

# Faculty and Staff 911 Guide

## Life Threatening Emergencies

If a student appears to pose a threat of harm to self or others:



## University Police

Dial 9-911

From Campus Phones

OR

304-293-COPS (2677)

From Cell Phone

## Disrupting or disturbing behavior

If a student is causing a disruption, but does NOT appear to pose a threat:

## Troubled Student

If a student expresses concerns and appears anxious, sad, withdrawn or fearful.



*If it's appropriate, attempt to address the situation yourself.  
(See reverse side for suggestions)*

## The CARE Team

This multidisciplinary committee meets weekly to collaboratively discuss the needs of distressed students (behaviorally/psychologically) and implement interventions and connection to resources.

To refer a student concern to the CARE Team:

[CARETeam.wvu.edu](http://CARETeam.wvu.edu)

Questions: [CARETeam@mail.wvu.edu](mailto:CARETeam@mail.wvu.edu)

Under Title IX and BOG Policy 44, the University has certain mandatory reporting and investigative practices for faculty and staff informed of WVU students who have been victims of sexual misconduct. For more information, please visit: <http://titleix.wvu.edu/information-for/faculty-members>

### Sexual Assault Response:

University Police  
304-293-COPS (2677)

Carruth Center (Confidential Resource)  
304-293-4431

Division of Diversity Equity and Inclusion (Title IX) reporting:  
304-293-5600

## Guidelines for Responding to Students of Concern

**Safety First:** When anyone displays threatening or potentially violent behavior, the welfare of the student and the campus community is our top priority. Coordinated professional help and follow-up care are our most effective means of preventing suicide and violence.

**Trust your instincts:** If you experience significant unease about a student, seek consultation from your department chair, supervisor, or the Carruth Center for Psychological and Psychiatric Services at 304-293-4431. Promptly report safety concerns to University Police at 304-293-2677, and Campus Student Code violations to the Office of Student Conduct at 304-293-8111.

**Listen sensitively and carefully:** Vulnerable students need to be seen, heard and helped. Many students will have difficulty clearly articulating their distress. Don't be afraid to ask students directly if they feel their functioning is impaired, or have thoughts of harming themselves or others.

**Be proactive:** Engage students early on, setting limits on disruptive or self-destructive behavior. You can remind students verbally or in writing (e.g., in the class syllabus) of standards and expectations for campus/class conduct, and of possible consequences for disruptive behavior. Refer to the [Campus Student Code](#) for more information. Emphasize respect and care in supporting a campus of inclusion.

**De-escalate and support:** Distressed students can be sensitive and easily provoked, so avoid potentially threatening, shaming or intimidating statements. Help students connect with the University resources needed to achieve stabilization.

**Participate in a Coordinated and Timely Response:** Share information and consult with appropriate University personnel to coordinate care for the student. Safeguard the student's privacy rights but also ensure that you consult with appropriate faculty or staff. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate the student's distress and/or disruptive behaviors.

**Always report serious or persistent inappropriate behavior to the [CARE Team](#) as soon as possible.**

## Privacy Laws and Confidentiality

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in certain circumstances, including the following:

- WVU may disclose personal identifiable information from an "education record" to appropriate individuals in connection with a health/safety emergency. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health/safety of the student or others.
- Information can be shared with University personnel when there is a legitimate need to know and should be limited to that needed to fulfill the individual's responsibilities to the University.
- In most instances, observations of a student's conduct or statements made by a student are not "education records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy. More information is available at: <http://ferpa.wvu.edu/>; <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

## WVU Campus Community Resources

University Police	304-293-COPS (2677)
Carruth Center for Psychological and Psychiatric Services (Confidential Resource)	304-293-4431 (24/7)
Student Health Services	304-285-7200
Office of Accessibility Services	304-293-6700
Residence Life	304-293-4686
Campus and Community Life/Student Advocate	304-293-5611
Office of Student Conduct	304-293-8111
Division of Diversity, Equity and Inclusion	304-293-5600
Office of Global Affairs	304-293-3519

## Threat Assessment Communication Team (TACT)

TACT meets as needed to assess the potential of threatening and violent behavior at WVU and make related recommendations and interventions to address such behavior. To activate TACT, contact Chief Bob Roberts at 304-293-2677.