



Welcome!

2016 Annual Legal and Trends Update

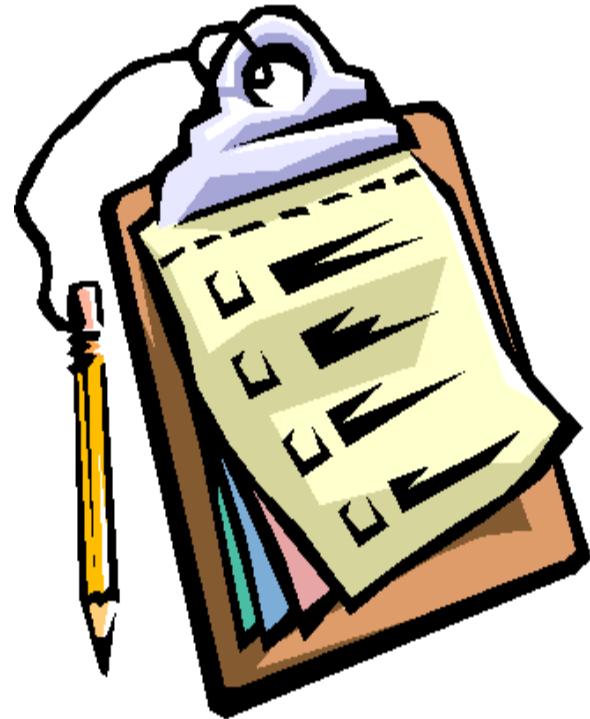
Agenda

Welcome

First hour-Presentations

- Office of the General Counsel
- Employee Relations
- Office of Equal Opportunity
- Office of Title IX
- Americans with Disabilities Act
- Risk Management
- Professional Development
- Campus Safety
- Disability Services Program
- Student Conduct/HCC
- Abrasive Conduct Task Force
- Ombuds

Last half hour-Q & A



Workplace Laws and Managers' Responsibilities

Paul Chan

Vice Chancellor, Legal Affairs and General Counsel

Employee Issues

Complex, Emotional, and High Stakes

If you DO NOT abide with procedures:

- Potential litigation and liability
- At best, nuisance value
- Settlement payments come from departmental budgets
 - Insurance assistance on settlements
 - Insurance coverage for managers
- Cost of time



Guideline One

Call Human Resources or the Office of the General Counsel before implementing any disciplinary or serious corrective action.

You are NOT alone!

Offices on campus available to assist you in these matters:

- Human Resources
- Office of Equal Opportunity
- Office of Title IX
- Office of the General Counsel


Important Guidelines

- Different groups and laws are subject to individual sets of procedures (*e.g. faculty, coaches, union, safety officers, etc.*)
- Policies reflect laws
- Failure to adhere to policy can be cause for lawsuit

Location of Policies/Procedures

Human Resources

- Home
- Careers at DU
- New Employees
- Benefits & Compensation
- People Development
- EMPLOYEE SUPPORT



- Employee Support
- Employee Resources
- Employee Relations
- EMPLOYEE HANDBOOK**
- Policies & Procedures
- Leaves of Absence

POLICIES & PROCEDURES

Employee Handbook

Review the [Employee Handbook of Personnel Guidelines & Procedures](#).

TABLE OF CONTENTS
+ IMPORTANT NOTICE & INTRODUCTION STATEMENTS
+ EMPLOYMENT PRACTICES
+ PAY PRACTICES
+ OTHER ASPECTS OF EMPLOYMENT

CONTACT US

Human Resources
2199 S. University
Denver, CO 80208
Phone: [303-871-3656](tel:303-871-3656)
Fax: 303-871-3656

[Email](#)

[Staff Listing](#)

Location of Policies/Procedures (Cont)



The screenshot displays the website for the Office of Equal Opportunity & Office of Title IX. The header features a navigation bar with links: Home, Policy Statements, Procedures, Office of Equal Opportunity, Office of Title IX, and Resources. The main content area is titled 'THE OFFICE OF EQUAL OPPORTUNITY AND THE OFFICE OF TITLE IX Policy Statement'. A left sidebar contains links for 'POLICY STATEMENT', 'Non-Discrimination Statement', and 'Affirmative Action'. A blue arrow points to the 'POLICY STATEMENT' link. The main content area lists several topics with expandable icons: DISCRIMINATION, TITLE IX, EQUAL OPPORTUNITY, RETALIATION, APPLICATION, and PROCEDURES.

Office of Equal Opportunity & Office of Title IX

Home Policy Statements Procedures Office of Equal Opportunity Office of Title IX Resources

POLICY STATEMENT

[Non-Discrimination Statement](#)

[Affirmative Action](#)

THE OFFICE OF EQUAL OPPORTUNITY AND THE OFFICE OF TITLE IX

Policy Statement

- DISCRIMINATION
- TITLE IX
- EQUAL OPPORTUNITY
- RETALIATION
- APPLICATION
- PROCEDURES

One Last Guideline:

Please CALL if you have questions.



