

# NAU Red Folder Resource

**Does the individual in distress need immediate assistance?**

## NO

I'm not concerned for the individuals' or others' immediate safety, but individual is experiencing significant academic and/or personal distress.

Refer to Counseling Services, Dean of Students, Employee Assistance and Wellness, or Disability Resources.

## NOT SURE

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned.

Call for consultation: Counseling Services, Dean of Students, Disability Resources, or Employee Assistance and Wellness.

## YES

The Individuals's behavior is suggestive of immediate harm to self or others in the community.

# CALL 911

Report the concern to Counseling Services, Employee Assistance and Wellness, or Dean of Students once the danger is over.

**911**  
CALL WHEN  
YOU CAN,  
TEXT WHEN  
YOU CAN'T

### Recognize the warning signs

- poor concentration, loss of interest, withdrawal
- agitation, anxiety, inability to sit still
- disoriented, seems "out of it," may exhibit bizarre behavior
- talk or threats of suicide
- alcohol and/or drug abuse, coming to class/work intoxicated and/or high
- increased irritability, aggressive or abrasive behavior
- poor classwork and attendance
- marked change in personal hygiene
- dependency (the person hangs around or makes excessive appointments to see you)
- alarming or dangerous behavior

# The 3 Ds

## DISTRESSED

Exhibits behavior that causes concern for the personal well-being of that individual rather than creating a worry for their impact on you, the classroom, or workplace.

- Speak with the individual privately.
- Document all conversations.
- Express concern for the individual.
- Acknowledge feelings and discuss resources.

**If student:**

- Refer to Counseling Services and/or Disability Resources.
- Contact your chair, associate dean or dean, or Dean of Students.

**If employee:**

- Refer to Employee Assistance and Wellness and/or Disability Resources.

## DISRUPTIVE

Exhibits behavior that makes it difficult for routine work or teaching to take place due to the negative impact it has on others who are around the individual.

- Avoid escalating the situation. Speak calmly and with concern. Avoid physical contact.
- If individual continues to disrupt, ask them to leave the classroom or workplace.

**If student:**

- Contact the Dean of Students.
- Contact your chair and associate dean or dean.

**If employee:**

- Contact supervisor and/or Human Resources.
- Contact Employee Assistance and Wellness and/or Disability Resources.

## DANGEROUS

Exhibits behavior that threatens the safety or well-being of others.

- Contact police immediately.
- Avoid escalating the situation. Speak calmly and with concern.
- Avoid physical contact.
- Document the incident, including witness information.

**If in the classroom:**

- If individual poses a danger to others, dismiss the class.
- Do not attempt to keep the dangerous individual from leaving the room.
- Make appropriate notifications to Dean of Students, chair, associate dean, dean, and/or Human Resources.

ISSUE		CONTACT	
suicidal or homicidal threats or acts of violence on campus		911	Police emergency
medical emergency		911	Police emergency
after-hours mental health crisis (student)		866-656-9983	Jacks Care 24/7 (24 hour crisis support)
after-hours mental health crisis (all community members)		988	National Suicide and Crisis Lifeline
medical issues and/or chronic illness		928-523-2131	NAU Medical Services
<ul style="list-style-type: none"> <li>• depression/anxiety</li> <li>• concerning behavior</li> <li>• alcohol/drug abuse</li> </ul>	<ul style="list-style-type: none"> <li>• trauma-related stress</li> <li>• significant emotional/academic change</li> </ul>	928-523-2261	NAU Counseling Services (student)
		928-523-1552	NAU Employee Assistance and Wellness (employee)
disruptive behavior in an instructional setting		928-523-2230	Vice Provost/Provost's Office
general and/or unidentified concerns		928-523-5181	Dean of Students

# Victim resources

A variety of resources are available both on campus and in the community for students and employees who have been victims.

## NAU ON-CAMPUS RESOURCES

Campus Health Services — medical	928-523-2131	<a href="http://nau.edu/campus-health-services">nau.edu/campus-health-services</a>
Campus Health Services — counseling	928-523-2261	<a href="http://nau.edu/counseling-services">nau.edu/counseling-services</a>
Employee Assistance and Wellness	928-523-1552	<a href="http://nau.edu/eaw">nau.edu/eaw</a>
Dean of Students	928-523-5181	<a href="http://nau.edu/stulife">nau.edu/stulife</a>
Equity and Access	928-523-3312	<a href="http://nau.edu/eao">nau.edu/eao</a>
Student Legal Counsel — confidential	928-523-4971 x6943	<a href="http://nau.edu/Student-Orgs/ASNAU/Student-Legal-Counsel/">nau.edu/Student-Orgs/ASNAU/Student-Legal-Counsel/</a>
Disability Resources	928-523-8773	<a href="http://nau.edu/Disability-Resources">nau.edu/Disability-Resources</a>
Center for International Education	928-523-2409	<a href="http://nau.edu/center-international-education/">nau.edu/center-international-education/</a> (vlsa and immigration issues)
Campus Living	928-523-3978	<a href="http://nau.edu/campus-living">nau.edu/campus-living</a>
Human Resources Department	928-523-2223	<a href="http://nau.edu/human-resources">nau.edu/human-resources</a>
Practicum Lab free counseling	928-523-7135	<a href="http://nau.edu/coe/labs/#practicum">nau.edu/coe/labs/#practicum</a>
Student Rights and Responsibilities	928-523-5181	<a href="http://nau.edu/dean-of-students/student-rights-responsibilities">nau.edu/dean-of-students/student-rights-responsibilities</a>
Office for the Resolution of Sexual Misconduct	928-523-5434	<a href="https://in.nau.edu/title-ix/">https://in.nau.edu/title-ix/</a>
Threat Assessment and Management		<a href="http://nau.edu/threat">nau.edu/threat</a>

