

Behavioral Intervention

RESPONDING TO BEHAVIORAL
ISSUES AND CRISIS SITUATIONS



Behavioral Intervention Team

The Columbus State Behavioral Intervention Team (BIT) is a group committee dedicated to educating the Columbus State community about proper responses to any behavioral issues, from concerning behavior to a crisis situation.

This brochure will provide important information to help you respond to a situation in a timely manner, and take the proper steps to make referrals and file documentation when necessary.

Emergency Situations

For immediate and crisis response at all College locations, call the Police Department at **614-287-2525**. For Emergency situations at all College locations call 911.

REGIONAL LEARNING CENTERS: Please call 911 and local police will respond to the emergency. They will notify Columbus State Police, who will coordinate a response and contact the BIT.

Non-emergency Situations

In non-emergency situations, you may fill out an online incident report (tinyurl.com/CSCCincident) or contact a member of the BIT in these departments (listed alphabetically):

- Columbus State Police Department, Delaware Hall 047, 614-287-2525
- Counseling Services, Nestor Hall 010, 614-287-2818
- Disability Services, Eibling Hall 101, 614-287-2570
- Employee Services, Rhodes Hall 123, 614-287-2647
- Equity and Compliance/Title IX Coordinator, SX HR Suite, 614-287-5519
- Student Conduct, Center for Workforce Development 1099, 614-287-2104
- Victim Advocacy, Center for Workforce Development 331, 614-287-5979

Please also inform your chairperson or supervisor of any ongoing issues.

REGIONAL LEARNING CENTERS: The site coordinator at each off-campus center can assist with reporting any non-emergency issues.

BIT Process

When the BIT is contacted for consultation or made aware of an incident, the team will review information, work with the reporting party, and if outreach is needed, will respond to the issue and keep all parties involved informed as the process progresses. The BIT provides wraparound support resources and assessments. The response may include interim referrals to resources, expectation setting, as well as suspension and removal from class and/or campus until an elevated concern can be assessed; however, the goal is support, not punishment.

If you have general concerns about an individual's behavior, please contact a member of the BIT to consult as early as possible. No issue is too small to be recognized. If you feel worried, concerned, or uncomfortable, trust your instincts and notify someone – if you see or feel something isn't right, say something to someone who can assist.

Responding to Challenging Behaviors

In your day-to-day experience, you may encounter any number of people whose behavior is difficult to manage, either for you, other Columbus State employees, or students. Some behaviors may require BIT intervention.

However, there are also problematic interactions that are not so obvious – those that leave you feeling uneasy and feeling that you need to share the experience with someone. The BIT is here to help you assess and address any such interactions.

Below are some general techniques for managing difficult/disruptive behaviors.

- Find a private space to talk to the individual, with the goal of assessing areas where support might be offered. If there is any concern for safety, do not meet with the individual alone.
- When discussing the situation, be specific about behaviors that are of concern; provide examples when possible to help illustrate that behavior and its impact.
- Share your concern using empathy. Oftentimes, the person may be in a state of crisis, even if the matter doesn't appear to have reached the critical level from an outside perspective.
- Explore options available for support. If you are not familiar with the services offhand, offer to get back in touch once you have a chance to research options. If professional assistance/counseling appears to be a viable option, remember that the person has the choice to participate or not.

When managing difficult/disruptive behavior, follow these steps:

1. For a minor disruption: ask the individual to stop the behavior.
2. For repeated disruption that interferes with the ability to maintain the learning or business environment: direct the person to leave for the day.
3. For any threatening language or behavior, direct or indirect, or if the individual does not respond to direction to leave classroom/area:
 - a. Call the Police Department at **614-287-2525** or dial 911 at off-campus centers.
 - b. Make a report immediately using tinyurl.com/CSCCincident.



Counseling Services

The Columbus State Community College Counseling Center provides a safe and confidential environment where students can explore personal concerns in efforts to increase life balance as established through satisfying relationships, improving academic performance, setting personal goals, gaining self-awareness, and making effective and satisfying life choices. Our licensed mental health professionals are trained to provide you with help working through an array of mental health and substance abuse issues.

Students seeking counseling should be referred to the Counseling Center located in **Nestor Hall Room 010** or to call **614-287-2818** to schedule an appointment.

Important Counseling facts:

- Counseling is confidential and a student's personal private information will not be shared with other College offices, family, professors, etc. (the exception being if the student is in danger of harming themselves or others).
- Counseling services are available free of charge to currently registered students.