Performance and Conduct in the Workplace

Molly Rossi

Employee Relations Consultant

Why Manage Employee Performance and Conduct?

- Morale
- Engagement and Retention
- Enhanced performance and customer satisfaction

How can ER assist you?

- Empower managers and employees to be successful with employment challenges
- Support with difficult conversations
- Connect you with resources for a variety of employee matters

When should you contact ER?

- Guidance on setting clear **upfront** expectations
- First indication of a performance or conduct issue
- When considering any type of corrective action
- Interpretation of policies and procedures



Key Guidelines for Supervisors

- On-going feedback
- Listen to employee perspective
- Respectful and Consistent treatment
- Documentation

Employee Support Resources

Employee Support

EMPLOYEE RESOURCES

Employee Relations

Employee Handbook

Policies & Procedures

Leaves of Absence

Transitions & Departures

EMPLOYEE SUPPORT

Employee Resources

The following are a wide variety of on-campus resources available to assist employees.

- + CAMPUS SAFETY
- + CENTER FOR MULTICULTURAL EXCELLENCE
- + CHILD CARE & FAMILY RESOURCES
- + EMPLOYEE ASSISTANCE PROGRAM (EAP)
- + FACULTY RESOURCES
- + INTERNAL AUDIT HOTLINE
- + OFFICE OF EQUAL OPPORTUNITY AND TITLE IX
- + OFFICE OF PEOPLE DEVELOPEMENT
- + OMBUDS
- + UNIVERSITY CHAPLAIN
- + WORKER'S COMPENSATION

<http://www.du.edu/human-resources/employee-support/employee-resources.html>

Office of Equal Opportunity

Laura Maresca

Director, Equal Opportunity

The Office of Equal Opportunity is responsible for ensuring compliance with the University's anti-discrimination policies related to race, color, national origin, age, religion, disability, genetic information or veteran status, it is also responsible for promoting full compliance with all applicable federal, state and local discrimination laws.

What Services Does EO Provide?

- **Consultation:**
 - Issues of possible discrimination, harassment or retaliation
 - Search committees: inclusive excellence practices
 - Compliance issues such as religious accommodation
- **Investigation:**
 - Complaints of discrimination, harassment and/or retaliation
- **Education:**
 - Customized for your department with the goal of prevention and/or remediation

When Should I Call?

- **Statement of the Obvious:**
 - Blatantly discriminatory action/statement
 - Obvious harassment
 - Direct complaint of discrimination, harassment or retaliation
- **What are some “warning” signs that I should call?**
 - “Treating me differently”
 - “Unfair”
 - High turnover rate among employees from underrepresented groups
 - Similar comments from different sources about the same person or policy
 - Exclusion of one person from group work or activity
 - Joking with subtext (e.g. age and technology)

When Should I Call? (cont)

- Improving Culture
 - Not everything that should be addressed is a policy violation.
 - “Yucky” factor
 - Cultural change and attitudes change with education and awareness.
- Reporting on Climate
 - We want to have an accurate picture of our campus climate
 - Trends and areas of opportunity are identified when we have a complete picture
- When in doubt? CALL!

What do I do once a complaint is filed?

- Perspective: Operate from the perspective of neutrality
 - Another person's experience may not mirror your own
 - Show support for both employees and avoid pronouncing judgment
- Discretion: Very sensitive subject for both employees, vulnerability
 - Stay on point with message

Office of Title IX

Jean McAllister

Director, Office of Title IX

Title IX at DU

- Promotes a gender equitable campus
 - Contact us for training or consultation before problems arise
- Prohibits discrimination, harassment and violence based on gender
 - Protected status includes:
 - Gender
 - Sexual orientation
 - Gender identity or expression
 - Pregnancy or parenting (includes nursing mothers)
 - Violence includes:
 - Non-consensual sexual contact (including rape)
 - Relationship violence (dating or domestic violence)
 - Stalking



Title IX Faculty & Staff Obligations

- All University faculty or staff members are responsible employees or mandatory reporters for Title IX (including GRAs, GTAs, RDs and RAs)
- A Title IX concern can be received by any DU employee
- Reportable concerns are typically verbal and informal
- All concerns must be referred to the Title IX Coordinator
- It is not your responsibility to investigate
- It is not your responsibility to notice anyone
- Remember survivor and respondent privacy



It seems like you may need someone to talk to and I want to make sure that I get you to the right person so that we can get you the appropriate support.

I can see that something is troubling you, IF you would like to speak to someone confidentially lets work to get someone on the line . . .

How to support someone expressing a concern...

I am not a confidential reporting source and I am required to notify the Title IX Coordinator of this concern.

