

HOW DO I TELL SOMEONE?

If a student exhibits behavior that indicates an **IMMEDIATE DANGER** to self or others, call UNC Charlotte Police and Public Safety at **704.687.2200**. or **911**

If a student exhibits **disturbing behavior** or is disruptive, contact the Dean of Students Office at **incidentreport.uncc.edu** or **704.687.0345**.

If a student is exhibiting **psychological problems** and you need advice about how to understand or respond to the behavior, contact the **Counseling Center** at **704.687.0311**.

Why tell someone?

A safe community relies on individual and collective responsibility. It is possible a student may be exhibiting similar behaviors elsewhere in the UNC Charlotte community (residence halls, offices, etc.). Knowing the extent of the behaviors can be useful in determining what help the student may need.

What is *NINERCare*?

NINERCare is a network designed to bring together information in order to identify students who have demonstrated concerning behavior; investigate to determine if an identified student poses a potential threat to self, others, or the UNC Charlotte community; and develop an objective, coordinated action plan to collect information, assist the student and protect the University community.

Who is involved?

All referrals to *NINERCare* are reviewed by staff members in the Dean of Students Office to determine an appropriate action plan. Staff members will follow-up with the reporting person but may not be able to provide specific information related to actions taken due to privacy considerations. Depending on the magnitude of the referral, the case may be reviewed by members of the Campus Behavioral Intervention Team (CBIT) for further consultation and action.

CBIT consists of the following members or their designees:

- Dean of Students (Chair)
- Director of Housing and Residence Life
- Dean of the Graduate School
- Director of Counseling Center
- Associate Provost for Academic Services
- Other University community members deemed relevant to a particular conversation
- Director of Police and Public Safety
- Senior Associate Dean of Students

For more information visit ninercare.uncc.edu

Signs and Symptoms for Students of Concern

- Erratic behavior, including infrequent class attendance or failure to follow through with responsibilities
- Increasing dependence on a faculty or staff member, parent, or other person (by demanding excessive amounts of time and attention)
- Social isolation, withdrawal, lethargy
- Inability to focus on a specific topic in a conversation or activity
- Disorganized thinking and speech, feelings that are inappropriate to the situation, or other evidence that a student is “out of touch with reality”
- Expression of feelings of persecution, paranoia, or strong mistrust of others
- Disruptive, explosive, or disrespectful behavior
- Signs of excessive alcohol or drug use
- Abrupt change in manner, style, or personal hygiene
- Overtly suicidal thoughts and/or statements expressed verbally or in writing
- Statements about harming someone else
- Expressed uncertainty and anxiety about emotional stability, family situation, and/or relationship problems

Guidelines for Responding to a Student of Concern

- Share your interest and concern openly and directly.
- Set clear limits about your role with the student.
- Maintain a student’s privacy, but do not promise confidentiality.
- Help a student tell his or her story. Offer the opportunity to listen to what is on his or her mind.
- Demonstrate an understanding of what the student discloses.
- Statements made by the student regarding an intention or plan to harm self or others must be reported.
- Inquire as to how the student is attempting to respond to the problem. Help develop response options together.
- Consult with peers, colleagues, supervisors, deans, the Counseling Center, the Dean of Students Office or others if you need additional perspectives before or after talking to the student.
- Suggest a referral to the Counseling Center, Student Health Center, Dean of Students Office, or other community resources.
- Follow up as appropriate.

HELPING STUDENTS OF CONCERN

Behaviors that suggest the student may be in **imminent danger** of harming self or others

Contact UNC Charlotte Police and Public Safety
704-687-2200 or 911
IMMEDIATELY

If a student needs additional guidance but **does not pose an immediate threat** to self or others, consider submitting a report to **NINER***Care* (Incidentreport.uncc.edu) or contacting the appropriate resource

ISSUE

CAMPUS RESOURCE

• Immediate homicidal or suicidal threats
 • Fear or experience of violence, stalking, bullying, or harassment

UNC Charlotte Police and Public Safety
704.687.2200

• Sexual assault

UNC Charlotte Police and Public Safety
704.687.2200
 Counseling Center **704.687.0311**

• Expressions of suicidal thoughts or thoughts of hurting others
 • Domestic violence or abusive relationship

Counseling Center **704.687.0311**

• Suspected eating disorder or distorted body image

Counseling Center **704.687.0311**
 Student Health **704.687.7400**

• Erratic or disturbing behavior
 • Disruptive classroom behavior
 • Signs of alcohol and/or drug abuse
 • Sexual harassment

Dean of Students Office
704.687.0345
incidentreport.uncc.edu

Alcohol and/or Drug Abuse or Dependency

- Physical, behavioral, and psychological symptoms of abuse
- Neglect of responsibilities
- Class attendance under the influence of alcohol and/or drugs
- Legal trouble resulting from substance use
- Contact the Dean of Students Office at incidentreport.uncc.edu or 704.687.0345

