



DOS

Office of the Dean of Students



BOISE STATE UNIVERSITY
STUDENT AFFAIRS

DEANOFSTUDENTS.BOISESTATE.EDU

RESPONDING TO DIFFICULT SITUATIONS

Providing support is an important step in the process of helping someone in a difficult situation.

The following tips offer ways we can all help support each other on campus:

- ✓ Find a private and comfortable place to talk. If you're concerned about your own safety, DO NOT meet with the person alone.
- ✓ Set aside adequate time for the discussion, so you're not rushed or preoccupied.
- ✓ Be calm. Stay relaxed. Pay attention to your demeanor and tone of voice.
- ✓ Listen carefully and attentively.
- ✓ If you initiate the discussion, be as specific as possible about the behaviors that concern you. Provide examples of your observations in a direct, non-judgmental way.
- ✓ Express interest, care and concern. Remember that although what is being shared may not seem like a crisis to you, it still feels like one to that person.
- ✓ Be direct about the limits of your ability to assist him/her. Help explore available options and the cost and benefit of each option. Remember that even though you think the person should seek professional help, it's ultimately that person's choice.

For more information, consult the University Health Services *Reaching Out Handbook*, at <http://healthservices.boisestate.edu/wp-content/uploads/reachingouthandbook.pdf>

University Contacts At-a-Glance

Resource	Number
Counseling Services	(208) 426-1459
Dean of Students	(208) 426-1527
Disability Resource Center	(208) 426-1583
EEO/Affirmative Action	(208) 426-1979
Employee Assistance Program	1-877-427-2327
Human Resources	(208) 426-1616
Medical Services	(208) 426-1459
Multicultural Student Services	(208) 426-5950
Provost's Office	(208) 426-1202
Registrar's Office	(208) 426-4249
Security and Police Services	(208) 426-6911
University Housing and Residence Life	(208) 447-1001
Veteran Services	(208) 426-3744
Vice President for Student Affairs	(208) 426-1418
Violence Prevention and Support	(208) 426-4259
Women's Center	(208) 426-4259
Crisis Response	
Emergency	9-1-1
Security and Police Services	(208) 426-6911
Mobile Crisis (Mental Health)	(208) 334-0808
Idaho Suicide Hotline	(208) 345-7025
Rape Crisis Hotline	(208) 345-7273

BEHAVIORAL RESOURCE GUIDE

Responding to Student Crisis

SEX-BASED MISCONDUCT

Sexual harassment is a form of sex discrimination prohibited by Title IX of the Education Amendment of 1972 and Title VII of the Civil Rights Act. Sexual harassment includes: sexual assault, sexual advances, requests for sexual favors, and other unwanted verbal, nonverbal, or physical conduct of a sexual nature.

1. If someone tells you s/he has been a victim of SEXUAL HARASSMENT:

- ✓ Enhance personal safety for the person.
- ✓ Acknowledge the event.
- ✓ Don't ask questions. Just listen.
- ✓ Do not judge what s/he tells you.
- ✓ Tell the person that you cannot guarantee confidentiality about the information s/he has shared.

(Policy #1060)

2. Encourage him/her to call, or allow you to call, the following resources:

RESOURCES	PHONE	NOTES
University Security & Police Services	(208) 426-6911	<ul style="list-style-type: none"> ✓ Let the person make his/her own decision to report or not to report to the police. ✓ Offer to stay until police or professional support arrives.
Women's Center	(208) 426-4259	<ul style="list-style-type: none"> ✓ The Women's Center (WC) and Counseling Services can provide additional assistance and safety planning. ✓ Services are confidential; names are not required.
Counseling Services	(208) 426-1459	<ul style="list-style-type: none"> ✓ If the person does not want any support from anyone other than you, contact the WC.

3. Notify the appropriate office. Reporting sexual harassment and misconduct is mandatory for all faculty and staff. (Policy #1060)

Student	(208) 426-1527	Title IX Coordinator
	Office of the Dean of Students	
Faculty or Staff Member	(208) 426-1979	Affirmative Action Specialist
	Equal Employment Opportunity	

STRATEGIES FOR PERSONAL SAFETY

Below are some BASIC steps to increase personal safety. It's important for someone in a potentially violent situation to complete a comprehensive safety plan with assistance from a trained professional.