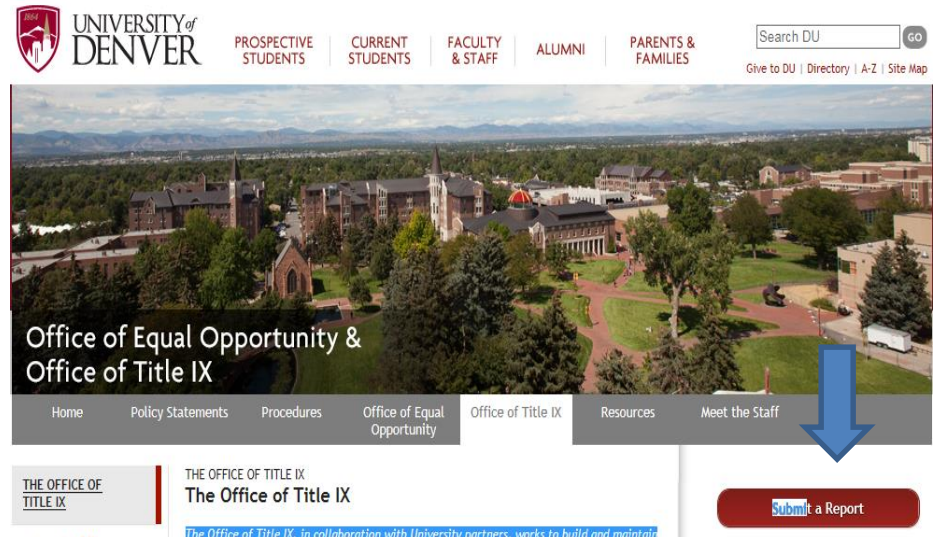
I will make every effort to respect and safeguard your privacy regarding your concern and will only speak with those University employees who “need to know.”

Validation and belief are CRITICAL:

- I am sorry this happened to you
- Thank you for coming forward
- This was not your fault
- You did not deserve to be hurt
- Avoid questioning the survivor’s choices or asking why...

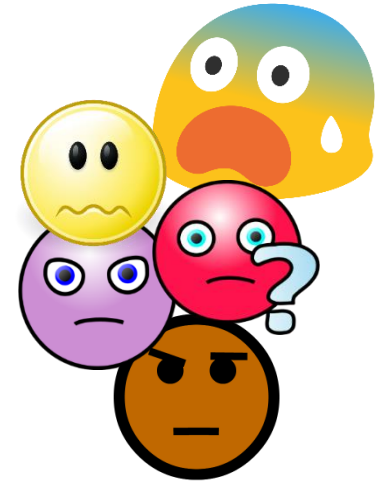
How to Report

- Submit a report by clicking the Submit a Report button on the Title IX web page
- Email Jean.McAllister@du.edu
- Call Jean McAllister at:
303.871.7481
- Or, check out our re-designed web pages...



Respondents Need Support Too

- Acknowledge being a respondent is difficult and can be scary
- Refer the respondent to support services
- It is not your job to notice or investigate: Title IX will do that
- Reassure that the investigative process is equitable
- You do not need to take sides
- Avoid asking: Why? Did you? What were you thinking?
- Do not assume you know what happened based on a respondent's behavior with you



Americans with Disabilities Act (ADA)

Lloyd Moore
Director, Benefits

The University is committed to
maintaining
a work environment free of
discrimination
based on disabilities.

What Is ADA ?

- The Americans with Disabilities Act (ADA) is the most comprehensive federal civil rights legislation protecting the rights of people with disabilities.
- Extends protection to persons with disabilities against discrimination in the private sector and in state and local government.
- Assures equality of opportunity, full participation, independent living, and economic self-sufficiency to persons with disabilities.

Major Life Activities

To be a disability covered by the ADA an impairment must substantially limit one or more major life activities.

A major life activity is one that an average person can perform with little or no difficulty such as walking, seeing, hearing, speaking, breathing, learning, performing manual tasks, caring for oneself, working sitting, standing, lifting, and reading.



ADA Does Not Include:

The ADA does not include a list of covered disabilities under the law. Therefore, to determine if you are covered under the law, you need to determine if you have a physical or mental impairment that substantially limits one or more major life activity.

The definition of disability does not include simple physical characteristics, common personality traits, or environmental, cultural, or economic disadvantages.

Possible Accommodations

- Making existing facilities accessible
- Job restructuring/classroom reassignment
- Reduced/modified work schedules
- Assistive devices
- Modification of materials
- Readers or interpreters



ADA Requests & Accommodations

- Employees should contact Lloyd Moore at 303-871-4284 to discuss their disability and how it impacts them and their ability to perform the duties of their job.
- Employee must provide medical documentation that substantiates the disability.
- Upon careful review of the medical documentation and an interactive process, the appropriate accommodation (if approved) will be determined.

