

IF THE STUDENT:	TAKE IMMEDIATE ACTION		
<ul style="list-style-type: none"> <li>Threatens to injure, harm, kill, or risk the safety of self or others</li> <li>Acts in a frightening or threatening manner</li> <li>Refuses to leave the classroom after being asked to leave</li> <li>Reports or initiates a threat or bomb scare</li> </ul>	<p align="center"> <b>University of Iowa</b>  <b>Police Department (UIPD)</b>  <b>Campus Phone: 911</b>  <b>Routine Dispatch: (319) 335-5022</b> </p>		
IF THE STUDENT:	REPORT BEHAVIOR OF CONCERN		
<ul style="list-style-type: none"> <li>Acts significantly out of character</li> <li>Acts in a way that causes alarm</li> <li>Displays unhealthy or dangerous patterns of behavior</li> </ul>	<p align="center"> <b>Threat Assessment &amp; Care Team</b>  <b>Jane Caton (319) 384-2955</b>  <b>Eli Hotchkin (319) 335-5011</b>  <b>Angie Reams (319) 335-1162</b>  <b>UI Police 24/7 Dispatch Number (319) 335-5022</b> </p>		
IF THE STUDENT:	CONSULT FOR GUIDANCE OR ADVICE		
<ul style="list-style-type: none"> <li>Appears to be out of touch with reality</li> <li>Reports suicidal thoughts or actions, depression, hopelessness, anxiety, difficulty dealing with grief, or any other mental health concerns</li> </ul>	<p align="center"> <b>University Counseling Service (UCS)</b>  <b>(319) 335-7294</b>  <b>3223 Westlawn S.</b> </p>	<p align="center"> <b>Student Health &amp; Wellness (SH&amp;W)</b>  <b>(319) 335-9704</b>  <b>4189 Westlawn S.</b> </p>	<p align="center"> <b>Crisis Center of Johnson County</b>  <b>24 Hour Support</b>  <b>(319) 351-0140</b> </p>
<ul style="list-style-type: none"> <li>Reports having been a victim of a stalking</li> <li>Reports sexual assault or relationship violence</li> </ul>	<p align="center"> <b>Sexual Misconduct Response Coordinator (OSMRC)</b>  <b>(319) 335-6200</b> </p>		
<ul style="list-style-type: none"> <li>Indicates experiencing hate crimes, bias, or discrimination</li> </ul>	<p align="center"> <b>Office of Equal Opportunity and Diversity (EOD)</b>  <b>(319) 335-0705</b> </p>		
<ul style="list-style-type: none"> <li>Reports having been a victim of hazing or other crime</li> <li>Exhibits behavior that substantially impairs, interferes, or obstructs orderly processes and functions of the university</li> <li>Exhibits behavior that deliberately interferes with instruction or office procedures</li> <li>Exhibits behavior that is lewd or offensive</li> <li>Exhibits behavior that breaches the peace</li> <li>Reports feeling overwhelmed by a family or personal emergency</li> </ul>	<p align="center"> <b>Student Care &amp; Assistance (SCA)</b>  <b>Office of the Dean of Students</b>  <b>(319) 335-1162</b>  <b>135 Iowa Memorial Union</b> </p>		
<ul style="list-style-type: none"> <li>Is having academic difficulty due to physical, psychological, or learning disability</li> <li>Indicates a need for disability accommodations</li> </ul>	<p align="center"> <b>Student Disability Services (SDS)</b>  <b>(319) 335-1462</b> </p>		
<ul style="list-style-type: none"> <li>Is not attending class for an extended period of time</li> <li>Seems overwhelmed by a problem that could affect university attendance or persistence</li> </ul>	<p align="center"> <b>Early Intervention Team (EIT)</b>  <b>Academic Support and Retention</b>  <b>(319) 335-1497</b>  <b>Office of the Dean of Students</b>  <b>(319) 335-1162</b> </p>		

## QUICK GUIDE FOR HELPING STUDENTS

# ASSISTING STUDENTS IN DISTRESS

### IDENTIFYING BEHAVIORS

#### *Distressed/Disruptive Students:*

- Are irritable, sad, unduly anxious, withdrawn, confused, lacking motivation or concentration, seeking constant attention, showing lack of hygiene, or demonstrating bizarre, erratic, or concerning behaviors including references to self-harm.
- Interfere in the University of Iowa's learning environment with behavior that is reckless, disorderly, aggressive, defiant, destructive, threatening, and dangerous to self or dangerous to others.