1. If you or someone you know feels threatened, take initial precautions.

- ✓ If possible, cease all contact from those you feel threatened by.
- ✓ 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 my.BoiseState account. For questions contact the Registrar's Office.
- ✓ Request a security escort while on campus. * available 24/7

2. For professional assistance with setting up an individualized safety plan, contact the Women's Center.

3. File the needed reports and seek counseling.

- ✓ File a C.A.R.E. report at care.boisestate.edu.
- ✓ If necessary, file a police report.
- ✓ Seek counseling and/or other support services.

NEED	RESOURCES	PHONE
Individual Safety Plan	Women's Center	(208) 426-4259
Security Escort Services	University Security & Police Services	(208) 426-6911
Activate Privacy Indicator	Registrar's Office	(208) 426-4249
Counseling	Counseling Services	(208) 426-1459

SEEKING PROFESSIONAL HELP

Issues that may benefit from immediate intervention:

- ✓ Suicidal tendencies
- ✓ Recent death of a loved one
- ✓ Physical or sexual assault
- ✓ Stalking (in person or electronically)
- ✓ Recent abuse (victim or self-abuse)
- ✓ Fear of losing control and/or possibly harming someone

FOR STUDENTS

All Boise State University students are eligible for personal counseling, as long as their counseling needs are within the overall scope of the University's short-term counseling services. To schedule an appointment, students can call Counseling Services at (208) 426-1459.

When a problem feels too overwhelming to wait for a scheduled appointment, Counseling Services can help. Staff is available during normal hours of operation (Monday-Friday) to more immediately assess a student's needs. If possible, the student should call first to notify staff at (208) 426-1459. Refer to Crisis Hotlines on front for after hours assistance.

When Counseling Services is closed, students should still dial (208) 426-1459, because all calls are directed to a 24-hour Registered Nurse Triage Line. (This service does not handle billing issues or schedule appointments.)

FOR FACULTY/STAFF

The Employee Assistance Program (EAP) is designed to provide short-term counseling services to help handle personal situations before they become major issues. University employees are encouraged to call anytime about concerns such as marital, relationship and family problems; stress, anxiety and depression; grief and loss; job pressures and substance abuse.

Benefits eligible employees and dependents are eligible for up to five sessions per plan year. Contact 1-877-427-2327 or visit guidanceresources.com for more details. For more information on eligibility and benefits, contact Human Resource Services at (208) 426-1616.

STUDENT ABSENCE NOTIFICATION

When requested, notices can be sent through the Office of the Dean of Students (DOS) as a courtesy to make instructors aware of a student's absence due to extenuating circumstances. These memos are only notices and do not excuse the student from completing any missed work. Students are encouraged to contact their instructors prior to, or immediately upon, their return to campus to arrange for completion of their work. Call the DOS at (208) 426-1527.

STUDENT DISABILITY RELATED ACCOMODATIONS

The American's with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 prohibits discrimination against people with disabilities. The Disability Resource Center (DRC) plays a central role in ensuring that students with disabilities have equitable access to the educational experience at Boise State. Students with disabilities who have self-identified and request academic accommodations work with the DRC to arrange accommodations. Students will present letters to instructors specifying the accommodations for a particular class; faculty is responsible for meeting with the student to discuss the best way to implement those accommodations.

For questions or concerns, please call the DRC at (208) 426-1583.