Request for Reasonable Accommodations



Request for Reasonable Accommodation Form

The University of Denver fully complies with the reasonable accommodation requirements of the Rehabilitation Act of 1973. Under the law, agencies must provide reasonable accommodation to qualified employees or applicants with disabilities, unless to do so would cause undue hardship. The University is committed to providing reasonable accommodations to its employees and applicants for employment in order to assure that individuals with disabilities enjoy full access to equal employment opportunity at the University. The University provides reasonable accommodations:

- when an applicant with a disability needs an accommodation in order to be considered for a job;
- when an employee with a disability needs an accommodation to enable him or her to perform the essential functions of the job or to gain access to the workplace; and
- when an employee with a disability needs an accommodation to enjoy equal benefits and privileges of employment.

Name: _____ Contact Number: _____

DU ID#: _____ Job Title: _____

Department: _____

Physical Work Location: _____

Supervisor: _____ Contact Number: _____

Accommodation Requested (Please be specific): _____

Please submit with the attached Physician Statement



Physician Questionnaire

Dear Physician:

_____ (University of Denver Employee) has requested an accommodation in accordance with the Americans with Disabilities Act (ADA). In order to certify the disability, we need you to complete the following questionnaire in its entirety.

Under the ADA the definition of disability is: a physical or mental impairment that substantially limits one or more of an individual's major life activities.

1. What is the employee's impairment? _____

2. In the table below, please indicate all major life activities affected and whether or not:

- The employee is unable to perform a major life activity that the average person in the general population can perform; or
- The employee is substantially limited as to the condition, manner, or duration under which an individual can perform a major life activity as compared to the condition, manner, or duration under which the average person in the general population can perform that same major life activity.

Major Life Activity	Substantially Limited	Unable To Perform
Walking		
Seeing		
Hearing		
Speaking		
Breathing		
Learning		
Working		
Sitting		
Standing		
Lifting		
Reaching		
Thinking		
Concentrating		
Caring for oneself		
Interacting with others		
Performing Manual Tasks		

Reasonable Accommodation Considerations

- Purpose and essential functions of job
- Job-related limitations imposed by disability
- Effectiveness of potential accommodations
- Preference of individual with disability
- Nature and cost of the accommodations



Accommodation Implementation Timeframes

- Requests will be processed and accommodations will be provided, where appropriate, in as short a time frame as reasonably possible. The time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information.
- If medical information is needed, the 15 day accommodation provision is frozen and the decision will be made within 20 days from the receipt of the documentation.
- In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in no more than 15 to 20 business days.

Confidentiality - What is HIPAA?

- Health Insurance Portability and Accountability Act of 1996
- The HIPAA Privacy Rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information.
- At the same time, the Privacy Rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.



Medical Documentation is **HIGHLY CONFIDENTIAL**

Medical documentation includes:

- Fitness for duty releases
- Medical releases
- Return to work releases
- FMLA physician certification
- ADA physician certification



Medical documentation will be maintained in a confidential file in the Human Resources office in accordance with all applicable confidentiality requirements. Submit documents directly to Lloyd Moore.

Five Important Points of Workers Compensation Claims

Ryan Talmage
Risk and Insurance Analyst

1. What Constitutes a WC Claim?

An injury received within the scope and duties of a person's job.

- On campus, at a conference, while conducting field research
- Unpaid interns injured at an internship site
- Auto injuries suffered while conducting business
 - Damage to the automobile is not covered
 - Damage to others is not covered, including passengers, unless they too are conducting University business

2. How is an Injury Reported?

- Employee notifies a supervisor
- Employee and Supervisor complete reports
 - Employee's 1st Report of Injury
 - Supervisor's Report
 - Provider Letter, signed by employee

All are sent to ERM at risk@du.edu or faxed to 303-871-4455.

Forms can be found at www.du.edu/risk

3. Who decides if an injury is work related and/or covered?

- By law, this determination is made by our insurer – Pinnacol Assurance
- If in doubt, submit a report and see Worker's Compensation provider
- Pinnacol will contact employee as part of their investigation
- Pinnacol and the Colorado Department of Labor, WC Division will notify the employee of the determination

4. Who are our WC Providers?

- HealthOne Occupational Medicine, Englewood
- Concentra, South Broadway
- HealthOne, Bryan St (nearer to the Hampden Warehouse)
- Centura Occupational Medicine (nearer to HRGC)
- Porter Hospital or any (closer) ER
- **Kaiser is NOT a WC Provider and is not an option**

5. Other things you should know!

- A **report** should be made to ERM **within 24 hours** – sooner if at all possible
- Pinnacol, by law, is required to gather 5 years of medical history
- HR Policies guide how lost time for appointments and treatment is handled

If out of the country, a covered individual:

- Has the same reporting requirements as any other employee
- May have to coordinate care with their travel insurance provider
- May have to pay out of pocket for treatment and provide receipts to Pinnacol (not DU) for re-imbursement

People Development

Ken Pinnock

Director of People Development

Programs and Services

- Performance Management
- 14'ers Learning & Development Program
- Individual Courses
- Coaching and Consulting
- Conflict Mediation
- Multi-rater Assessment
- Mentoring Program
- Lynda.com



Campus Safety

Don Enloe

Director Campus Safety

Campus Safety-What's New?

