**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:

- **Mental Health Consultation or Referral:**
  - Carruth Center for Psychological & Psychiatric Services (Confidential Resource)
    - (304) 293-4431
  - 24-Hour Crisis Line
    - (304) 293-4431

- **Student Conduct Consultation:**
  - Office of Student Conduct
    - (304) 293-8111
  - Residential Education
    - (304) 293-4686 (residence hall related)

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If a student expresses concerns and appears anxious, sad, withdrawn or fearful.

- **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
    - (304) 293-5496

- **WVU Campus Community Resources**
  - University Police
    - (304) 293-COPS (2677)
  - Carruth Center for Psychological and Psychiatric Services (Confidential Resource)
    - (304) 293-4431
  - Student Health Services
    - (304) 285 7200
  - Office of Accessibility Services
    - (304) 293-6700
  - Residential Education
    - (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) 293-5496
  - Office of International Students and Scholars
    - (304) 293-3519

When in doubt, call the WVU Police Department (304) 293-COPS (2677)
Assisting Students of Concern

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, the Threat Assessment Team or the Carruth Center for Psychological and Psychiatric Services. Promptly report safety concerns to University Police (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 (http://campuslife.wvu.edu/office_of_student_conduct/student_conduct_code). 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. The Carruth Center for Psychological and Psychiatric Services (http://well.wvu.edu/ccpps) provides consultations to faculty and staff regarding how to intervene with and support distressed or disturbing students.

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 Dean of Students or the Student Welfare Advisory Committee 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/

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://diversity.wvu.edu/policies/title_IX_compliance

WVU Resources for Faculty, Staff and Students

Carruth Center for Psychological and Psychiatric Services — The Carruth Center provides Walk-In Clinic service for any WVU student on weekdays between the hours of 8:15am and 4:45pm. Twenty-four hour crisis and consultation service are available by calling (304) 293-4431. (http://well.wvu.edu/ccpps)

Student Welfare Advisory Committee (SWAC) – This committee meets monthly (or more frequently as needed) to review emergency procedures, collaboratively discuss the needs of distressed students (behaviorally/psychologically), and recommend helpful interventions and resources. To refer a student concern to the committee contact: campuslife@mail.wvu.edu.

Threat Assessment 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.