

1. Talk to university counsel and get their guidance.
2. Review State Law regarding ending of treatment and what has to occur. Even though sounds like not a client, you could prohibit treatment/ contact
3. Follow relevant state law. In Ohio this was not addressed in mental health law so we followed the parameters in medical law, ie have to inform person in writing; give 3 referrals; be available for crisis consults for 30 days.
4. In the written notification to student inform after X days further contact would be referred to campus Police.

I put a clause in our Consent to Services form and in our scope of practice that said we could end services for xyz, and one of those things was any verbal or physical aggression toward any staff of CAPS including support staff. I only had to use it once. Otherwise I always left a door open for crisis stuff and they could use ProtoCall or attend outreach, but no other services were accessible to them.

Mollie, I'm sad to say this has happened a handful of times at our center through the years. If asking the student to pause and respond differently does not work, (it usually does) we work with our office of Community Standards. The code of conduct has several provisions for abusive behavior, not following the instructions of a university official, and similar other rules, that they can apply in this situation. Our OCS office works in a developmental manner, and also gives consequences, so I believe this is a good route in these types of situations. The student is given an opportunity to learn. It typically works, and I make the report, and tell the student that I have made the report because of their behavior in our front office, so there is no question about their counselor breaking confidentiality. When I report I do so using our anonymous reporting form, and do not tell OCS which office it is. Although they likely know, they don't approach the student about why they were in the counseling center raising a ruckus. One time through the years the student persisted in this type of behavior and I called University Police, because the student was threatening to kill the front office staff if his counselor didn't see him at that moment. (He was quite unwell.) The police arrested him and served a restraining order for campus and the counseling center in particular. I was able to work with UPD to have him adjudicated in mental health court.

The other thing that is helpful is that I have an adjoining door to the front office, and if I hear a commotion, I come out and step in if appropriate or necessary. I really do not like when students (or parents) are abusive to the staff, they do not get paid enough to take that sort of abuse.

: If they are not a client then you don't have to worry about confidentiality and I'd refer them to student conduct or the police – depending on the type of language/potential for threat involved. If they are a current client or were in the past, I would call them myself as the director and be clear about my message – if you persist, then I may have to..... (and that conversation could be had with legal counsel beforehand about your options.) In the past, I would say to staff to transfer them to me directly and I would be very clear about the limits/boundaries of talking to my colleagues in an unkind manner.

This sounds like it would be an appropriate referral to the office of student conduct. Do you have one on your campus. Our student conduct office takes a developmental approach and would talk to the

student about the impact of their behavior and ways that they could respond in a way that helps them get what they need.

We have it stated in our Scope of Practice when we would refer a student out to seek services elsewhere (not provide services in effect) and one of the circumstances does include if a student is harassing or abusive to staff. Here is the link to our page: <https://www.bradley.edu/campuslife/healthservices/counseling/> It is listed under Limits of Service; numbers 5, 6, and 7 I think apply to your situation. Not sure if you have told the student that they need to seek services in the community due to these behaviors (in writing). If they continue to disrupt the center with their behavior, I would talk to someone higher up at your institution to see what would be done in any other department in which a student was harassing staff.

Once in a blue moon, we had had to set limits with a student like that. Basically, we have told the student verbally and in writing that it is an expectation that staff at our center be treated with respect and civility. I would be very specific about what that involves; no yelling at, cursing at, threatening, hanging up on, etc. I would then tell him that if he continued to contact us in this manner, it would be viewed as harassment and we would inform campus police (or Student Conduct or the Dean of Students) of the situation. I don't consider this a breach of confidentiality for several reasons. First of all, if the student truly isn't a client then there is no confidentiality but even if the student is a client, if he is behaving with hostility, I don't think it has to be tolerated. I should say before I get to this point, I probably have had a conversation with the student to ask what he was needing from this office? What was the purpose and objective of call? Did he think his needs could be met by this office? Did he think his behavior was likely to result in having his needs met? If his needs could not be met then how could we assist him in getting his needs met elsewhere? If all else failed, he would be told to cease and desist and what the consequences of not doing so would be.

These types of behaviors fall under the student code of conduct on our campus, so this would be referred to either the Dean of Students or Student Conduct for re-direction and necessary guidelines.

I would develop a written policy addressing unacceptable behavior that includes the right to refuse service and/or to refer students for discipline as necessary. Then the response should be uniform and according to your policy.