask for the social worker on call through the emergency room.

Gundersen Health System

1900 South Avenue, La Crosse, 608-782-7300 or 800-362-9567.

Mayo Franciscan Healthcare

700 West Avenue, La Crosse, 608-785-0940 or 800-362-5454.

IMPORTANT CONTACT INFORMATION

Campus Safety

608-796-3911 or 3911 if using an internal Viterbo phone (24 hours)
5 Student Development Center
Outpost: Security Desk, Student Union

Counseling Services

608-796-3825 or 608-796-3808 (weekdays 8 a.m.–5 p.m.)
4 Student Development Center

Disability Services/Academic Resource Center

608-796-3190 or 608-796-3194 (Weekdays 8 a.m.–5 p.m.)
332 Murphy Center

Health Services

608-796-3806 (weekdays 8 a.m.–5 p.m.)
3 Student Development Center

Residence Life

608-796-3116 (weekday office hours) or 608-796-3400 (24 hours)
115 Marian Hall, adjacent to the Hawk's Nest

Vice President for Student Development

608-796-3825 or 608-796-3801 (weekdays 8 a.m.–5 p.m.)
2 Student Development Center

Behavioral Intervention Team

608-796-3801 (weekdays 8 a.m.–5 p.m.)
2 Student Development Center
Chairperson: Vice President for Student Development

Emergency Response Task Force

608-796-3801 (weekdays 8 a.m.–5 p.m.)
2 Student Development Center
Chairperson: Vice President for Student Development

VITERBO UNIVERSITY

Vice President for Student Development

608-796-3825 or 608-795-3801
Fax: 608-796-3803
2 Student Development Center
Viterbo University
900 Viterbo Drive
La Crosse, WI 54601

This pamphlet is produced by the Vice President for Student Development. If you have questions or need assistance, contact 608-796-3825 or 608-796-3801.

Viterbo University

ASSISTING

STUDENTS IN

DISTRESS

Guidelines for

Faculty and Staff



IMMEDIATE THREAT

When there is an immediate threat to the safety of any person or the campus community, call 911. Then, call Campus Safety at 608-796-3911 or 3911 if using a Viterbo internal phone.

LEVELS OF DISTRESSING BEHAVIOR

Mildly (Infrequent Behavior)

- Least serious concern for student behavior.
- Can typically be handled and resolved informally between you and student.

Moderate (Ongoing Concern)

- More concerning behavior; frequent absences.
- Poor grades or a change from good to poor classroom work.
- Marked change in pattern of interaction; isolation.
- Depressed mood, withdrawal, and/or crying.
- Emotionally troubled from situational stressors and/or trauma.
- One or more reports of concern.
- May want to consult with your department chairperson, dean, campus safety, counseling services, and/or vice president for student development.

Response to Mild or Moderately Distressing Behavior

- Talk with the student privately and express your concern in non-judgmental terms.
- Ask if the student is considering suicide or harm.
- Listen to the student and repeat the gist of what the student says.
- Clarify the costs and benefits of each option from the student's point of view.
- Make appropriate referrals if necessary.
- Make sure the student understands what action is necessary.

Severe (Needs Attention)

- Exhibiting clear distress, disturbance is escalating.
- Acting in a hostile, violent, aggressive, bizarre, or highly irrational manner.
- Expressing a direct threat to themselves and/or others.
- Inability to communicate clearly – garbled, slurred speech, or disjointed thoughts.
- Loss of contact with reality.

Response to Severely Distressing Behavior

- Stay as calm as possible.
- If possible, find someone to stay with the student while appropriate phone calls are made.
- Call Campus Safety (24 hours) at 608-796-3911 or 3911 if using an internal Viterbo phone

DISRUPTIVE BEHAVIOR

Disruptive behavior is student behavior that interferes with or interrupts the educational process of other students or the normal business functions of the University. Specific examples of disruptive behavior include:

- Monopolizing discussion or taking over the lecture.
- Interrupting class loudly or frequently with inappropriate questions or interjections.
- Arriving late and/or leaving early.
- Engaging in side conversations; talking incessantly during lectures or meetings.
- Distracting behavior such as sleeping, cell phone use, eating in class. (Inappropriateness may depend on the instructor's rules and expectations.)
- Making hostile remarks to the instructor or fellow student.
- Threatening another verbally or physically.
- Becoming belligerent when you confront his or her inappropriate behavior.
- Disturbing and/or persistent written communications, phone calls or emails that hamper your ability to continue your normal work.

RESPONDING TO DISRUPTIVE BEHAVIOR

Every situation, student, and faculty or staff member is unique. Each faculty or staff member has a different level of tolerance and a preferred style for dealing with student behavior. Given that, here are some suggestions that you may find helpful.

- Deal with the disruptive behavior early, before you get angry or feel threatened.
- Don't take students' behavior personally.
- Decide if you need to deal with the behavior immediately or if it can wait until after the class or meeting.
 - If it requires an immediate response, verbally request that the student stop.
 - If the problem persists, ask the student to leave.
- Meet with the student to discuss the disruptive behavior. If the student is angry or threatening, consider also having a supervisor or department chairperson present.
- Convey your interest and concern for the student. Ask questions and summarize what the student is saying.
- Be specific about the inappropriate behavior. Focus on the behavior, not the person.
- Explain why the behavior is problematic.

Ongoing disruptive behavior should be discussed with campus safety, your department chairperson, dean, and/or the vice president for student development. In your conversation(s) discuss appropriate referrals, suggestions for implementing potential resolutions, clear guidelines for submitting reports of the disruptive behavior, and guidance regarding infractions of the Code of Student Conduct. **Remember if the student's behavior is of concern to you, it is likely concerning elsewhere.**

WHEN TO MAKE A REFERRAL

There are other guidelines that may help you to define the extent and limits of your involvement with a particular student's problem. **A referral is likely appropriate in the following situations:**

- You begin to feel that the advising or teaching relationship is crossing a boundary into a counseling or therapeutic relationship.
- A student presents a problem or requests information that is outside your range of knowledge.
- A student is reluctant to discuss a problem with you.
- You lack sufficient time to listen effectively to the student.
- A student is becoming over-reliant or dependent upon you.
- You feel uncomfortable dealing with the issue or problem because of your personal relationship.
- You do not believe your contact with the student about the issue has been effective.
- Students often present complex and complicated emotional problems that may feel overwhelming to you as the listener.
- You feel that personality differences between you and the student will interfere with your helping the student.

HOW TO MAKE A REFERRAL

- Be frank with the student about the limits of your time, ability, expertise, and/or objectivity.
- Let the student know that you think she/he should get assistance from another source.
- Assure them that many students seek help over the course of their college career.
- Assist the student in choosing the best resource.
- Help the student know what to expect if he/she follows through on the referral.

CONSULTATION IS AVAILABLE

If you have concerns about a student, call Counseling Services at 608-796-3808 or 608-796-3801. Consider discussing:

- Assessing the seriousness of the situation.
- Suggesting potential resources.
- Finding the best way to make a referral.
- Clarifying your own feelings about the student and the situation.

If the director of counseling services is not available consider speaking with the director of the academic resource center/ disability services, the director of campus safety, the director of health services, or the vice president for student development.