- Campus Safety is now CALEA accredited
 - CALEA is a proven management model that promotes the efficient use of resources and improves service delivery
- New Initiatives from CALEA
 - Officer Liaison Program
 - Focus on service and community oriented policing
 - Online reporting of issues and complaints
 - Online Disclosure of internal affairs investigations and use of force reports

Alcohol Policy *September 2015*

Event Registration for University Events with Alcohol

Every event with an expected attendance of 50 or more guests is required to submit an online Event Registration Form. This form is routed through Campus Safety.

- The organization or unit sponsoring the event must submit an Event Registration form no fewer than 10 business days prior to the event date.
- The processed Event Registration form must be displayed during the event.
- As a part of the event registration process, each event with 50 or more guests must identify an individual who is the point of contact for the event and who will liaison with Campus Safety should issues arise.

The Newman Center, the Knoebel School of Hospitality Management, the Ritchie Center, Conference and Events Services, and the Highlands Ranch Golf Course will share a list of scheduled events with Campus Safety on a regular basis and will not complete individual event forms.

Register your event online via the Campus Safety website at www.du.edu/campussafety

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September 2015

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UNIVERSITY of DENVER

PROSPECTIVE STUDENTS | CURRENT STUDENTS | FACULTY & STAFF | ALUMNI | PARENTS & FAMILIES

Search DU GO

Give to DU | Directory | A-Z | Site Map

Campus Safety

Home | Reports | Safety Education | Crime Prevention | C-Cure Card Access | Policies | Resources | Contact Us

CAMPUS SAFETY Overview

The Department of Campus Safety is staffed 24 hours a day year-round by trained professionals employed to serve the University community.

In life-threatening emergencies, or when you need immediate police, fire or medical assistance, make the following TWO calls: 911 and 303-871-3000. In the event of an emergency, TTY users should call 911 directly

DU Campus Safety logs over 62,000 computer aided dispatch events (approximately 170 per day) and over 13,000 calls for service. Additionally, approximately 1,000 reports are written annually by Campus Safety Officers.

MISSION STATEMENT

To advance the quality of life on campus using community-focused safety and access solutions.

TO REPORT A CRIME

You can report a crime or [Honor Code](#) violation to Campus Safety at any time by calling 303-871-2334. An officer will be sent to your location to take your report.

CAMPUS SAFETY ALERTS & NOTICES

[Theft From Motor Vehicles- Issued 10.26.15](#)

[Motor Vehicle Thefts and Thefts From Motor Vehicles- Issued 10.29.15](#)

POPULAR LINKS

[2015/2016 Campus Safety Brochure](#)

[Self Defense Training](#)

[Campus Safety Physical Security Report Form \(C-Cure\)](#)

[Alcohol Event Registration Form](#)

CONTACT INFO

Emergencies:
911 then 303-871-3000
1-3000 if no campus phone

Protection of Minors on Campus

Board Policy 2.50.060

-released October 2015

- Any *University-Related Individual* who knows, suspects, or receives information that a minor on campus has been *Abused or Neglected*, or who has other concerns about the safety of a minor on campus (including a missing minor), must report their concern.
- Report immediately to Campus Safety suspected or actual instances of *Abuse or Neglect*, of any minor on the University campus and any minor involved in a *Program*.

Active Shooter Training

- Online **mandatory** Active Shooter video training is now available via Canvas
- Campus Safety offers instructor-led training on Countering Violent Extremism
 - Participants will learn concerning behaviors exhibited by potential shooters, what to do during an active shooter incident, and what the University and Police response will be. The training includes demonstrations with simulated firearms. (90 minutes long)
 - To find information or arrange a class for your unit/department visit www.du.edu/campussafety
- Sign up for DUAlert at www.du.edu/emergency

Clery Reporting

Campus Security Authority (CSAs)-If you have significant responsibility for student and campus activities, you are considered a campus security authority. (Deans, student housing staff, coaches, resident advisors, coordinator of Greek affairs, student organization/club sponsors, etc.)

What does this mean for you?

CSA's are required to report to Campus Safety, any Clery Act crime allegations that the CSA believe were made in good faith. The crime does not need to be investigated, nor a finding of guilt in order to be reported.

