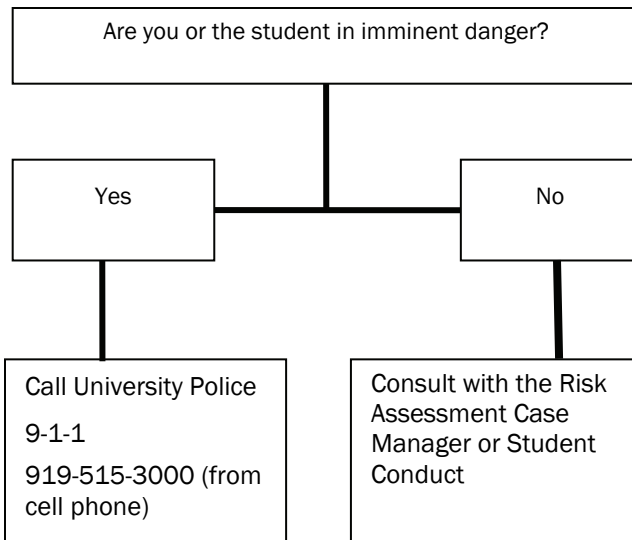


Risk Assessment Case Manager

This position serves as an integral part of the University's two-pronged initiative to proactively address mental health issues among the University's student and employee populations - not only identifying individuals that pose a risk of harm to themselves or others, but also identifying interventions and responses to those issues. The Risk Assessment Case Manager will work collaboratively with other university agencies, such as Office of Student Conduct, Counseling Center, Disability Services, Office of Equal Opportunity, and University Police. The Risk Assessment Case Manager will assist in triage and refer individuals to appropriate counseling and/or other resources and to monitor the status of intervention efforts, as appropriate.

RESPONSE PROTOCOL



North Carolina State University Campus/Workplace Violence Prevention and Management Policy Excerpts

North Carolina State University ("NC State") is committed to providing a safe and secure campus environment for all members of the university community. NC State strives to create an educational environment for students and a work environment for employees that promote educational and career goals. Campus/workplace violence impedes such goals. Therefore, each member of the NC State community has the responsibility to understand, prevent and respond appropriately to campus/workplace violence.

- ⇒ **Violent Behavior** encompasses a broad range of behaviors that may affect the campus or the workplace, may generate reasonable concerns for personal safety, or may result in physical injury. Violent behavior includes, but is not limited to, aggressive or frightening acts, intimidation, threats, harassing behavior, stalking/unwanted pursuit, physical attacks, domestic violence or property damage.
- ⇒ **Intimidation** is engaging in actions intended to frighten, coerce, or induce duress. These actions include, but are not limited to, stalking/unwanted pursuit.
- ⇒ A **Threat** is an expression of intent to cause physical or mental harm. A threat may be direct, indirect, conditional or veiled. Any threat is presumed to constitute a statement of intent.
- ⇒ **Physical Attack** is unwanted physical contact such as hitting, kicking, pushing, shoving, biting, fighting or throwing objects or use of an unauthorized weapon against another person.
- ⇒ **Domestic Violence** is the use of abusive or violent behavior, including threats and intimidation, between people who have an ongoing or prior intimate or familial relationship, including individuals who are or have been married, living together, or dating.

It is the responsibility of all employees and students at NC State to be alert to the possibility of violence on the part of prospective, current or former employees or students as well as campus visitors. Employees shall immediately report any acts of violence, threatening behaviors or other violations of this policy to an immediate supervisor (or second level supervisor if the alleged perpetrator is the immediate supervisor), an Employee Relations staff member, or Campus Police. Students shall immediately report any acts of violence, threatening behaviors or other violations of this policy to the Office of Student Conduct or Campus Police.

See the complete policy at the NC State PRR website:

<http://www.ncsu.edu/policies/>

NC STATE UNIVERSITY

Classroom Behavior Management: *Recognizing and Reacting to Concerning Behavior*

Faculty members are often the first to see indications that a student is struggling. By utilizing your insights and observations, and relying on the wide range of expertise in this community, we can work together to help students and to keep the community safe. This information is provided to assist you in identifying students in crisis and referring those situations to appropriate staff members for follow-up.

University Risk Assessment Case Manager Office



Disruptive

A disruptive student is an individual that engages in behaviors that interferes significantly with normal teaching or administrative duties. Examples may include:

- ⇒ Persistently arrives late or leaves early, disrupting the flow of class
- ⇒ Asks inappropriate questions or interjecting inappropriately
- ⇒ Contacts you excessively

What can a faculty member do when a student is disruptive in class?

Respond immediately and consistently.

- ⇒ Remind the class of the agreed standards for behavior
- ⇒ Redirect student/class to accurate desired direction
- ⇒ Recommend to schedule an appointment to discuss further
- ⇒ Put the class on break to speak to the student individually

If the behavior continues after your attempts to manage and class is disruptive, consider other options, such as:

- ⇒ Postponing class
- ⇒ Asking a colleague for assistance
- ⇒ Contacting University Police

**Contact the Risk Assessment Case Manager
(919) 513-4224
or
Office of Student Conduct (919) 515-2963**

Emotional/Psychological Concerns

A distressed student may exhibit a variety of behaviors that are indicators of someone in need of assistance. Examples may include:

- ⇒ Student appears disheveled or exhibits poor hygiene
- ⇒ Noticeable change in quality of work
- ⇒ Student appears disoriented
- ⇒ Significant change in mood or affect
- ⇒ Inappropriate outbursts
- ⇒ Bizarre written or verbal statements
- ⇒ Inappropriate use of violent themes/subjects
- ⇒ Persistent unwanted contact
- ⇒ Self reports mental health issues or crime victimization (i.e. sexual assault, intimate partner violence, stalking)
- ⇒ Suspected drug or alcohol abuse
- ⇒ References to thoughts of violence towards self or others

What may you do if you observe any of the above?

- ⇒ If not currently engaged with the student, contact one of the departments below.
- ⇒ If you are actively engaged with the student, you may need to use de-escalation techniques to temporarily resolve the situation and before contacting one of the departments below.
 - ⇒ Maintain voice control
 - ⇒ Address the behavior
 - ⇒ Seek a time out

**Contact the Risk Assessment Case Manager
(919) 513-4224
or
Office of Student Conduct (919) 515-2963**

Aggressive or Dangerous Behavior

An aggressive student may exhibit potentially violent or dangerous behaviors. Examples may include:

- ⇒ Homicidal or suicidal thoughts or threats
- ⇒ Weapons are involved, threatened or implied
- ⇒ Engaged in a fight
- ⇒ Exhibition of out of control behavior (yelling, screaming, etc.) and is unable to be redirected or unable to deescalate
- ⇒ Threats
- ⇒ Destruction of property (For example, punches a hole through a wall.)

Immediately report aggressive or dangerous behavior:

9-1-1 from campus phone

(919) 515-3000 from cell phone