#### *Students Concerned for Personal Safety*

Typical stalking behaviors include:

- Repeated phone calls to home or work, including hang-ups
- Unsolicited letters, email messages, or text messages
- Unsolicited contact through any social media
- Unsolicited sending or leaving of gifts
- Notes on car or at personal residence
- Surveillance behaviors, both on foot and by car
- Unexpected appearances at frequented places (e.g., classrooms, stores)
- Contacting friends, family or co-workers without consent or knowledge
- Searching public and private records to get personal information
- Vandalism (residence, car, personal possessions)
- Entering residence to move things or steal personal items

### RESPONDING TO STUDENTS

#### *Response*

- Safety first. The welfare of the student and the campus community is our top priority when a student displays threatening or potentially violent behavior.
- Trust your instincts; seek consultation from your department chair, supervisor or the Threat Assessment & Care Team or University Counseling Service.
- Ask students if they feel their functioning is impaired, or have thoughts of harming themselves or others.
- Avoid threatening, humiliating, or intimidating statements.

#### *Documentation*

- Maintain a record of all incidents/events.
- Keep all correspondence (notes, letters, emails, voicemails, Facebook messages, text messages, etc.).

#### *Making Reports*

- Always report serious or persistent inappropriate behavior to the Office of the Dean of Students.
- Share information and consult with appropriate University personnel to coordinate care for the student.
- Safeguard the student's privacy rights.
- Keep Student Care & Assistance and the Threat Assessment & Care Team informed of new concerns.

# ASSISTING VICTIMS OF SEXUAL ASSAULT, DATING VIOLENCE, OR STALKING

## Receive Information

- LISTEN ACTIVELY. Don't interrupt, or inject your feelings. Your caring but silent attention will be invaluable.
- NEVER BLAME them for being assaulted. Even if the student reports feeling responsible, say clearly and caringly that it wasn't their fault.
- ASK before you touch. Don't assume that physical contact, even a gentle touch or hug, will be comforting to a survivor. Be patient, give them the space they need.

## Respond

- INFORM the student that certified victim advocacy services are available:
  - Rape Victim Advocacy Program, 24/7, 319-335-6000
  - Domestic Violence Intervention Program 319-356-9863
- INFORM the student that you are glad that they chose to tell you, and that you must now inform certain individuals within the university, including those that can offer them the best support and resources, such as the Office of the Sexual Misconduct Response Coordinator.

## Refer

TAKE ACTION. Per University of Iowa policy Part II, Chapter 4, "any academic or administrative officer of the University who observes sexual harassment or who becomes aware of allegations of unwelcomed sexual behavior or sexual harassment through the report of a complainant (including a third party) shall take the actions described in this section, even if the alleged victim does not wish any action to be taken". In any case in which the alleged victim of the behavior is a student the academic or administrative officer must:

- Inform the complainant that certified victim advocacy services are available from the Rape Victim Advocacy Program (319-335-6000), and Domestic Violence Intervention Program (800-373-1043),
- Refer the complainant to the Office of the Sexual Misconduct Response Coordinator (319-335-6200), and
- Notify the Office of the Sexual Misconduct Response Coordinator (319-335-6200) of the allegations within two business days.

**Complete Operations Manual can be found at [opsmanual.uiowa.edu](https://opsmanual.uiowa.edu)**

## LAWS AND CODES

### Privacy Laws and Confidentiality:

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- UI may disclose personally identifiable information from an "educational record" to appropriate individuals in connection with a health or safety emergency. Information may be released to parents, police or others, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
- Information can be shared with University personnel when there is a specific need to know and should be limited to the essentials of University business.
- Observations of a student's conduct or statements made by a student are not "educational records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy.

### Code of Student Life

The Code of Student Life sets forth standards of student behavior and conduct necessary for the maintenance of a campus where ideas are freely exchanged, University property and processes are safeguarded, and conflicts are peacefully resolved. Each University of Iowa student has an obligation to know and adhere to the Code of Student Life, and each University of Iowa student shall be conclusively presumed to

have knowledge of the contents of the Code of Student Life from the date of the student's application to the University. Examples of behavior prohibited by the Code include:

Conduct that threatens the health or safety of any person (including oneself), including:

- Physical assault, sexual assault, sexual misconduct, or domestic violence
- Threats that cause a person reasonably to be in sustained fear for one's own safety or the safety of his/her immediate family
- Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one's safety
- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities
- Use, display, or storage of a weapon or destructive device
- Sexual harassment
- Racial, ethnic, religious, sexual orientation, disability, gender identity/expression, and other forms of harassment
- Stalking, hazing, and disorderly behavior