Clery Reportable Crimes

The Clery Act requires that we disclose crime statistics on the following criminal offenses:

1. Criminal homicide
 - a) Murder and Non-negligent manslaughter
 - b) Negligent manslaughter
2. Sexual Assault (mandated to be reported to Title IX)
 - a) Rape
 - b) Fondling
 - c) Sex Offenses
 - i. Incest
 - ii. Statutory Rape
3. Domestic Violence (mandated to be reported to Title IX)
4. Dating Violence (mandated to be reported to Title IX)
5. Stalking (mandated to be reported to Title IX)
6. Robbery
7. Aggravated Assault
8. Burglary
9. Motor Vehicle Thefts
10. Arson

Hate Crimes

Hate crimes are the 2nd category of statistics DU must report. The following hate crimes must be reported under Clery:

1. Race
2. Gender
3. Religion
4. Sexual Orientation
5. Ethnicity
6. National Origin
7. Disability
8. Gender Identity

In addition to the 7 previously mentioned crimes, hate crimes also include:

1. Larceny-theft
2. Simple Assault
3. Intimidation
4. Destruction/damage/vandalism of property

If you see or hear of graffiti that seems motivated by a hate crime you must notify Campus Safety.

How do you report?

- Call Campus Safety at **303-871-3000** for crimes in progress
- Call **303-871-2334** for non-emergencies
- Or call the Division Assistant Director for Strategic Initiatives at 303-871-2519 to discuss whether you need to report the incident for inclusion in our crime statistics
- You can report crime information confidentially under Clery, all we need is: (1) where the crime occurred, (2) the type of crime, (3) to whom the crime was reported and (4) when the crime was reported

**All Sexual Assaults & Gender Based crimes shall be reported to Title IX*

C-Cure

- Campus Safety is about half way through the exterior door project
- What does this mean for you?
 - Every building will have an Access Coordinator
 - Doors will lock and unlock automatically on their current schedule
 - If you need after hours access you can arrange that through your **building Access Coordinator**
 - In emergencies we have two options for locking down all of campus
 - Please do NOT prop or hold doors open, it will now send an alarm to Campus Safety that requires a Campus Safety response. If you need to keep a door open contact Campus Safety prior to propping it open (move/load ins, cleaning, etc.) so we can disarm the alarm
 - Building Access Coordinators can be found at the Campus Safety website under the C-Cure Tab

Campus Safety Services

- 90-min Self Defense Class - we can come to your department or you can arrange a class at the Campus Safety Center for your group. It is for men and women. It is a great class to arrange during your staff meetings.
- Rape Aggression Defense (R.A.D.)
- CPR/AED Training
- Countering Violent Extremism
- Follow us on Twitter and Facebook for Campus Safety updates & like us on Instagram @DUCampusSafety



Disability Services Program(DSP) Compliance is a Shared Responsibility

Jessica Riley
Assistant Director, DSP

Legal Context

- **Section 504 of the Rehabilitation Act** was designed to ensure that any program or activity receiving federal financial assistance does not discriminate on the basis of disability.
- **The Americans with Disabilities Act, and the 2008 ADA Amendments:**
 - Requires that people with disabilities be provided equal access to public programs and services.
 - “No otherwise qualified individuals with disabilities shall, solely by reason of their disabilities, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a public entity.”

Compliance is a SHARED RESPONSIBILITY

- When a student discloses a disability to **any** staff or faculty member, the University is “on notice.”
- The Office of Civil Rights (OCR) Students must be given clear notice of the institution’s obligations and the proper process and procedures to follow in order to obtain accommodations
- Therefore, faculty and staff must clearly identify the Disability Services Program to the student as the resource for requesting disability-related accommodations.

University Policy

- [Academic Accommodations for Students with Disabilities Policy](#) outlines requirements, guidelines, and procedures for providing approved accommodations to students, including temporary injury or illness.

Policy Statement:

1. Students requesting accommodations related to a disability must register with DSP through a disclosure process that includes providing appropriate documentation.
1. Instructors should only implement accommodations approved by DSP. Written notice of approved accommodations will be provided by DSP.

What is considered a disability?

- A “disability” is defined as a physical or mental impairment that substantially limits one or more major life activities include walking, seeing, hearing, speaking, breathing, learning, working, sleeping, caring for oneself, and performing manual tasks.
- Examples of disability include, but are not limited to:
 - Visual Impairments
 - Deaf/Hard of Hearing
 - Mental Health Disorders
 - Learning Disabilities
 - ADHD
 - Autism
 - Spinal Cord Injuries
 - Chronic Illnesses

What does DSP do?

- Once a student initiates a request for accommodations for a documented disability, DSP engages students in an interactive process to identify reasonable accommodations including, but not limited to:
- Test accommodations (examples: extended time, minimal distraction)
- Alternate format texts & materials
- Course substitutions
- Classroom changes
- Early registration
- Note takers
- Sign language/oral interpreters
- Referrals to other services and programs

Contact DSP

The Disability Services Program is your partner in ensuring compliance with disability law.

