

# Supporting and Caring for Our Community

## CARE Team 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 on- and off-campus resources designed to assist individuals. 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 [SupportOurStudents.unt.edu](https://SupportOurStudents.unt.edu).

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 could be harmful to themselves or others.

## To refer an individual to CARE Team

You may complete a report online at [SupportOurStudents.unt.edu](https://SupportOurStudents.unt.edu). A staff member will follow-up within one business day. For any questions, contact (940) 565-4373.

## 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
- Change in pattern of interaction
- Changes in physical appearance
- Problems concentrating and remembering things or making decisions

### Level 2

- Repeated request for special consideration
- New or regularly occurring behavior which pushes the limits and/or 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

- 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 or feelings of persecution
- Statements related to death or dying or feelings of hopelessness
- Threats of harming self or harming others

# What You Can 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 individual

## 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
- ✓ Counseling & Testing ..... (940) 565-2741
- ✓ CARE Team ..... (940) 565-4373
- ✓ Student Health and Wellness Center ..... (940) 565-2333
- ✓ Human Resources ..... (940) 565-2281



# 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 suicide 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 they appear distressed, you can contact the CARE Team for assistance. The team will evaluate the circumstances and determine the appropriate plan of action.

## Student Resources Seeking Options & Solution Program

This program is designed to help students facing a variety of barriers outside of the classroom by connecting them to resources and acting as an advocate. Some of the issues that DOS staff help students with include:

- Temporary illness/ injury
- Family emergencies
- Housing & food insecurity
- Alerts

Reports can be made online at [SupportOurStudents.unt.edu](https://supportourstudents.unt.edu). After a referral is submitted, a DOS staff member will confirm they received the referral and will reach out to the student within 48 business hours.

For questions, contact [deanofstudents@unt.edu](mailto:deanofstudents@unt.edu)

# UNT Food Pantry presented by Kroger

The Food Pantry presented by Kroger is on-campus to serve students who are facing food insecurity. This is also a great opportunity for faculty and staff to get involved through donations.

Contact [DOSFoodPantry@unt.edu](mailto:DOSFoodPantry@unt.edu) for any questions or assistance. Additional information can be found: <https://studentaffairs.unt.edu/food-pantry>.

## Pregnancy/Parenting Accommodations

The US Department of Education and Office for Civil Rights released Title IX requirements regarding pregnant and parenting students. Students wishing to seek accommodations for Pregnancy and Parenting should submit a request at [SupportOurStudents.unt.edu](http://SupportOurStudents.unt.edu) and include medical documentation. DOS staff will follow-up with instructors as appropriate.

The requirements and suggestions include:

- Schools must excuse student's absences because of pregnancy or childbirth for as long as the student's doctor deems the absences medically necessary.
- Absence policies in classes must accommodate pregnancy or childbirth-related absences and allow for make-up work. "A teacher may not refuse to allow a student to submit work after a deadline that she missed because of absences due to pregnancy or childbirth. Additionally, if a teacher's grading is based in part on class attendance or participation, the student should be allowed to earn the credits she missed so that she can be reinstated to the status she had before the leave."
- "A school may offer the student alternatives to making up missed work, such as retaking a semester, taking part in an online course credit recovery program, or allowing the student additional time in a program to continue at the same pace and finish at a later date, especially after longer periods of leave. The student should be allowed to choose how to make up the work."

DOS will provide an email regarding accommodations to faculty. Students needing this support should apply for accommodations for [SupportOurStudents.unt.edu](http://SupportOurStudents.unt.edu).

For questions, contact [deanofstudents@unt.edu](mailto:deanofstudents@unt.edu).

## Active-Duty Military Students

If a student is called to active duty during the semester, DOS staff will verify military orders and discuss options with the student. DOS staff will follow-up with professors as needed. Texas Education Code 51.9111 does not allow an institution to penalize a student for not attending class for active military duty; those absences must be excused, and the student permitted to complete any missed work. Students can apply online at [SupportOurStudents.unt.edu](http://SupportOurStudents.unt.edu).

For questions, contact [deanofstudents@unt.edu](mailto:deanofstudents@unt.edu).

## Absence Verification and Authorized Absences

DOS can provide Verified Absence slips or emails to professors if a student has verifiable documentation (such as a doctor's note or funeral program). The Student Attendance and Authorized Absences Policy does give faculty guidelines for these types of issues.

It is ultimately up to the professor's discretion if they will allow make-up coursework or assignments. There are exceptions such as active-duty military or Title IX that are protected under state and/or federal law, but a DOS staff member will contact instructors directly in these incidences.

For questions, contact [deanofstudents@unt.edu](mailto:deanofstudents@unt.edu)

## University Resources

In the event of an emergency or situation that requires immediate intervention, please contact 911. DOS programs and services plays a secondary role to all urgent circumstances and should be contacted only after initial notifications are made.

Department	Contact
UNT Police Department	(940) 565-3000 or 911 in emergency
Dean of Students	(940) 565-2648
CARE Team	(940) 565-4373 or <a href="http://SupportOurStudents.unt.edu">SupportOurStudents.unt.edu</a>
Counseling and Testing	(940) 565-2741
Human Resources	(940) 565-2281
Student Health and Wellness Center	(940) 565-2333
Trevor Project	1- (866) 488-7386

Office of Disability Access	(940) 565-4323
National Suicide Hotline	1- (800) 273-TALK

## Employee Assistance Program (EAP)

This free, confidential program is available to retirement-eligible employees, their dependents and household members, and retirees. EAP assists individuals with various issues and stressful events and provides access to counseling services. EAP benefits can be accessed 24 hours a day, 7 days per week by calling 855-784-1806 or going online at [guidanceresources.com](http://guidanceresources.com) with registration code UNTS.