

911 GUIDE

2016-2017 FACULTY/STAFF

A GUIDE TO USING CAMPUS RESOURCES TO HANDLE
STUDENT ISSUES, CONCERNS, AND EMERGENCIES

FACULTY/STAFF
911
GUIDE

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Dear Colleagues,

The Division of Student Affairs is pleased to make the 2016-2017 Faculty/Staff 911 Guide available digitally this year to help you as you assist our students.

This guide highlights campus resources available for supporting students in physical, psychological, or academic distress. No matter where you work on campus, you may be the first person to identify an emergency situation or student in distress. I encourage you to keep this document close at hand during the year to assist you. If you are ever in doubt of what to do, call UAPD at 205-348-5454. UAPD is a point of contact for any student 24/7.

Together, we can continue to support each student's personal development and academic success. Please visit sa.ua.edu to learn more about the resources available within the Division of Student Affairs. Thank you for your commitment to the wellbeing and success of our students.

Sincerely,



David L. Grady, Ph.D.
Vice President for Student Affairs

YOU ARE THE FIRST CONTACT

FRONT-LINE STAFF, PROFESSORS, TEACHING ASSISTANTS, ETC.

IN CASE OF EMERGENCY
CONTACT UAPD AT
(205) 348-5454 OR 911



AGGRESSION/THREAT

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

UNIVERSITY POLICE

(205) 348-5454 or 911 • police.ua.edu
1110 Jackson Ave.
Open 24/7

If a student is exhibiting aggressive behavior, or you perceive a threat of violence or other unlawful behavior, call **UAPD** immediately.



ILLNESS

Students who exhibit symptoms of illnesses that prevent them from participating in class

STUDENT HEALTH CENTER

(205) 348-6262 • shc.ua.edu
Corner of University Boulevard and 5th Ave.
Serious Condition/After-hours: Contact UAPD

If a student is exhibiting symptoms of an illness, send the student to the **Student Health Center**.



EMOTIONAL BEHAVIOR

Serious emotional behavior

COUNSELING CENTER

(205) 348-3863 • counseling.ua.edu
1101 Jackson Ave. (east of the Law School)
Mon - Fri: 8 a.m. - 5 p.m.

For concerns related to depression, anxiety, agitation, disorientation and thoughts of harming self, respond promptly and contact the **Counseling Center** for support. Individual, couple and group therapy, drug and alcohol services, medication referral and crisis intervention are also available.



VETERAN/MILITARY

Issues concerning student veterans, service members or dependents

VETERAN AND MILITARY AFFAIRS

(205) 348-0983 • vets.sa.ua.edu
Houser Hall suite 3000, across from the Ferguson Student Center
Mon. - Fri.: 8 a.m. - 5 p.m.

For concerns dealing with academic wellness, Post Traumatic Stress Disorder (PTSD) or traumatic brain injury (TBI) among veteran or military students, contact **Veteran and Military Affairs**. The office can also assist with educational, medical, and disability benefits for veterans. Comprehensive benefit counseling is provided for veterans, service members, and dependents.



WELLBEING

For concerns about a student's welfare or a missing student

DEAN OF STUDENTS; STUDENT CARE AND WELL-BEING

(205) 348-3326 • dos.ua.edu
Second floor of the Ferguson Student Center
Mon. - Fri.: 8 a.m. - 5 p.m.

If you have concerns about the wellbeing of a student, contact **Student Care and Well-Being**. This office provides case management and advocacy services for students who are in need of support and assistance in times of crisis or trauma. Also, if a parent is concerned about a student's welfare or a missing student, they can contact the **Dean of Students**. Note: If the student resides on campus, you may contact **Housing and Residential Communities** at (205) 348-6676 during normal business hours.



DISABILITY CONCERN

Concerns about the performance of a student with any type of disability

DISABILITY SERVICES

(205) 348-4285 or (205)-348-3081 (TTY) • ods.ua.edu
Houser Hall suite 1000, across from the Ferguson Student Center
Mon - Fri: 8 a.m. - 4:45 p.m.

If a diagnosed or possible undiagnosed disability could be negatively affecting a student's academic performance, contact the **Office of Disability Services** about accommodations that may remediate the effects of the disability.