Disruptive or Inappropriate Classroom Behavior

- Loud, aggressive, combative behavior
- Interfering with normal instruction
- Erratic or disturbing behavior in class
- Contact the Dean of Students Office at incidentreport.uncc.edu or 704.687.0345

Sexual Assault

- Unwanted sexual contact against a person’s will, without consent, or under duress
- Sexual assault includes sexual abuse, rape, and date rape
- Report immediately to UNC Charlotte Police at 704.687.2200 or the Counseling Center at 704.687.0311

Sexual Harassment

- Unwelcome sexual advances
- Requests for sexual favors
- Verbal, nonverbal, or physical conduct of a sexual nature by a University employee, another student, or a third party
- Can cause a hostile or abusive educational environment
- Contact the Dean of Students Office at incidentreport.uncc.edu or 704.687.0345

Suicidal Expressions

- Communicates suicidal thoughts without immediate threat
- May be expressed verbally or in writings like email or other documents
- Contact the Counseling Center at 704.687.0311

Threatening Behavior

- States an intent to harm self or others
- Attempts to harm self or others
- Commits harm to self or others
- **IMMEDIATELY** report any of the above to UNC Charlotte Police at 704.687.2200

Frequently Asked Questions

- **Who can make a *NINERCare* referral?** Any person who has concerns about a student's behavior may make a referral. Current students, faculty, or staff can make referrals online at incidentreport.uncc.edu or by contacting the numbers listed in the resources section. When making online referrals, you will be asked to login using your UNC Charlotte username and password for authentication purposes. Others; such as family members, neighbors, and friends can make a *NINERCare* referral by contacting the Dean of Students Office (704.687.0345).
- **What happens after I make a referral?** All referrals to *NINERCare* are reviewed by staff members in the Dean of Students Office to determine an appropriate action plan. Staff members will follow-up with the reporting person but may not be able to provide specific information related to actions taken due to privacy considerations. Depending on the magnitude of the referral, the case may be reviewed by members of the Campus Behavioral Intervention Team (CBIT) for further consultation and action.
- **What happens to the student in the *NINERCare* process?** The severity of the behavior exhibited by the student will help to drive the response by the *NINERCare* team. The student may be asked to meet with team members for a care and concern meeting, may be required to attend counseling or psychological assessment meetings, or may be recommended to withdraw from the University. The primary goal of every response option is to gather information, make the student aware of available resources, establish a web of support for the student, and to help protect the campus community.
- **When should I report a concern that came from a private conversation with a student?** It is suggested that you involve others when a conversation or interaction with a student causes concern. You may find it helpful to report this to your department head or supervisor. The Counseling Center (704.687.0311) and the Dean of Students Office (704.687.0345) are available for consultation as well.
- **If I submit a report, can I remain anonymous?** Due to the potential serious nature of information presented to *NINERCare*, anonymous reports are not accepted. Staff members involved in reviewing the report and creating an action plan for response often need to follow-up with the person expressing a concern to gather additional information and perspective.
- **What confidentiality standards should I follow?** The Family Educational Rights and Privacy Act (FERPA) protects the privacy of students' educational records. FERPA authorizes employees such as faculty and staff to disclose education records to other school officials who have a legitimate educational interest in those records. As the personnel involved in the *NINERCare* process are responsible for identifying, responding to, and supporting students of concern, they have a legitimate education interest in any student information that might help them fulfill that responsibility.
- **How do I know if it is a *NINERCare* issue or if it is more appropriately handled by other campus resources?** A flowchart outlining various issues of concern and the appropriate referrals is provided as part of this publication. This should help in determining your first point of contact when working with a student of concern. For areas not listed or for questions about how to proceed, please contact the Dean of Students Office at 704.687.0345.

Helpful Contacts

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| • Counseling Center | 704.687.0311 |
| • Dean of Students Office | 704.687.0345 |
| • Disability Services | 704.687.0040 |
| • Graduate Student Ombudsman | 704.687.5661 |
| • Housing and Residence Life | 704.687.7501 |
| • International Programs | 704.687.7755 |
| • Office of Legal Affairs | 704.687.5732 |
| • Student Health Center | 704.687.7400 |
| • UNC Charlotte Police | 704.687.2200 |
| • UNC Charlotte Police (non emergency) | 704.687.8300 |

Resources

Gatekeeper Training for Faculty and Staff

Faculty and staff members or departments interested in learning more about how to identify, respond to, and refer students in distress or at risk for suicide or other major mental health issues can call the Counseling Center at 704.687.0311. Our "gatekeeper training" programs include the following:

- *At Risk for Faculty* is an online, interactive gatekeeper training simulation used at more than 85 campuses nationwide. In this 45-minute training, faculty and staff learn the common indicators of psychological distress and how best to approach an at-risk student for referral to the counseling center.
- *Campus Connect: A Suicide Prevention Training for Gatekeepers* is a 3-hour, experientially based gatekeeper training program for college and university faculty, staff, and students.
- Individual and group consultations and discussions are also available on request.

Visit counselingcenter.uncc.edu for more information.