**Responding to Student Crises and Concerns**

A Guide for UMD Employees

**UMD**
University of Minnesota Duluth
Driven to Discover

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**Threatening Behavior Mental Health Crisis Illness or Injury**

**IF**
- you observe or are dealing with threatening behavior (including threats of self harm) or a student who appears to be experiencing a mental health crisis
- you see or are dealing with other unusual situations in which a student (or students) is behaving in an aggressive manner
- you witness a medical emergency

**THEN**
- notify the UMDPD
- notify your supervisor or department head

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**Students in Distress**

**IF**
- you are assisting a student who is experiencing psychological or emotional distress

**THEN**
- refer the student to Counseling Services
- OR consult with a Counselor or Case Manager in Counseling Services
- OR consider helping the student make an appointment with Counseling Services (located in Health Services)

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**Concerning Behaviors**

**IF**
- you observe concerning behavior from a student (in your class, in a group setting, in written assignments, etc.)
- you are not concerned about an imminent threat or emergency

**THEN**
- Call Counseling Services for a consultation
- OR notify UMD’s Student Care Team (SCT) by contacting the office of the Vice Chancellor for Student Life—http://www.d.umn.edu/student-care-team

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**Call Counseling Services**

**Call Counseling Services or SCT**

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**Call 911**
Campus Climate Incidents

IF
• you see or are dealing with incidents or issues that harm campus climate

THEN
• consider filing an online report
  http://d.umn.edu/campus-climate/campus-climate-reporting
• OR contact a member of the Campus Climate Response Team (CCRT)
  http://d.umn.edu/campus-climate/action-teams/response-team

Report Online or Contact the CCRT

Student Privacy

• Information that UMD maintains about a student is considered the student’s education record.

• Federal and State laws and U of M policy provide guidance as to the privacy of student records.

• In general, a student’s record can’t be released to a third party outside of UMD without the student’s written consent.

• However, information CAN be shared with others who have a legitimate educational interest in the information. That includes all of the offices listed to the right (with the exception of EAP).

• For questions about student records, contact the University Registrar (x8887) or Student Life

Sharing information within the University is critical to the wellbeing of our students and the safety of our University community!

Sexual Misconduct, Assault, or Harassment

IF
• you receive a report or are informed of an incident

THEN
• inform either OSCCR or EO Associate
• AND help the student find support

Women’s Resource and Action Center—WRAC
  WRAC—http://d.umn.edu/wrac  x6292
  Program to Aid Victims of Sexual Assault—PAVSA
  PAVSA—http://www.pavsa.org/  218.726.1931

OSCCR or Equal Opportunity Associate
WRAC or PAVSA

Resources

Counseling Services  x7913
  http://d.umn.edu/health-services/counseling-services

Employee Assistance Program (EAP)
  Services provided by The Sand Creek Group, Ltd
  http://sandcreekeap.com  888.243.5744

Equal Opportunity (EO) Associate  x7161

Office of Student Conduct & Conflict Resolution (OSCCR)  x7255
  http://www.d.umn.edu/conduct/

Office of the Vice Chancellor for Student Life  x8501
  http://www.d.umn.edu/student-life/

UMD PD  dial 911
  http://d.umn.edu/police-department

We’re here to help!