

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 report.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 or Report.unt.edu

Counseling and Testing – 940-565-2741

Human Resources – 940-565-2281

Student Health and Wellness Center – 940-565-2333

Office of Disability Access – 940-565-2333

Housing and Residence Life – 940-565-2610

Substance Use Resource and Education Center – 940-565-3177

Veterans Center – 940-369-8021

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

National Suicide Hotline – 1-800-273-TALK

Authorized Student 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, of Conduct, Academic Integrity or Office of Disability Access.

Employee Assistance Program (EAP)

The free, confidential program is available to retirement-eligible, their dependents and household members, and retirees to help with various issues and stressful events, as well as provide access to counseling services. EAP benefits can be accessed 24 hours a day, 7 days per week at 1-800-343-3822 or <https://awpnow.com> using registration code AWP-UNT-384.

Mission

The mission of the CARE Team is to:

- Assist in protecting the health, safety, and welfare of individuals and members of the UNT community.
- Support individual success.
- Provide a comprehensive response to individuals 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, Human Resources, UNT Police Department, and the Office of Disability Access.

Overview

The University of North Texas cares about everyone's success. Because of this commitment we provide our students, faculty and staff with a number of departments on and off campus to assist individuals. Sometimes individuals do not ask for help. Through the creation of a collaborative interdisciplinary team, the university will provide a caring, private program to identify, intervene and respond in order to provide individuals with the greatest chance for success and the university community with the greatest level of protection. You can file a CARE Team referral online at Report.unt.edu

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 individual or an incident, contact the CARE Team at report.unt.edu.

Tips for Recognizing Individuals in Distress

At one time or another everyone feels upset or distressed. However, there are three levels of individual 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

Tips for Recognizing Individuals 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 individual in private when you both have time
- Express your concern in non-judgmental terms
- Listen to the individual and repeat the gist of what the individual is saying
- Identify options available to the individual
- Clarify the costs and benefits of each option for handling the problem from the individual's point of view
- Respect the individual's value system
- Ask if the individual is considering suicide
- Make appropriate referrals if necessary
- Make sure the individual 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 individual 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
 - ✓ Human Resources 940-565-2281

report.unt.edu or call 940-565-4373

Responding to Suicidal Concerns

When an individual 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 an individual'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 an individual to the CARE Team**

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

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. Please report to report.unt.edu.

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.

report.unt.edu or call 940-565-4373