



## What is a Crisis?

A situation remains a crisis when someone's feelings are outside his/her control, and the person behaves unpredictably or dangerously.

### What should you do?

1. **Remain calm** and adopt a non-threatening approach.
2. **Be very straightforward**; tell the individual that you know he or she is upset and that you are going to make sure that he or she will get help.
3. It may be that this will result in the person calming down enough to be able to assist you in accessing help. You can suggest the individual speak with a counselor. Then **help the person access the counselor**.
4. **If the person continues to behave in a way that threatens his or her safety or the safety of others**, you need to contact the security department and, in extreme cases of violent behavior, the police at 911.

### Immediate Contact Phone Numbers (911 callers needing emergency medical, fire or police)

Campus/Center	Campus Security	Counselor/Dean/Director	
Aviation Center of Excellence	997-2803	381-3611	997-2801
Cecil Center South	997-2803	381-3611	997-2801
Deerwood Center	997-2650	997-2600	997-2702
Downtown Campus	633-8200	633-8212	633-8250
Kent Campus	381-3688	381-3611	381-3443
Open Campus	632-5005	633-8311	633-8471
Military			
Mayport	270-6170	249-7311	633-8218
Naval Air Station	542-2661	771-3979	633-8218
Nassau Center	548-4450	548-4437	548-4481
North Campus	766-6608	766-6761	766-6783
South Campus	646-2357	646-2424	646-2007

All incidences that are reported to an agency should be reported to the Campus Dean of Student Success and/or to the counseling/advising office.

### Security

Advanced Technology Center	588-5686
Martin Center	632-3396
Main Street Building	632-8211