INTERPERSONAL VIOLENCE

Concerns about possible sexual or dating violence involving a student

WOMEN AND GENDER RESOURCE CENTER

(205) 348-5040 • wgrc.ua.edu
1101 Jackson Ave. (east of the Law School)
Mon. - Fri.: 8 a.m. - 5 p.m.

If you suspect a student, of any sex or gender, has been a victim of sexual assault, sexual harassment, sexual exploitation, domestic/dating violence, stalking, or who experienced child abuse, direct the student to the **Women and Gender Resource Center** or contact the center for further assistance. Services are free and confidential.

ADDRESSING STUDENT CONDUCT

View the complete Code of Student Conduct online at sc.ua.edu.

The Code of Student Conduct contains University conduct regulations that describe prohibited behavior for students. If a student is causing a classroom disruption but does not appear to be a threat to themselves or others, discuss the disruptive behavior with the student individually and file a written complaint with the Office of Student Conduct. Remember, you have the authority to ask a disruptive student to leave a classroom or office (temporarily).

CONFIDENTIALITY IN STUDENT CRISIS SITUATIONS

The Family Educational Rights and Privacy Act (FERPA) prohibits the University from releasing students' educational records to a third party, including a member of the student's family, without the student's prior written consent. Exceptions exist, such as health and safety emergencies and releasing to parents when they claim the student as a dependent on their tax return. In addition, UA employees with a legitimate educational interest can access student records, and employees may release information to other employees who have a legitimate educational interest.



FILING A REPORT WITH THE OFFICE OF STUDENT CONDUCT

Any member of the University community may file a complaint against any student for misconduct. Incidents of alleged violations of the Code of Student Conduct should be reported to the Office of Student Conduct (Burke Hall). Any alleged violation should be submitted as soon as possible after the event takes place, preferably within one month (30 days) of the occurrence. Contact the Office of Student Conduct to discuss the process or for more information at (205) 348-8234.

BEHAVIORAL THREAT ASSESSMENT

UA's Behavioral Threat Assessment protocol is committed to improving the safety of UA's community through a proactive, multi-disciplinary, and structured approach to situations which pose, or may reasonably pose, a potentially violent threat to the UA environment. UA's Behavioral Threat Assessment protocol ensures any developed information will be appropriately assessed, analyzed, and acted upon to ensure the safety and well-being of all associated with the UA community. Threat Assessment resources include the Behavioral Intervention Team, the Emergency Preparedness and Response Policy Group, the Threat Assessment Specialist, and the Threat Assessment Team. For additional information, please contact UA's Threat Assessment Specialist at (205) 348-2834.

FAMILIARIZE YOURSELF WITH threatassessment.ua.edu

AVAILABLE TRAINING



The Safe Zone Ally Training Program is a three-hour workshop that enables participants to develop a working knowledge of appropriate and respectful LGBTQA+ terminology, examine the impact that a negative campus climate has on individuals who identify as LGBTQA+, and explore strategies for creating a more inclusive campus. Learn more about Safe Zone and upcoming trainings online at safezone.ua.edu.



Faculty, staff, and graduate students have an opportunity to develop their knowledge of resources available to victims of sexual assault, domestic violence, and stalking in a Harbor training session available through the Women and Gender Resource Center. Learn more at wgrc.ua.edu/harborform.cfm or by calling (205) 348-5040.

TITLE IX

To obtain information or ask questions about Title IX compliance or to report gender discrimination, sexual harassment/sexual violence, and assault or incident of retaliation, contact UA's Title IX Coordinator Beth Howard at (205) 348-5496 or gbhoward@ua.edu.

DISCRIMINATION/HARASSMENT

If a student approaches you about a discrimination or harassment concern regarding another student, contact Student Affairs' Designated Harassment Resource Person Kristen Hargreaves at (205) 348-0159, kristen.hargreaves@ua.edu and Jeremy Henderson at 205-348-6071, henderson@sa.ua.edu. If a student approaches you about a discrimination or harassment concern regarding a UA employee, visit eop.ua.edu/persons.html to find the designated harassment official in your department or college.

SUPPORTING STUDENTS

COUNSELING.UA.EDU

If you choose to approach a student you are concerned about or if a student reaches out to you for help with a personal problem, follow these guidelines to make the situation more comfortable for you and more helpful for the student:

Talk to the student in a face-to-face meeting when you both have time and are not rushed or preoccupied. If you have initiated the contact, express your concern in behavioral, non-judgmental terms.

