



LU CARE TEAM

CARING FOR STUDENTS IN DISTRESS Action Guidelines

In an **emergency**, & safety is an immediate on-campus concern:

Call LUPD.....409-880-7777
(24 hours)

For **non-emergency** safety concerns:

Call LUPD.....409-880-8307
(24 hours)

LU Student Health Center Counseling ..409-880-8466
(Monday–Friday, 8 am–5 pm)

Dean of Students409-880-8458
Counseling—Student Health Center409-880-8466
Residence Life Director409-880-8560
Title IX Coordinator409-880-8375
Disability Resource Center409-880-8347

For those with visual disabilities, this information is available in alternate formats. Contact the Vice President for Student Engagement at 409-880-8458, Setzer Student Center Room 230.

DANGEROUS STUDENT
—Safety is an immediate concern—
Verbal or physical threats to harm self and/or others.

CALL LUPD
409-880-7777

DISRUPTIVE STUDENT
—Safety is not an immediate concern—
Student demonstrates unusual behavior or communication that is disruptive to the classroom environment.

CONTACT
DEAN OF STUDENTS
409-880-8458
DEPARTMENT CHAIR, OR
IMMEDIATE SUPERVISOR

STUDENT OF CONCERN
A student who is troubled, confused, very sad, highly anxious, irritable, lacks motivation and/or concentration; has marked changes in personal appearance and/or social interactions; exhibits a sudden decline in academic performance.

FOR MENTAL HEALTH CONCERNS
LU Counseling
409-880-8466

FOR STUDENT ENGAGEMENT CONSULTATION
Dean of Students Office
409-880-8458

FOR ACADEMIC CONCERNS
Department Chair,
Program Coordinator, or
Disability Resource Center



To file an online incident report, visit lamar.edu/incidentreport.

RELATED POLICIES & PROCEDURES

LU CARE TEAM (Lamar University Critical Assessment Response & Evaluation Team)

The LU CARE Team's mission is to serve as a resource for faculty, staff, & students to assess behaviors that may be potentially violent, threatening, or dangerous. The LU CARE Team provides guidance, resources, & plans of action to help students succeed while providing the greatest level of protection to Lamar University & the surrounding community.

The LU CARE Team reports to the VP for Student Engagement & is housed under the Office of Student Engagement. It consists of campus experts involved in student behavior including but not limited to the Dean of Students, Housing & Residence Life, judicial officers, Counselors, the Director of the Student Health Center, the LU Chief of Police, Academic Affairs representatives, the Title IX Coordinator, & the Risk Management Coordinator.

Team members meet regularly & based on need. The Team operates under the LU Code of Conduct, state & local laws, and medical & psychological best practices as outlined by Texas laws. The Team is committed to accessibility as a resource & accountability for upholding standards of care for students, faculty, & staff while maintaining community, campus, & student safety.

For more information, contact the Dean of Students at 409-880-8458.

Code of Student Conduct

The Code of Student Conduct outlines the standards & expectations for student conduct & behavior at Lamar University. Areas include: conduct disruptive to the university community, causing physical or other harm to any person, sexual assault & sexual misconduct, harassment, & alcohol & illicit drug use.

For more information, see the Code of Student Conduct at students.lamar.edu or call the Dean of Students at 409-880-8458.

Sexual Assault & Title IX Issues

All Lamar University employees are obligated to report knowledge of sexual assault of a student to LUPD immediately at 409-880-7777. This is mandated by the Clery Act. See lamar.edu/police for more information. Anonymous reporting is available at lamar.edu/titleix.

For services available to a student who has been sexually assaulted, call the Dean of Students at 409-880-8458, LUPD at 409-880-7777, the Title IX Coordinator 409-880-8375, or the Student Health Center at 409-880-8466.

Disability Resource Center

The Disability Resource Center (DRC) is the LU office committed to equal learning opportunities for students with disabilities through the appropriate use of accommodations & modifications to ensure access to campus courses, services, activities, & facilities. Students with disabilities attending Lamar University interested in obtaining accommodations or services from the university should register with the DRC. Faculty & staff can contact the DRC to discuss implementing accommodations & solving accessibility issues for students with disabilities. For more information, visit lamar.edu/drc or call 409-880-8347.

Class Attendance/Participation

Regular class attendance/participation is important to the attainment of educational objectives. Instructors will formulate an attendance/participation policy consistent with departmental policies & suited to the needs of the particular course. The instructor's policy will be explained in detail to the class at the beginning of the semester & will appear in the course syllabus.

Under Texas Education Code, Section 51.911, Lamar University shall excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence & shall be allowed to take an exam or complete an assignment from which the student is excused within a reasonable period of time after the absence. Texas Education Code, Section 51.911, defines a religious holy day.

If a student & an instructor disagree about the nature of the absence being for the observance of a religious holy day as defined therein, or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the Provost. The student & the instructor shall abide by the decision of the provost. For more information, see the Lamar University Comprehensive College Catalog.