Please feel welcome to contact us with any questions or concerns.

Phone: 303-871-2372 Email: dsp@du.edu

Student Behavioral Update

Alan Kent

Executive Director, Health & Counseling Center

Kristin Olson

Director, Office of Student Conduct

Why Care About Student Wellness?

“People can’t be academically successful if they are physically or mentally unwell.”

-Earnest Boyer

Update on Student Wellbeing

- 48% so depressed they have trouble functioning
- 9% seriously considered suicide in past 12 months
- 17% Admit to 3 or more episodes of binge drinking in past two weeks
- Over 60 transports to detox first two months of this semester
- 23% of students seeking counseling already on psychiatric medications
- HCC has seen double the number of crisis visits this quarter compared to last year
- Over 30 students sought assistance from C.A.P.E. this quarter

(National College Health Assessment, 2013, Healthy Minds Survey, 2015, HCC database)

Legal Updates

- Department of Education's Office of Civil Rights
Title II Update:

Danger to Other vs. Danger to Self

ADA and OCR are very clear: Students may not be removed from residence halls, classrooms, or campus simply based on a mental health condition or disability. We have a obligation to provide reasonable accommodations and referrals for treatment if needed.

What is DU Doing About It?

- Required online workshop: AlcoholEdu & the Haven
- DU Alcohol Committee
- “Bystander Intervention” training: B.O.S.S. and P.A.L campaign
- Dedicated staff for developing prevention/education campaigns through HCC’s Department of Health Promotion
- Faculty/staff training on “Supporting Students in Distress”
- Garrett Lee Smith Suicide Prevention Grant- 3 year, \$300,000 grant to educate DU community.
- **Look for opportunity to attend a “Campus Connect” suicide awareness program.**

What Can You Do About It?

- Don't ignore a student who appears to be in distress
- Refer to the Health and Counseling Center-crisis services open to any student
-AND-
- Refer to Pioneers CARE
- Learn more by hosting a faculty or staff training on “Supporting Students in Distress”

What is Pioneers CARE?

- An outreach program, established in 2010, to help find solutions for students experiencing academic, social and crisis situations including mental health concerns.
- Pioneers CARE Cases Referred:
 - 2011-12 (306)
 - 2012-13 (435)
 - 2013-14 (508)
 - 2014-15 (758)
 - Fall quarter 2015, Week 9 (328)

What to Refer to Pioneers Care?


Members of the University community should submit a Pioneers CARE referral for a student who may be experiencing personal or academic difficulty. Other stressors or signals may include but are not limited to:

- Academic difficulty
- Difficulties with family/home environment
- Difficulties with adjusting to the college experience
- Excessive or unexplained absences
- Financial concerns
- Mental health issues
- Physical health issues
- Relationship issues
- Self-harm concerns
- Unable to locate a student
- Witness to an incident

NOTE: If a student is experiencing an acute condition, referral should be made initially to the Health & Counseling Center or Campus Safety. The Pioneers CARE staff will follow up with involved parties as necessary.

Pioneers CARE Referral

- Submit an online referral at: <http://carereport.du.edu>
- Report life threatening emergencies, Campus Safety ext. 1-3000 & 911
- Consult with Pioneers CARE - Call 303-871-2400

**CARE
Reporting Form**

Pioneers CARE
The Pioneers CARE program works directly with undergraduate and graduate students to find solutions to academic, social and personal issues that may impact the potential for student success. The program was created to work with faculty, staff and students in identifying and addressing concerns BEFORE they reach a level involving Honor Code or conduct violations. To report matters related to Academic Integrity or Student Conduct, please use the Student Conduct Incident Report Form found at <http://incidentreport.du.edu>.

Making Outreach:
The Pioneers CARE staff will provide outreach to students taking into consideration their holistic needs and connect them with relevant resources across campus. The staff will continue to provide outreach as needed and appropriate to assure student success. Therapy and counseling needs are provided by the Health and Counseling Center, not the Pioneers CARE staff.

Who should use this form
This referral form is for the use of current students, faculty, staff as well as from the University of Denver community members. Please provide detailed information regarding the concern you are referring. Once the form is received, a member of the Pioneers CARE staff will review the information and take appropriate action, which may or may not include contacting the student, you, and any others you have identified. If you have any questions related to completing a Pioneers Care report, please call (303) 871.2400 or email care@du.edu.

NATURE OF REPORT INFORMATION
Choose **General FYI** for: Concerns that do not need to be addressed at this point in time, but that you would like to put on our radar.

IF THERE IS IMMEDIATE RISK TO LIFE OR PROPERTY
Call 911 then 303-871-3000
(1-3000, if calling from a campus phone)

The Red Folder

- Assist with recognizing signs of distress
- Overview of DU student support offices
- Information about applicable privacy laws
- Extra copies are available by calling 1-2400



Pioneers CARE (Communicate, Assess, Refer, Educate)

Pioneers CARE outreach program helps find solutions for students experiencing academic, social and crisis situations including mental health concerns. Members of the University community can submit a Pioneers CARE report for a student who might benefit from services. We review these reports to understand each student issue and the on- and off-campus resources that may guide them to success.