**Complete details can be found at [dos.uiowa.edu/code-of-student-life/](https://dos.uiowa.edu/code-of-student-life/)**

# MASTER RESOURCE LIST

## EMERGENCY SITUATION

**911 or 319-335-5022**

## THREAT ASSESSMENT & CARE TEAM

(319) 335-5022 UIPD 24/7 Dispatch

(319) 384-2955 Jane Caton (8am - 5pm)

(319) 335-5011 Eli Hotchkin (8am - 5pm)

(319) 335-1162 Angie Reams (8am - 5pm)

[hr.uiowa.edu/tat](http://hr.uiowa.edu/tat)

[uitat@uiowa.edu](mailto:uitat@uiowa.edu)

The TAT combines expertise in the areas of law enforcement, mental health, student services, organizational effectiveness, employment law and other legal issues. The goal of TAT is to provide an integrated and coordinated process for identifying and responding to students, faculty, staff and other individuals who may be at risk of harming themselves or others.

**IF YOU'RE NOT SURE WHERE TO START,**

**STUDENT CARE & ASSISTANCE**

OFFICE OF THE DEAN OF STUDENTS

**(319) 335-1162**

**DOS-ASSISTANCE@UIOWA.EDU**

## UNSAFE SITUATION

### Campus

*University of Iowa Police Department (UIPD) +*  
(319) 335-5022 • [police.uiowa.edu](http://police.uiowa.edu)

### Off-Campus

*Iowa City Police Department +*  
(319) 356-5275 • [icgov.org](http://icgov.org)

## MENTAL HEALTH RESOURCES

### University Counseling Service \*

(319) 335-7294 • [counseling.studentlife.uiowa.edu](http://counseling.studentlife.uiowa.edu)

### Crisis Center of Johnson County +

(319) 351-0140 • [jccrisiscenter.org](http://jccrisiscenter.org)

### Student Health & Wellness \*

(319) 335-8394 • [studenthealth.uiowa.edu](http://studenthealth.uiowa.edu)

## SEXUAL MISCONDUCT / DATING VIOLENCE / STALKING

### Sexual Misconduct Response Coordinator

(319) 335-6200 • [osmrc.uiowa.edu](http://osmrc.uiowa.edu)

### Women's Resource and Action Center\*

(319) 335-1486 • [wrac.uiowa.edu](http://wrac.uiowa.edu)

### Rape Victim Advocacy Program\* +

(319) 335-6000 • [rvap.uiowa.edu](http://rvap.uiowa.edu)

### Office of the Ombudsperson\*

(319) 335-3608 • [uiowa.edu/ombuds](http://uiowa.edu/ombuds)

### Domestic Violence Intervention Program\* +

(800) 373-1043 • [dvi.uiowa.org](http://dvi.uiowa.org)

## ILLNESS / INJURY

### Student Health & Wellness

(319) 335-8394 • [studenthealth.uiowa.edu](http://studenthealth.uiowa.edu)

### Emergency Treatment Center, UIHC +

(319) 356-2233 • [uihealthcare.org/etc](http://uihealthcare.org/etc)

### UI QuickCare

(319) 384-0520 • [uihealthcare.org/quickcare](http://uihealthcare.org/quickcare)

### Mercy Hospital Emergency Care Unit +

(319) 339-0300 • [mercyiowacity.org/emergency-care](http://mercyiowacity.org/emergency-care)

## ACADEMIC ISSUES

### Department Executive Officers (DEOs) and College Deans

[provost.uiowa.edu](http://provost.uiowa.edu)

### Graduate College, Academic Affairs Office

(319) 335-2144 • [grad.uiowa.edu](http://grad.uiowa.edu)

## LEGAL ASSISTANCE

### Student Legal Services

(319) 335-3276 • [legal.studentlife.uiowa.edu](http://legal.studentlife.uiowa.edu)

## RESOURCES AND SERVICES

### International Student and Scholar Services

(319) 335-0335 • [international.uiowa.edu/iss](http://international.uiowa.edu/iss)

### Residence Education

(319) 335-3700 • [housing.uiowa.edu](http://housing.uiowa.edu)

### Academic Support and Retention

(319) 335-1497 • [uc.uiowa.edu/retention](http://uc.uiowa.edu/retention)

### Student Disability Services

(319) 335-1462 • [sds.studentlife.uiowa.edu](http://sds.studentlife.uiowa.edu)

### Office of Equal Opportunity and Diversity

(319) 335-0705 • [diversity.uiowa.edu/eod](http://diversity.uiowa.edu/eod)

### Office of the Ombudsperson\*

(319) 335-3608 • [uiowa.edu/ombuds](http://uiowa.edu/ombuds)

### Association of Campus Ministers

(319) 338-0778

\*Confidential resources + 24 hour resources