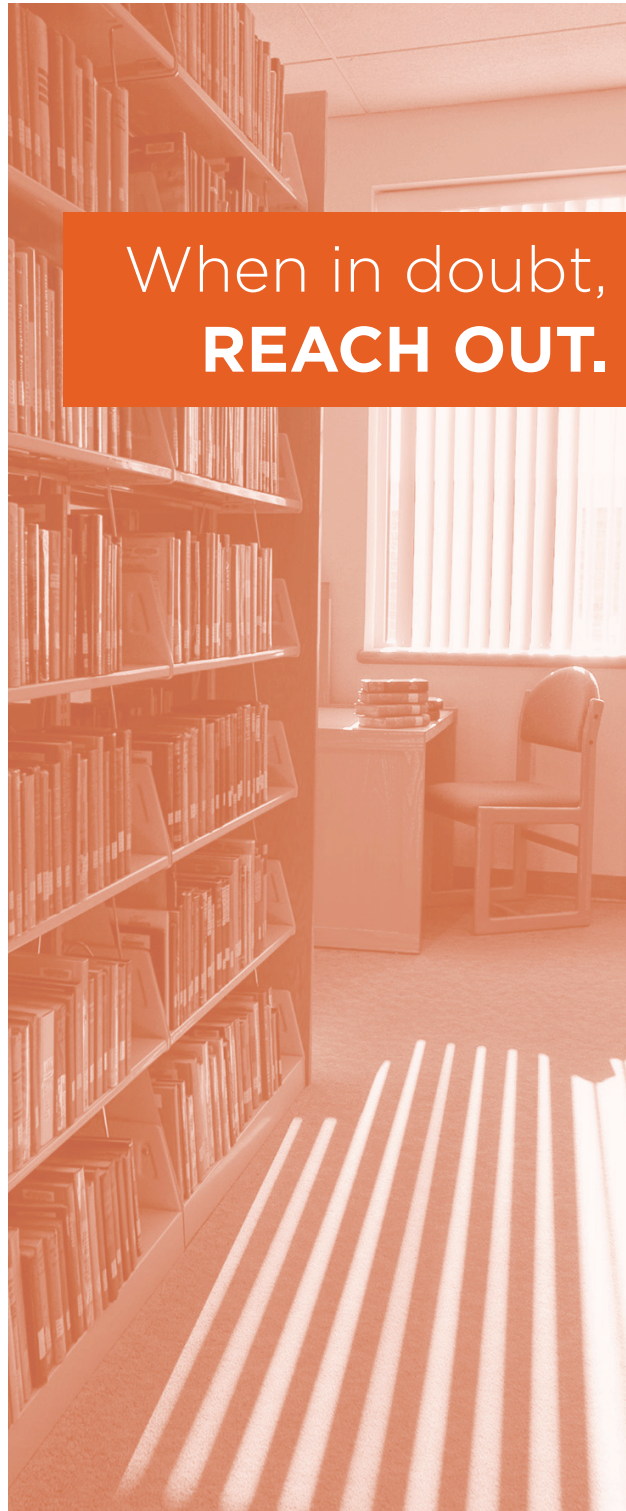
CLERY ACT

As required by federal law, the University requires third party reporting as well as anonymous reporting of crimes for gathering data and timely warning. The University stresses the importance of supporting victims in whatever decision they make with regard to reporting. Services are available to help victims whether or not they choose to report and/or cooperate with police investigations.

When a student, staff or faculty member reports a crime in confidence to a designated “Campus Security Authority” or other campus employee, it will be reported to the University Security Department by a third party or anonymously. For more information on mandated reporting requirements, contact University Security and Police Services at (208) 426-6911.

CONFIDENTIALITY

Students’ records are generally confidential pursuant to the federal Family Educational Rights and Privacy Act [FERPA]. Faculty and staff are not to share student records with anyone who does not have legitimate educational interest in the information or is otherwise authorized by law to have the information. However, if a student’s behavior is impeding the progress of your class or placing the person involved or others at risk, you should share the information with others. Contact your department chair/dean or the Office of the Dean of Students at (208) 426-1527.



When in doubt,
REACH OUT.



C.A.R.E.

Let someone know
you **CARE.**

Have you observed disruptive or threatening behavior? Are you concerned about the well-being or safety of a student, faculty or staff member? The C.A.R.E. Team is available to help.

ASK YOURSELF:

- ✓ Is this person’s behavior distressingly out of the ordinary?
- ✓ Is the behavior getting worse?
- ✓ Does the behavior place anyone at risk?
- ✓ Is dealing with this behavior beyond my skill level?
- ✓ Does my “gut feeling” tell me something is wrong?
- ✓ Do I want to discuss my observations and concerns with someone?

If you answered “YES” to any of these questions, please seek assistance by submitting a CARE report at care.boisestate.edu.

If you are unsure on if you should file a CARE report or have questions on the CARE program, contact the Dean of Students (208) 426-1527.