



The University of Georgia

FACULTY/STAFF 911 GUIDE

ADDRESSING STUDENT CONCERNS

Students in Distress

The UGA Behavioral Assessment and Response Council (BARC) has developed this informational guide and protocol to assist faculty, staff and the University community when working with troubled students.

Students Exhibiting Disruptive or Disorderly Conduct

The Student Code of Conduct contains University Conduct Regulations which describe prohibited behavior for students.

The Student Code of Conduct can be found online at:

www.uga.edu/judicialprograms

Emergency Phone Contacts:

EMERGENCY

UGA Police
 Counseling and Psychiatric Services (CAPS)
 Office for Violence Prevention
 Disability Resource Center
 Student Support Services
 Office of Judicial Programs
 University Health Center
 University Housing

DIAL 911

706-542-2200
 706-542-2273
 706-542-7233
 706-542-8719
 706-542-8220
 706-542-1131
 706-542-1162
 706-542-1421

If you are working with students in distress:

- Be aware of your surroundings to include the location of the nearest telephone- either in the building or a personal cell phone.
- If you believe the student is a threat to him/herself or to others, contact 911 or the UGA Police Department immediately and file a written complaint with the Office of Judicial Programs.
- If the student is causing classroom disruption, but does not appear to be a threat to him/herself or others, discuss the disruptive behavior with the student individually and file a written complaint with the Office of Judicial Programs.
- You have the authority to ask a disruptive student to leave (temporarily) a classroom or office.

**IF IN DOUBT, ALWAYS CALL THE
 UGA POLICE DEPARTMENT
 706-542-2200**

The following excerpt is taken from *The University of Georgia Student Code of Conduct*, (rev. May 2007):

Disorderly Conduct

- Disruption or obstruction of teaching, research, administration or other University activities, including its public service functions on or off campus, or other authorized non-University activities taking place on University property.
- Engaging in conduct that causes or provokes a disturbance that disrupts the academic pursuits, or infringes upon the rights, privacy, or privileges of another person.
- Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, and/or other conduct that threatens or endangers the health or safety of another person. In recognition and support of the First Amendment of the United States Constitution, freedom of expression and academic freedom shall be considered in investigating and reviewing these types of alleged conduct violations.
- Violation of University policy and procedures regarding sexual harassment, other forms of harassment, and non-discrimination policies. For information regarding these policies and procedures see <http://www.uga.edu/legal/NDAH.htm>
- Violation of published University policies, rules, or regulations.
- Failure to comply with directions of University officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.

Filing a Report with the Office of Judicial Programs

Incidents of alleged violations should be reported to the Office of Judicial Programs (130 Memorial Hall). Individuals filing a report should do so in writing and the report should be submitted as soon as possible after the alleged violation. For individuals filing a report, a meeting can be arranged with a staff member in the Office of Judicial Programs to discuss the judicial process.

Office of Judicial Programs: 706-542-1131

Excellent resources from a number of people and organizations were consulted in the preparation of this guide. Particular mention is given to the work of McGill University (Quebec, Canada) and the University of Central Florida (Orlando, Florida).

Office of Student Support Services
 Confidentiality and Crisis Situations
 The Family Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA) both prohibit the University from releasing information about a student to any third party, including a member of the student's family, without the student's prior written consent. Emergencies give rise to exceptions to these laws.

Behavioral Assessment Response Council (BARC)
 UGA maintains the BARC to identify and assist students who are at risk of falling or having to leave the University for behavioral, psychological or health reasons. BARC is chaired by the Vice President for Student Affairs & Dean of Students and is comprised of representatives from University Housing, Student Support Services, the Disability Resource Center, Legal Affairs, the University Health Center/CAPS, UGA Police and the Office of the President. Other members of the University community may be asked to attend an occasional meeting when a student of concern is being discussed.

UGA students are expected to act in a manner that demonstrates integrity and respect for others and the campus environment. In order to provide direction for that expectation, The University of Georgia has adopted *The Pillars of the Arch* as a means of articulating three guiding principles or values. By adhering to these principles, students can enjoy their own rights while also respecting others' rights. By doing so, students assist in furthering the University's aspirations to uphold *The Pillars of the Arch*.

As members of the University of Georgia community, we aspire to uphold the principles manifested in the three pillars of the arch:

WISDOM, JUSTICE AND MODERATION.

WISDOM challenges us to apply lessons received inside and outside the classroom to our everyday lives. Wisdom transcends knowledge, embracing curiosity, discovery, and expression throughout our community.

JUSTICE leads us to be fair in our dealings, accountable for our actions, responsible for ourselves, and empathetic for others. Justice requires honesty and celebrates diversity, establishing credibility and integrity for our community and ourselves.

MODERATION compels us to act with civility, bolstering our faith in others and the faith others have in us. Moderation accentuates our self-respect, promotes responsible citizenship, and enhances pride in our university.

Without each of these pillars, the Arch would lose its strength and balance. Likewise, all three qualities are necessary for us to be strong and complete citizens.



HELPING STUDENTS IN DISTRESS

Front-line Staff, Professors, Teaching Assistants, etc. The First Contact

Aggression
Aggressive emotional behavior requiring assistance and/or after hours help

UGA Police Department
If you are aware of a student who is exhibiting aggressive behavior, a dispatcher is available 24 hours a day, 7 days a week:
706-542-2200
**In case of EMERGENCY:
CALL 911**
If you call 911, be sure to also contact the UGA Police Department so they can coordinate assistance at your location.
The UGA Police Department is located in the Hodgson Oil Building on Oconee Street, 706-542-2200.

Illness

University Health Center
If you are aware of a student who is injured, whose behavior is erratic or if you suspect sexual or other physical assault:
• If the condition seems serious or occurs after hours, call UGA Police.
• If less threatening, send the student to the University Health Center.
The UHC will assess and treat the student as needed. Follow up support systems will be put in place. If necessary, arrangements will be made for transfer to a hospital.
The University Health Center is located at 370 River Road, 706-542-1162.

Emotional Behavior

Counseling and Psychiatric Services (CAPS)
If you are aware of a student experiencing emotional distress, struggling with a personal or academic concern or one whose behavior has 'changed,' refer the student to CAPS. CAPS provides short-term individual and couples counseling, group counseling, crisis intervention, medication evaluation and monitoring, psychological testing, and makes referrals to resources on and off-campus when appropriate.
706-542-2273
M & F, 8 am - 5 pm
T, W, Th, 8 am - 7 pm
CAPS is located on the third floor of the University Health Center.
After hour emergencies **ONLY** call 706-542-2200.

Missing Student
or Parents concerned about a student

Student Support Services
Notification of a missing student, or parents concerned about students:
Please Contact the Office of Student Support Services at **706-542-8220** during regular office hours (M - F, 8 a.m.-5 p.m.)
Contact the UGA Police Department at 706-542-2200.
outside of regular office hours.

Disability

Disability Resource Center
If you are aware of a student with a disability who needs assistance, please refer them to the Disability Resource Center.
The Center coordinates and provides a variety of academic and support services to UGA students and promotes equal educational opportunities and a welcoming academic, physical, and social environment.
The DRC is located in 114 Clark Howell Hall, 706-542-8719 (voice) 706-542-8778 (tty)

CONFIDENTIALITY
In emergency situations, when a student's health or well-being is seriously at risk, the Office of Student Support Services is the main contact with any third parties, including parents.