

Crisis Response Quick Reference

Guidelines if you find yourself interacting with a student, faculty, and/or staff member in distress

- Present a calm, reassuring demeanor
- Be direct, informative, authoritative, nurturing, and problem solving oriented
- If possible, clarify why the person is upset
- State what can and will be done to help the person
- Convey a sense of hope and expectation

If you feel threatened, and if the person exhibits behaviors which suggest the person might harm themselves or anyone else

If you do not feel threatened, and if the person needs additional guidance and/or support but does not exhibit behaviors which suggest they might harm themselves or anyone else

- Call 911 – Ask for Henderson
- Immediately notify security so they can help the 911 responders find the emergency on campus
- TUN Security x007 or 702-358-6701

- Try to engage the person in problem-solving dialogue
- Refer the student to a specific resource

Issue	Contact	Phone
Imminent Danger <ul style="list-style-type: none"> • Suicidal/Homicidal Threats • Medical Emergency • Victim of Violence and/or Stalking 	Security Henderson Police Department Dean of Students	X007 on campus 702-358-6701 911 (Henderson) 702-777-3073
ADA Accommodations	OASIS	702-777-4769
Title IX	Title IX Coordinator	702-777-3131 702-777-1761
Emotional issues, bizarre behavior, relationship problems, anxiety or depression, stress management	Student Counseling Services Student Health Director	702-777-2095 702-777-3971 702-777-1761
Learning Skills, test anxiety, stress management	OASIS	702-777-3188
Disruptive classroom behavior, general unidentified student concerns, cheating or academic dishonesty	Dean of Students	702-777-3073 702-777-1761
Student Grievance	Dean of Students	702-777-3073 702-777-1763
For faculty, staff, and student concerns	Employee Assistance Program (EAP)	800-865-1044
Student Health	Student Health Director	702-777-3971
Other faculty or staff concerns	HR	702-777-3855
After Hours	Security Henderson Police Department	X007 on campus 702-358-6701 911 (Henderson)

The Office of Dean of Students (702-777-3073) is always available to assist with any student related issues or concerns.

Make sure to have your own support to debrief with after the crisis if necessary.