## FLAGSTAFF AREA RESOURCES

Northern Arizona Care and Services After Assault (NACASA)	928-527-1900	<a href="http://northcountryhealthcare.org/community-programs/sexual-assault-support">northcountryhealthcare.org/community-programs/sexual-assault-support</a>
Victim/Witness Services of Northern Arizona	928-679-7770	<a href="http://vwscoconino.org">vwscoconino.org</a>
Northern Arizona Healthcare Behavioral Health	928-213-6300	<a href="https://www.nahealth.com/behavioral-health-and-psychiatry/">https://www.nahealth.com/behavioral-health-and-psychiatry/</a>
The Guidance Center	928-527-1899	<a href="http://tgcaz.org">tgcaz.org</a>
AZ Statewide Crisis Line /Terros	988 OR 844-534-4673	<a href="http://terroshealth.org">terroshealth.org</a>

## STATE AND FEDERAL

<b>Native Americans for Community Action (NACA)</b> Website has links to statewide resources — click on links.		<a href="http://nacainc.org">nacainc.org</a>
<b>AZ Department of Health Services — Behavioral Health Services</b> Links to regional and Tribal behavioral health authorities in Arizona		<a href="http://azdhs.gov/az-state-hospital/index.php#links">azdhs.gov/az-state-hospital/index.php#links</a>
The Arizona Child & Family Advocacy Network		<a href="http://acfan.net/acfan.htm">acfan.net/acfan.htm</a>
Rape, Abuse & Incest National Network 1-800-656-HOPE		<a href="http://rainn.org">rainn.org</a>
US Department of Justice, Office on Violence Against Women		<a href="http://justice.gov/ovw">justice.gov/ovw</a>

# Now what?

NATURE OF EVENT	CONSULT WITH	POTENTIAL ACTIONS	APPLICABLE GUIDANCE
personal tragedy	<ul style="list-style-type: none"> <li>Employee Assistance and Wellness</li> <li>Counseling Services</li> <li>Campus Living</li> <li>Dean of Students</li> </ul>	<ul style="list-style-type: none"> <li>if victim is a minor, a report may be required by law (see ARS 13-3620)</li> </ul>	NAU Policy & Procedures
student is under age 18	<ul style="list-style-type: none"> <li>Dean of Students</li> </ul>	<ul style="list-style-type: none"> <li>contact Human Resources (for employees)</li> </ul>	Arizona/Federal Law
sex/gender discrimination or harassment, including sexual assault, dating/ domestic violence, or stalking	Report to Office for the Resolution of Sexual Misconduct (ORSM) immediately	<ul style="list-style-type: none"> <li>contact EAW office (for employees)</li> <li>file <a href="#">CSA report</a> (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>NAU Policy &amp; Procedures                             <ul style="list-style-type: none"> <li>Clery Act</li> <li>Title IX</li> </ul> </li> </ul>
hate crimes	<ul style="list-style-type: none"> <li>NAU Police</li> <li>Dean of Students</li> <li>Equity and Access</li> </ul>	<ul style="list-style-type: none"> <li>file police report with appropriate jurisdiction</li> <li>file <a href="#">university or anonymous report</a></li> </ul>	<ul style="list-style-type: none"> <li>Clery Act</li> <li>Federal regulations</li> </ul>
inclusion/campus climate	<ul style="list-style-type: none"> <li>Dean of Students</li> <li>Equity and Access</li> <li>Campus Inclusion Team</li> </ul>		

## Relevant procedures for faculty and staff working with individuals impacted by sex/gender-based discrimination and/or sexual misconduct

For relevant policies and information visit [nau.edu/TitleIX](http://nau.edu/TitleIX).

Delayed reports of criminal conduct such as sexual assault, domestic/dating violence, or stalking may be reported by contacting NAUPD at 928-523-3611 or with the law enforcement agency in the jurisdiction where the crime occurred. All crimes in progress should be reported using 911.

Impacted Parties may pursue administrative complaints alone or in conjunction with a criminal complaint through the Office for the Resolution of Sexual Misconduct (ORSM) at [nau.edu/TitleIX](http://nau.edu/TitleIX) or 928-523-5434



This document was created in collaboration with NAU Dean of Students, Counseling Services, the Office for the Resolution of Sexual Misconduct, and Police Department.

### Confidential reporting for instances of sexual assault, domestic and dating violence, stalking, and gender discrimination:

Impacted parties may report sex/gender-based discrimination confidentially with Counseling Services, Employee Assistance and Wellness, or Victim Witness Services for Northern Arizona ([vwscoconino.org](http://vwscoconino.org)).

Impacted parties may report a concern related to inclusion at [nau.edu/campus-inclusion-team](http://nau.edu/campus-inclusion-team).

**Faculty and staff's reporting/supporting role:** If you are approached by a student or employee who believes that sex / gender-based discrimination or harassment or sexual misconduct has occurred, refer the person to the Office for the Resolution of Sexual Misconduct (ORSM) at [nau.edu/TitleIX](http://nau.edu/TitleIX) or 928-523-5434 Offer them to NAU's Counseling Services at 928-523-2261 to discuss their options in a confidential manner. Impacted parties within Coconino County who have been sexually assaulted may contact Northern Arizona Care and Services After Assault (NACASA) at 928-527-1900 or Victim Witness Services of Northern Arizona at 928-856-7676.

Additional statewide resources can be found [here](#).