

CSU 911 GUIDE FOR EMPLOYEES

Emergencies: Threats to life and safety

Call 911 from anywhere on campus

CSUPD non-emergency number (970) 491-6425

Non-Emergencies

Report concerns about students or employees

Tell Someone:

(970) 491-1350 or at tellsomeone.colostate.edu

Student Resolution Center (to report students):

(970) 491-7165

Incidents of bias and hate:

<http://supportandsafety.colostate.edu/incidents-of-bias>

Quick Guide to Resources

Tell Someone: (970) 491-1350

Ombuds Office and Employee Assistance Program: (970) 491-1527

Dean of Students Office: (970) 491-5312

Student Resolution Center: (970) 491-7165

Student Case Management: (970) 491-8051

CSU Police Department: (970) 491-6425 or 911

On-Call Counselor (after hours): (970) 491-7111

CSU Health Network main line: (970) 491-7121

CSU Health Network Counseling Services: (970) 491-6053

Victim Assistance Team (24/7): (970) 492-4242

Office of Equal Opportunity: (970) 491-5836

Tell Someone

Concerned about someone? Tell Someone.

If you are concerned about the health, well being or safety of a CSU student or employee, you are encouraged to Tell Someone. Examples of when to Tell Someone include but are not limited to:

- Threats, gestures, writings or attempts related to suicide or violence
- Harmful to themselves or others
- Self-injurious behavior (e.g. cutting self)
- Alcohol or other substance abuse problems
- Pattern of bizarre behaviors or actions
- Hospitalization for mental health issues or drug or alcohol use
- Sudden, rapid weight loss or gain
- Poor health due to restrictive eating or possible eating disorder
- Disruption to the living, learning or working environment

Tell Someone by calling (970) 491-1350 or filling out the online form at tellsomeone.colostate.edu.

The Tell Someone system is designed to help the individual you are concerned about, not to punish them. All reports are treated with discretion and with a reasonable expectation of confidentiality.

If in doubt, Tell Someone.

Helping Distressed or Disruptive Students or Employees

Individuals who are distressed or disruptive may be:

- Irritable, sad, unduly anxious, withdrawn
- Confused, lacking motivation or concentration
- Seeking constant attention
- Behaving in a bizarre, erratic or concerning way
- Referencing self harm
- Interfering with the learning environment
- Reckless, disorderly, destructive, defiant
- Aggressive, dangerous to self or others

Handling Disruptive Students and Colleagues

- Ensure your safety first
- Use a calm, non-confrontational voice and manner when approaching the person
- Set limits by explaining how the behavior is inappropriate
- If behavior persists, inform the person that their behavior may be reported
- If behavior escalates, report it

If you feel unsafe or if an illness or injury is involved, call 911 for immediate CSUPD response.

Emergencies – Threats to life and safety: Call 911 from anywhere on campus; CSUPD non-emergency number (970) 491-6425

More Information About Resources

CSU Health Network Counseling Services – (970) 491-6053

Confidential counseling for students who pay student fees. Student fees provide up to five sessions with mental health professionals at no additional cost to the student.
www.health.colostate.edu

Office of Support and Safety Assessment – (970) 491-7707

Oversees the Student Consultation Team and Employee Consultation Team, Title IX investigations, and Tell Someone program; addresses needs regarding students or employees who are in crisis, experiencing difficulties, or causing disruptions.

Student Resolution Center – (970) 491-7165

Helps students with roommate conflicts, navigating university policy and procedures, faculty/student issues, and supervisor/student employee conflicts; adjudicates Student Conduct Code violations, which include academic misconduct, alcohol or drugs misuse, sexual misconduct, abusive conduct, theft, damage to property, harassment, and overall disruptiveness. Student Code of Conduct: www.resolutioncenter.colostate.edu

Student Case Management – (970) 491-8051

Helps students who are in crisis or experiencing difficulties, which may include medical, mental health, personal or family crisis, illness, or injury. Provides personal service for each student's unique situation, and also connects student families to resources during a student crisis. Student Case Managers are on call 24/7.

Employee Assistance Program – (800) 497-9133

A no-cost, confidential service available by phone 24/7, Employee Assistance Program connects employees to a local, licensed psychotherapist or to resources in the community.
TDD 800-697-0353 (24/7)

Office of the Ombuds – (970) 491-1527

A confidential resource for faculty and staff to address issues or conflicts within the workplace. Provides informal conflict resolution services and information about applicable policies, formal processes and other resources to resolve workplace issues.

Assisting Individuals in Distress

Safety first! The welfare of the campus community is our top priority when a student, employee or visitor displays threatening or potentially violent behavior. When helping students and employees, coordinated professional help is the most effective prevention of suicide and violence. Call 911 immediately if you believe there is imminent danger to yourself or others.

Trust your instincts: If you feel uneasy about a situation, student or employee, report your concerns to Tell Someone or other campus resources. You also may want to discuss the situation with your department chair or supervisor.

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

Be proactive: Engage distressed individuals early on, setting limits on disruptive or self-destructive behavior. You can remind these individuals verbally and in writing (e.g. class syllabus) of standards and expectations for behavior and possible consequences for disruptive behavior. Refer students to the Student Conduct Code (www.resolutioncenter.colostate.edu).