Listen to thoughts and feelings in a sensitive, non-threatening way. Communicate understanding by repeating back key points the student shared.

Give hope that things can get better. It is important to encourage them to realize there are options. Suggest resources and enable them to consult a professional. Do not try to solve the student's problem.

Avoid judging, evaluating or criticizing even if the student asks for your opinion. Such behavior will push the student away. It is important to respect the student's value system even if you do not agree with it.

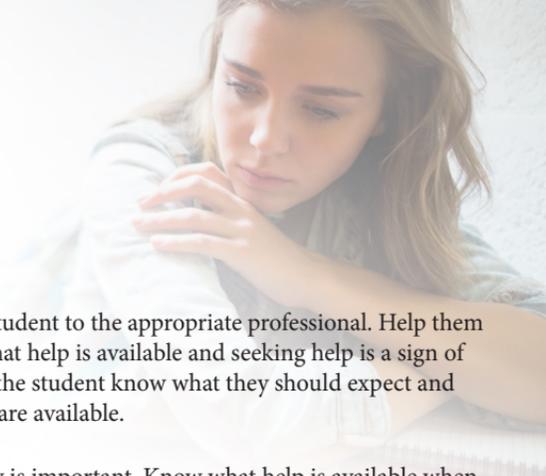
Maintain clear and consistent boundaries and expectations. Maintain the professional nature of a relationship with the student and help them understand available options.

Refer the student to the appropriate professional. Help them understand that help is available and seeking help is a sign of strength. Let the student know what they should expect and what options are available.

Time of day is important. Know what help is available when. The Counseling Center is open for appointments or crisis intervention M-F from 8 a.m. - 5 p.m. For emergencies, help is available after hours by calling UAPD at (205) 348-5454.

Follow up with the student after your initial meeting. Find out if they were able to obtain appropriate help, and show your commitment to assisting them.

Consult the Counseling Center if you are ever in doubt about advising or an intervention. View the "consultation" tab on counseling.ua.edu for more information or call (205) 348-3863. For emergencies, help is available after hours by calling UAPD at (205) 348-5454.



EMERGENCY PREPAREDNESS

BEREADY.UA.EDU

The Office of Emergency Preparedness is tasked with improving the University's readiness for potential emergencies by developing and exercising emergency plans, supporting first responders during an incident, conducting training, and advancing the emergency management process.

Visit beready.ua.edu to find a variety of useful information to address cases of:

- severe weather
- an armed individual on campus
- campus-wide illnesses
- medical emergencies
- a fire or explosion
- or a variety of other emergencies

You can also download the Quick Tips Guide for Emergency or Dangerous Situations to print and display. Familiarize yourself with emergency procedures on campus so you can be ready for any emergency situation you may face.

FAMILIARIZE YOURSELF WITH ready.ua.edu



UPDATE YOUR CONTACT INFORMATION FOR UA ALERTS

1. Login to mybama.ua.edu.
2. Select the "Employee" tab.
3. Locate the "Update Your Directory Contact Information" section.
4. Click inside the area/section of the "Update Your Directory Contact Information"
5. A new window will open. Select the "UA Alerts/Personal Info" tab.
6. Fill in your contact information in the UA Alerts section.
7. Enter the contact information you want UA Alerts to use.
8. Make sure you select "Apply Changes" when finished.

FACULTY/STAFF

911 GUIDE

EMERGENCY CONTACTS

EMERGENCY	911	Student Conduct	(205) 348-8234
UAPD (dispatch available 24/7)	(205) 348-5454	Student Health Center and Pharmacy	(205) 348-6262
Counseling Center	(205) 348-3863	Threat Assessment	(205) 348-2834
Dean of Students	(205) 348-3326	Title IX	(205) 348-5496
Disability Services	(205) 348-4285	Veteran and Military Affairs	(205) 348-0983
Housing and Residential Communities	(205) 348-6676	Women and Gender Resource Center	(205) 348-5040
Parent Helpline	(800) 392-2777		
Student Care and Well-Being	(205) 348-3326		

WHEN IN DOUBT, CALL
(205) 348-5454

UAPD is your first point of contact with any student concern 24/7