➔ Refer a student online at <http://carereport.du.edu>

When working with the student, try identifying signs or stressors. These signs may include but are not limited to the following situations:

FACULTY & STAFF RED FOLDER

EMERGENCY – Life Threatening Situations

Call 911 first, then 303-871-3000
(on campus call x1-3000)

RESOURCES

Campus Safety

303-871-3000

Pioneers CARE/ Consultation Assessment Team

The University of Denver's Consultation & Assessment Team (CAT) is comprised of campus administrators who meet frequently to monitor and respond to student crises. The CAT meets when an issue arises that requires multiple University resources, or when information sharing is needed to ensure that the students' needs are met.

Pioneers CARE Undergraduate Administrator

Michael Johnson, Director of Student Outreach & Support

Pioneers CARE Graduate Administrator

Molly Hooker, Director of Graduate Student Services

Student Misconduct Reporting

- Student-Related Policies
 - www.du.edu/studentconduct
- Where to Report Policy violations
 - <http://incidentreport.du.edu>



UNIVERSITY of
DENVER

"Report it Here" Form

In an EMERGENCY -- crimes in-progress, fire, ambulance, life-threatening -- please do not fill out the Incident Report below. Instead call 911 and then contact Campus Safety at 303.871.3000 for immediate assistance.

For FACULTY and STAFF concerns please contact Campus Safety at 303.871.2334 for assistance in directing your report.

If you are reporting a non-emergency incident which involves at least one student, please complete the following Incident Report to the best of your ability. Thank you!

Background Information

Disruptive Classroom Behavior

- Instructors have the authority to remove a disruptive student from an ***individual class session***.
- For a student to be removed via an involuntary drop, the “***Removal for Disruptive Classroom Behavior***” process must be followed.

See the ***Student Conduct Policies & Procedures*** for more information about this process.

Leading with Integrity and Respect

Amy King, Vice Chancellor, Human Resources

Gregg Kvistad, Provost and Executive Vice
Chancellor

Corinne Lengsfeld, Associate Provost for Research

Abrasive Conduct and Disruptive Behavior

- 70% of Chief Academic Officers are somewhat or very concerned about declining professional conduct.
- A low-incident problem, prevalent and severe enough for a number of prestigious universities to develop new statements of conduct
- A perception that abrasive workplace issues impact our campus exists

Negative Impacts of Abrasive Conduct

- Reduction in morale,
- Detracts from our University's ability to hear all voices, and
- Creates inefficiency and inequitable burdens.

Principles to Help Lead with Integrity and Respect

- **Dialogue** – value, encourage and facilitate free exchange of diverse ideas. Recognize the distinction between disagreement and presentation of disagreeable or offensive ideas versus disrespect of individuals, their experiences, and their identities.
- **Inclusivity**- the diversity of our perspectives is our richest resource.
- **Collaboration** - strive for a work environment where all members of our community actively contribute in a synergistic way.

Common Behaviors That Support Respect and Integrity

- Do not use public discussions to intentionally create embarrassment, insult, or reprisal for a colleague.
- Be sensitive to tone and language when sharing thoughts and questions (oral or written)
- As the recipient of communication that had a negative impact, consider that the communicator may have had positive intentions.
- Respect confidentiality and avoid gossip.
- Respect others' time, come prepared, and participate fully.
- Greet and acknowledge others regardless of professional differences.
- Listen respectfully without interruption to allow others to complete their thoughts.
- Seek to raise questions and differences of opinion without raising one's voice.
- Express and share ideas completely and concisely.
- Appreciate that alternative views may have merit.
- Use professionally appropriate language.
- Refrain from the use of terms that are derogatory to race, ethnicity, gender, age, sexual orientation, ability, religion, or other markers of diversity.
- Stay focused on the topic under discussion.
- Respect decisions made by consensus or vote.
- Do not take things personally.
- Celebrate successes publically and provide constructive criticism privately.

Approaches Proven to Help

- First, don't blame yourself.
- During an incident, try to listen for valued information, acknowledge mutual frustration.
- Log events so you can understand and gain insight from a second opinion.
- Discuss issues with your support network inside and outside of work to gain appropriate coaching on how to set clear expectations and stand up for yourself appropriately.
- Seek informal resolution early in the conflict.
- With help from Human Resources, identify the appropriate routes to report the problem and gain additional assistance.

Ombuds

Jenna Brown

A *confidential* and *informal* resource to
help *navigate* the University of Denver

www.du.edu/ombuds

Questions?



Thank you for your participation
in this year's Annual Legal and
Trends Update!