De-escalate and support: Distressed individuals can be sensitive or possibly easily provoked, so avoid threatening, humiliating or intimidating statements. Connect them with university resources (see More Information about Resources section above).

Participate in a coordinated and timely response: Share information and consult with appropriate university personnel to coordinate care for the student or employee. Always report serious or persistently inappropriate behavior to Tell Someone or to CSUPD.



COLORADO STATE UNIVERSITY

Emergency Communications at CSU

- **www.safety.colostate.edu:** Health, safety, risk, prevention and emergency information is posted to this site. This is the university's primary repository for health and safety information related to incidents on and near campus..
- **University-wide email:** May be used to communicate emergency information and critical updates to students, faculty and staff.
- **The CSU Emergency Text Alert System:** Used to send text alerts in the event of an emergency on the Fort Collins campus. The system is only used during an immediate, ongoing safety emergency or unexpected closing of the campus, such as a snow day. All students, faculty and staff are strongly encouraged to sign up. <https://safety.colostate.edu/sign-up-for-emergency-alerts/>
- **The CSU Police and Safety Facebook and Twitter accounts:** Share all emergency alerts that are of an urgent nature and may present an immediate threat to the life or safety of those on the physical grounds of campus. CSU's social media pages, such as Facebook and Twitter, may also be used to share emergency information or campus closure.
- **www.colostate.edu:** Emergency information is posted as needed.
- **LETA:** The Larimer Emergency Telephone Authority sends emergency alerts to your home, cell, or business phone, email, text messages, hearing impaired receiving devices, and more. Register your number at www.leta.org.
- **Reverse 911:** Reverse 911 allows the university to call all or specific land-based phones in a targeted area on campus.

More information is at www.safety.colostate.edu.

- **CSU status information number:** (970) 491-7669 provides information about university operations during severe weather or an emergency that may close campus or delay operations.
- **Emergency Broadcast System:** Local cable and broadcast stations may be interrupted with emergency notifications.

What to expect when you call 911 from campus

- CSUPD is part of a local network of five 911 call centers. You can call 911 from any campus location to be connected to an emergency dispatcher. You also can text 911 from anywhere in Larimer County.
- When you call 911 from campus, tell the dispatcher first that you're at CSU, and then your campus location. You'll be immediately connected to a CSUPD dispatcher who will stay with you until a CSUPD officer arrives.

Emergencies: Threats to life and safety

Call or Text 911 from anywhere on campus

CSUPD non-emergency number (970) 491-6425

If you feel unsafe or if an illness or injury is involved, call 911 for immediate CSUPD response.

Sexual Harassment, Sexual Misconduct, and Interpersonal Violence

CSU's faculty, staff, and students acting in their employment or volunteer role are required to report any incident of sexual harassment, sexual misconduct, or interpersonal violence that they become aware of through the reports of others or other means, unless they are exempt per university policy.

For additional information regarding sexual harassment, sexual misconduct, and interpersonal violence, visit: <http://www.supportandsafety.colostate.edu>.

To report the incident to the proper CSU office, follow these guidelines:

If the Impacted Party (complainant) is...	And the accused is...	And the type of incident is any observed or reported...	Report the incident to...
A student*	A CSU employee	Discrimination in employment or educational opportunity	Office of Equal Opportunity (970) 491-5836 OEO@colostate.edu
An employee	An employee	Discrimination, sexual harassment, or retaliation related to either of these	
Other or not sure	Other or not sure	Discrimination, sexual harassment, or retaliation related to any of these	
A student, employee or community member	A student	Discrimination, verbal abuse, intimidation, harassment	Student Resolution Center (970) 491-7165
A student	A student	Sexual harassment, sexual misconduct, sexual assault, domestic violence, dating violence, stalking or retaliation related to any of these	Report criminal sexual activity to CSUPD by calling 911 or (970) 491-6425 (non-emergency) Office of Support and Safety Assessment Tell Someone (970) 491-1350 www.tellsomeone.colostate.edu
An employee	An employee or a student	Sexual misconduct, sexual assault, domestic violence, dating violence, stalking or retaliation related to any of these	
Other or not sure	Other or not sure	Sexual misconduct, sexual assault, domestic violence, dating violence, stalking or retaliation related to any of these	

* NOTE: When a student is acting as an employee, such as a graduate assistant or a student hourly employee, treat the student as an employee for purposes of reporting the incident.

Support Resources for Students:

Women and Gender Advocacy Center (confidential)

www.wgac.colostate.edu

(970) 491-6384

Victim Assistance Team (970) 492-4242 (24/7)

CSU Health Network (confidential)

www.health.colostate.edu

Women's Clinic (970) 491-1754

Counseling Services (970) 491-6053

Student Case Management and Referral Coordination (non-confidential)

www.studentcasemanagement.colostate.edu

(970) 491-8051

Support Resources for Employees:

Employee Assistance Program (confidential)

(800) 497-9133 or TDD (800) 697-0353 (24/7)

Office of the Ombuds (confidential)

(970) 491-1527

To Report Criminal Activity:

CSU Police Department

911 or (970) 491-6425 (non-emergency)