



UNIVERSITY OF NORTH TEXAS®

University Resources

In the event of an emergency or situation that elicits immediate intervention, please contact 911. The CARE Team plays a secondary role to all urgent circumstances and should be contacted only after initial notifications are made. To contact the CARE Team directly you can also email any questions to careteam@unt.edu.

UNT Police Department – 940-565-3000 or 911 in an emergency

Dean of Students – 940-565-2648 or 940-565-2039

Care Team – 940-565-4373

Counseling and Testing – 940-565-2741

Student Health and Wellness Center – 940-565-2333

Office of Disability Accommodation – 940-565-4323

Housing and Residence Life – 940-565-2610

Substance Abuse Resource Center – 940-565-2747

Veterans Center – 940-369-8021

Denton County Friends of the Family – 940-387-5131

National Suicide Hotline – 1-800-273-TALK

Authorized Absences

Absences due to participation in sponsored activities must be approved in advance by the department chair and academic dean. Within three days after the absence, students must obtain authorized absence cards from the Dean of Students for presentation to their instructors. Students with authorized absence cards may make up the work missed when practicable or be given special allowance so that they are not penalized for the absence.

Deceased Student Notices

When a student dies while enrolled at the University, a notice is sent by the Dean of Students to the College Dean and faculty where the student was enrolled and appropriate departments on campus.

Student Complaints

The Dean of Students office will assist a student through the complaint process other than grade appeal, Code of Conduct, Academic Integrity or Office of Disability Accommodation.

careteam@unt.edu and 940-565-4373

Mission

The mission of the CARE Team is to:

- Assist in protecting the health, safety, and welfare of the students and members of the UNT community.
- Support student success.
- Provide a comprehensive response to students whose behavior is disruptive to themselves or the educational environment.

The CARE Team is one of several resources available to the campus community to address these concerns. Other offices with similar purposes include Dean of Students, Counseling and Testing Services, UNT Police Department, and the Office of Disability Accommodation.

Overview

The University of North Texas cares about our students' success, not only academically, but emotionally and physically. Because of our commitment, we provide literally hundreds of departments and services across campus that responds to our students' unique needs. But sometimes, students do not ask for help when they need it. Through the creation of a collaborative interdisciplinary team, the university will provide a caring, confidential program of identification, intervention and response in order to provide students with the greatest chance for success and the university community with the greatest level of protection.

We created this information to accomplish the following:

- Educate you about the CARE Team and how it works;
- Provide you with information and tips about how to deal with incidents you may encounter;
- Provide additional resources on our campus and in our community.

If you have any questions or concerns for the CARE Team about a student or an incident, contact the CARE Team at CAREteam@unt.edu.

Tips for Recognizing Students in Distress

At one time or another everyone feels upset or distressed. However, there are three levels of student distress which, when present over a period of time, suggest that the problems could warrant more attention.

Level 1

- Changes in academic performance in the classroom
- Significant drop in examination scores
- Change in pattern of interaction
- Changes in physical appearance
- Problems concentrating & remembering things or making decisions



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Tips for Recognizing Students in Distress cont.

Level 2

- Repeated request for special consideration
- New or regularly occurring behavior which pushes the limits and may interfere with class
- Manipulating or being disruptive to other students, faculty or staff
- Unusual or exaggerated emotional responses
- Persistent sadness or unexplained crying
- High levels of irritability or inappropriate excitement

Level 3

- Highly disturbed behavior
- Outbursts of anger
- Inability to communicate clearly
- Irrational conversation or speech that seems disconnected
- Loss of contact with reality (seeing/hearing things that are not there, beliefs or actions at odds with reality)
- Suspiciousness, irrational feelings of persecution
- Statements related to death or dying or feelings of hopelessness
- Threats of harming self or harming others

What Can You Do To Help

Responses to Level 1 and 2 Behavior

- Talk to the student in private when you both have time
- Express your concern in non-judgmental terms
- Listen to the student and repeat the gist of what the student is saying
- Identify options available to the student
- Clarify the costs and benefits of each option for handling the problem from the student's point of view
- Respect the student's value system
- Ask if the student is considering suicide
- Make appropriate referrals if necessary
- Make sure the student understands what action is necessary
- Call appropriate University resources for guidance or to refer

Responses to Level 3 Behavior

- Stay calm
- Find someone to stay with the student if possible
- Call 911 if there is an immediate risk of harm to self or others. Otherwise, contact the appropriate office:
 - ✓ Dean of Students Office 940-565-2648 or 940-565-2039
 - ✓ Counseling & Testing 940-565-2741
 - ✓ CARE Team- 940-565-4373
 - ✓ Student Health and Wellness Center 940-565-2787

Responding to Suicidal Concerns

When a student makes any reference to suicide, threat of suicide, or attempt at suicide, a judgment should be made by a mental health professional about the seriousness of a possible suicidal thought or behavior. Suicide attempts are first and foremost a medical emergency. If danger or suicidal behavior appears imminent: 1) *Stay calm and 2) Call 911.*

- **To Save a Life Remember QPR (Question, Persuade, and Refer)**
- **Question** the person about suicide
- **Persuade** the person to get help
- **Refer** for help

When a student's behavior goes beyond the normal classroom disturbances and appears distressed, you can contact the CARE Team for assistance. The team will evaluate the circumstances and determine the appropriate plan of action for the student.

- **To Refer a Student to the CARE Team**

To refer a student to the CARE Team, you can contact any CARE Team representative with the name of the student and a brief narrative of their behavior. If you are concerned about a student, but have not witnessed any distressing or disruptive behavior, please explain your concern in detail.

The CARE Team meets regularly throughout the year, and will review your referral at the next meeting. If a situation requires immediate attention, an emergency CARE Team meeting can be called at the determination of CARE Team chair. The multidisciplinary panel of medical, law enforcement, and administrative professionals will determine, based on reasonable judgment that relies on current medical knowledge or the best available objective evidence, whether a student may pose a direct threat to themselves or the university community. Be assured that the CARE Team exists to assist students and will handle all referrals professionally in an effort to best meet the needs of students and the UNT community.

Who is a Distressed Individual?

- ✓ An individual who makes threats of physical harm to you, others, or themselves.
- ✓ An individual who behaves in a bizarre manner or exhibits unstable behavior patterns.
- ✓ An individual who appears to be intoxicated or under the influence of a controlled substance.
- ✓ An individual who exhibits a weapon.

Communicating with Distressed Individuals

- ✓ Express your authority with non-verbal cues...be confident in your approach.
- ✓ Sit or stand erect.
- ✓ Make direct eye contact with the individual.
- ✓ Conduct yourself in a serious manner.
- ✓ Speak clearly and distinctively.
- ✓ Utilize your reflective listening skills.