Emergency situations for immediate referral to 9-1-1, Counseling Services, and/or Campus Police

- Written or verbal expressions of thought or intent of suicide or violence toward others.
- Severe loss of emotional control and inability to regain emotional composure.
- Bizarre behavior or gross impairment in thinking ability.
- Slurred speech, garbled or unintelligible talk.
- There is immediate danger to the student or someone else.

You may need to make a referral when:

- You are uncomfortable with the situation and it is beyond your expertise.
- The student/peer does not wish to talk to you even though they acknowledge there is a problem.

You may not need to make a referral when:

- There is normal discussion of a recent stressful event or situation.
- There are signs of normal distress or tears due to a poor grade, financial aid denial, closed course, other disappointment or frustration, or a recent upsetting event or loss circumstances. These events often elicit an emotional response, which is normal if the student can regain control after a short period.

Signs of unusual amounts of stress and may need support:

- Serious grade problems or a decline in the quality of work.
- Extreme difficulty making decisions (classes to take, work hours, leisure time).
- Depression suggested by a sad expression, low motivation, tearfulness, hopelessness.
- Excessive worry, agitation, irritability, aggressiveness.
- Strange behavior or speech.
- Excessive contact with advisor or instructor regarding worries or personal concerns.
- Poor hygiene or drastic change in appearance.
- Social isolation/lack of support system, particularly in the context of any of the above concerns.

Some content obtained from *Faculty/Staff Referral Guide for Students in Crisis* at Blinn College, Texas.

Counseling Services Confidentiality

Overall, the information a student discusses with a Columbus State counselor is confidential between that counselor and in some cases their supervisor. Information will not be released to any party without the student's written consent, within the limits of the law. There are some exceptions under the law to the above.

On occasion, information may be communicated with other appropriate individuals in situations of suspected abuse or neglect of children or vulnerable adults, situations involving potential harm to self or others, or possible court-ordered release of information, including situations of the defense of a counselor/psychologist against misconduct allegations.

Disability Services

The Americans with Disabilities Act, and Section 504 of the Rehabilitation Act of 1973, prohibit discrimination against people with disabilities. Disability Services (DS) plays a key role in ensuring that students with disabilities have equitable access to the educational experience at Columbus State. Students with disabilities, who have self-identified, work with DS to register and become approved for academic accommodations. After a student is registered, they will receive a Letter of Accommodation, which they will provide to their instructors informing them of the approved accommodations. This will enable the student to have an open discussion with their instructor about the accommodations, and the best way to implement them.

For questions about Disability Services, call **614-287-2570**.

Human Resources

The Employee Assistance Program (EAP) is offered to employees and is designed to provide short-term counseling services to help employees manage personal situations before they become major issues. Full-time, part-time, and temporary regular employees are encouraged to call the EAP anytime about concerns such as marital, relationship and family problems, stress, anxiety, depression, grief and loss, job pressures, and/or substance abuse.

Eligible employees and their immediate family receive a certain number of sessions per issue per plan year. For more information on eligibility and benefits, contact Human Resources at **614-287-2408**.

Victim Advocacy

Victim Advocates serve students, staff, and faculty in the Columbus State community who are survivors of violent crime. If you, or someone you care about has been the victim of a crime – currently or in the past, occurring on or off campus – Advocates are available during College business hours Monday through Friday.

How we help:

- Provide education about the impact of gender-based violence and traumatic crime.
- Assist with victim services, VINE notifications, Ohio Crime Victim's Compensation, Safe At Home address confidentiality program, and more.
- Offer support during interactions with campus partners (instructors, Title IX, Police, etc.).
- Connect survivors with resources, both on campus and in the community.
- Consultations, reporting, and emotional support on campus.
- Promote awareness in classrooms and at special events.
- Provide services that are private and discrete.
- Accompaniment to appointments related to crime victimization (i.e. court appearances, police interviews, etc.).

For questions about Victim Advocacy, call **614-287-5979**.

Equity and Compliance

Non-Discrimination

Columbus State is committed to supporting a respectful and productive learning, athletic and working environment free of discrimination and harassment. The College prohibits discriminatory or harassing behavior based on a protected class by or against students, employees, persons participating in a College program or activity, vendors and College visitors. Employees and students are expected to assist in the College's efforts to prevent discrimination or harassment from occurring.

While Columbus State does not tolerate any form of discrimination or harassment, College Policy pertaining to discrimination is intended to cover discrimination and harassment based on a protected class. Protected classes for purposes of this policy are sex, race, color, religion, national origin, ancestry, age, disability, genetic information (GINA), military status, sexual orientation and gender identity and expression.