Illness Policy

Students may request the Office of Student Engagement to notify faculty members prior to or during an extended absence because of injury or illness. This notification does not constitute an excused absence from class. It does inform instructors why a student is absent.

In the event of a serious injury or long-term illness, instructors should be contacted immediately by the student's parent or legal guardian, in person or by telephone. As determined by the circumstances, a decision will be made by the university as to the student's enrollment status. For more information see University Policies at students.lamar.edu.

Medical/psychological excused absences, if seen at the Student Health Center, will be written for the day(s) seen in the Clinic and/or for any consecutive days deemed necessary by the attending provider.

Student Death Notification

A university staff or faculty member first informed of the death of a student should notify LUPD, who will notify the Dean of Students. The Dean or designee will follow the protocol as outlined in the LU Policy for Responding to a Student Death.

NOTES:

DISRUPTIVE OR DANGEROUS STUDENT FAQ

Q. What are warning signs of disruptive student behavior?

Disruptive or disturbing students exhibit behaviors that signify an obvious crisis & necessitate more immediate intervention. Examples include:

- Highly disruptive behavior (verbal hostility, aggression, disregard for classroom decorum & expected conduct, etc.); Failure to comply with corrective feedback
- Inability to communicate clearly (garbled, pressured speech; disorganized, confused, or rambling thoughts)
- Loss of contact with reality (seeing or hearing things which others cannot see or hear; irrational beliefs or fears that others may be conspiring against them)
- Stalking behaviors & inappropriate communications (including threatening letters, e-mail messages, harassment)
- Suicidal thoughts and/or threats to harm others (may be communicated orally or in written formats through e-mail, assignments, or on social network or academic sites)

Q. How should I respond to a disruptive or dangerous student?

- If immediate safety is a concern or the person acts in a highly irrational or disruptive way, call LUPD at 409-880-7777.
- If safety is not a concern, attempt to deescalate the situation; offer to find someone to assist in problem-solving; meet & work on a solution.
- Notify the Dean of Students Office.
- Talk with your supervisor. Notify the Dean if the situation continues.
- Consult with the Student Health Counseling Center.

Q. How can I recognize & help the person who has thoughts about not wanting to live?

Faculty & staff sometimes find themselves talking to someone who appears to be very sad, hopeless, & in despair. If the person's conversation or behaviors suggest suicide may be a concern, here are some suggestions for how to help:

- Listen & ask if the person is wanting to hurt themselves right now. If so, call LUPD at 409-880-7777 or the Student Health Center at 409-880-8466 .
- Be persistent. If after further conversation you are still concerned, ask again, then refer them to the Student Health Counseling Center.
- Offer hope & promote the idea of getting help.
- Refer to campus & community mental health resources. Call the Student Health Center at during regular business hours or LUPD 24 hours a day, 7 days a week.
- For emergency appointments during Student Health Center office hours, offer to walk the student to the Student Health Center, between the Dining Hall, Communication Building, & the Tennis Courts.
- Consult with the Student Health Counseling Center for additional support.
- Notify the Dean of Students Office.
- Consult with your supervisor for potential resources.

STUDENT OF CONCERN FAQ

Q. What are some signs a student may be troubled?

Students in distress may not be disruptive to others, but may exhibit behaviors which indicate something is problematic. They may also be reluctant or unable to acknowledge a need for personal help. Behaviors may include:

- Marked changes in academic performance
- Tardiness & excessive absences inconsistent with prior history
- Withdrawal and/or avoidance from participation, increased anxiety around exams or deadlines, difficulty working in teams
- Changes in emotional states, e.g. sadness, crying, lethargy, irritability, rapid speech, preoccupied, increased & more intense disagreement with peers & instructor, sense of confusion
- Changes in physical well-being, e.g. swollen eyes from crying, increased illnesses, poor self-hygiene, rapid weight loss/gain, sleeping in class
- Repeated requests for special consideration, e.g. deadline extensions, changes in requirements, grade changes
- Behaviors which may interfere with effective management of the learning environment, e.g. outbursts of anger, domination of discussion, derailing the focus of discourse
- Communication in either oral, written, or electronic formats that may suggest a threat to one's self or others

Q. How should I respond to a student who is troubled?

For students who are mildly or moderately troubled:

- Address the situation on an individual level; consider having someone meet with you & student
- Consult with the Student Health Center and/or Dean of Students Office for assistance
- Avoid offering confidentiality to the student should she/he wish to talk
- Deal directly with the behavior according to classroom protocol; provide corrective feedback & offer to help
- Encourage the student to use campus & community helping resources; offer to walk the student to assistance or call & make an appointment
- Inform & consult with your supervisor

Q. How do I make a referral?

Your exposure to students increases the likelihood you will identify signs of distress in a student. What can you do?

- Recommend campus services to the student. Remind the student that campus counseling services are confidential
- Reassure the student it is an act of strength to seek help
- Offer to help make the initial contact with the helping resource
- If the student rejects referral, consult with the Student Health Center or the Dean of Students Office

LU CARE TEAM—HELPING STUDENTS IN DISTRESS