Sexual Misconduct and Title IX

Title IX is a federal law that prohibits sex discrimination in an educational institution's programs and activities. Prohibited conduct under Title IX and College Policy 3-44, Sexual Misconduct includes:

- Non-consensual sexual contact Domestic, intimate partner, and dating violence
- Sexual harassment
- Stalking when it is sex or gender-based

Title IX and College Policy 3-44 protects students, employees and third parties with a relationship to Columbus State, whether on or off College property. For more information please visit the Equity and Compliance website: csc.edu/services/title-ix

How to provide support

If someone reports to you that they have experienced sexual misconduct or another type of discrimination based on a protected class:

- Convey that you care about the person.
- Listen without judging.
- Promise discretion, but never confidentiality.
- Offer confidential resources: csc.edu/services/title-ix/resources.
- Thank the person for coming to you.
- Assure the person that the College has a process to address their concern.
- If possible, offer to walk with the person to in-person support (Counseling Services, College Police, etc.) or call Equity and Compliance while the person is with you.

Reporting Responsibilities

Equity and Compliance uses csc.edu/discriminationreport, a secure reporting link that is the preferred way of sharing concerns about discrimination, sexual misconduct and related retaliation. Submitted forms are sent directly to the Director of Equity and Compliance and Compliance Officers. Reports will be reviewed during regular business hours. If the situation is a safety emergency, please call 911. If you are unsure about what you should share or you have questions about how to address a situation, you may always consult with us via phone or email listed on our website at csc.edu/about/equity-compliance.

For more information about *mandatory* reporting requirements, please see Columbus State Policies 3-43 and 3-44.

Police Department

Strategies for Personal Safety

Although uniformed Police Officers patrol the College's campuses 24 hours a day, 7 days a week, it is crucial that the campus community take responsibility for its safety. Ninety percent of campus crimes are crimes of opportunity. You reduce your chances of being a crime victim by reducing the opportunity. By watching out for yourself and others, we can all contribute to a safe campus environment.

It is important for someone in a potentially violent situation to complete a comprehensive safety plan with assistance from a trained professional.

- If you or someone you know feels threatened, take initial precautions. If possible, stop all contact with those you feel are threatening you.
- Carry a cell phone at all times.
- Be aware of your surroundings. Vary your daily routine to and from campus, home, work, etc.
- Maintain a record of all incidents/events. Keep all correspondence including notes, letters, emails, voicemails, text messages, etc.
- Activate the privacy indicator on your RAVE account. For questions about RAVE contact the Columbus State Police Department at **614-287-2525** or ext. 2525 from a campus phone.
- File a police report when needed. Seek counseling when needed.
- The College also offers support for victims of crimes through Victim Advocacy Services. To speak with a representative, contact 614-287-5979 or email victimadvocacy@csc.edu.

CLERY ACT

In accordance with the Jean Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act Columbus State is responsible for disclosing certain crimes that occur on or near campus. The crimes the College is required to disclose are murder/non-negligent manslaughter, negligent manslaughter, aggravated assault, sex offenses (forcible and non-forcible), domestic violence, dating violence, stalking, robbery, burglary, motor vehicle theft, arson, liquor law violations, drug abuse violations, weapons violations, and hate crimes.

The College stresses the importance of supporting victims of crime. If you are a victim of a sex crime and you desire that the details of the incident be kept confidential, you should speak with on-campus counselors or off-campus rape crisis resources, who will maintain your confidentiality. Campus counselors are available to help you, free of charge, and can be seen on an emergency basis. You can also contact the Sexual Assault Response Network of Central Ohio (SARNCO) 24-hour RAPE helpline at **614-267-7020**.



College Contacts at-a Glance

| RESOURCE | PHONE NUMBER |
|------------------------------------|--------------|
| Counseling Services | 614-287-2818 |
| Dean of Student Affairs | 614-287-2060 |
| Disability Services | 614-287-2570 |
| Global Diversity & Inclusion | 614-287-2861 |
| Equity and Compliance | 614-287-5519 |
| Office of the Registrar | 614-287-3635 |
| Police Department | 614-287-2525 |
| RAVE Mobile Safety | 614-287-2525 |
| Student Central | 614-287-5353 |
| Student Conduct | 614-287-2104 |
| Telephone Information Center (TIC) | 614-287-5353 |
| Victim Advocacy | 614-287-5979 |

Emergency Contacts

| RESOURCE | PHONE NUMBER |
|---|--------------------------|
| Emergency | 911 |
| Netcare (24-hour crisis intervention) | 614-276-2273 |
| National Suicide Prevention Lifeline | 1-800-273-TALK (8255) |
| Crisis Text Line | Text HOME to #741741 |
| Sexual Assault Response Network of Central Ohio (SARNCO) | 614-267-7020 |

To request copies of this documents or report updates to materials, please contact studentconduct@csc.edu