**Student 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)

Call Counseling Services

**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 - www.d.umn.edu/student-care-team

Call Counseling Services or SCT

**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

Call 911

**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: www.d.umn.edu/wrac x 6292
Program to Aid Victims of Sexual Assault - PAVSA
PAVSA - www.pavsa.org 218.726.1931

OSCCR or Equal Opportunity Associate
WRAC or PAVSA

**Student Privacy**

- Information that UMD maintains about a student is considered that 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 under UMD Essential Resources in this Red Folder.
- 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!
WHAT TO DO:
A few tips when helping a student in distress

✔ If possible, gather information before you intervene. Knowing where to refer a depressed or anxious student ahead of time might save time and increase the student’s confidence in you.

✔ Ensure privacy when you talk and choose a time when you are not preoccupied or rushed. If you are concerned about your safety or about anyone’s behavior being misinterpreted, ask your supervisor or a trusted colleague to join you and explain why to the student.

✔ Be honest and direct; it’s often best to talk in very concrete terms about what’s happening.

✔ Communicate hope by reminding the student that there are always options, and things tend to look different with time.

✔ Respect the student’s value system and culture.

✔ Follow up in a reasonable length of time.

✔ Recognize that the student may not immediately welcome or act upon your interventions, but you may plant a seed that blossoms later and it is never wrong to communicate kindness and concern.

✔ Consult with other professionals about your concerns by contacting any of the offices listed on right.

CRISIS INFORMATION
If you are in a life-threatening emergency, call 911.
For consultation regarding an urgent need, contact Counseling Services Case Manager. (218) 726-7913

LEARN TO LIVE
online cognitive behavioral therapy tools
Students can visit learntolive.com/partners and use code UMN

UMD ESSENTIAL RESOURCES

Counseling Services
(218) 726 - 7913 | www.d.umn.edu/health-services/counseling-services

Disability Resources
(218) 726 - 6130 | www.d.umn.edu/disability-resources

Employee Assistance Program (EAP)
Services provided by The Sand Creek Group, Ltd
(888) 243-5744 | www.sandcreekeap.com

Equal Opportunity (EO) Associate
(218) 726 - 8809

Office of Diversity and Inclusion
(218) 726-8444 | www.d.umn.edu/diversity

Office of Student Conduct & Conflict Resolution (OSCCR)
(218) 726 - 7255 | www.d.umn.edu/conduct

Office of the Vice Chancellor for Student Life
(218) 726 - 8501 | www.d.umn.edu/student-life

Women’s Resource and Action Center (WRAC)
(218) 726-6292 | www.d.umn.edu/wrac

UMDPD
dial 911

COMMUNITY RESOURCES

Program to Aid Victims of Sexual Assault (PAVSA)
32 E. 1st Street | (218) 726-1442
24-hour crisis line (218) 726-1931

Safe Haven | Shelter and Resources
414 W. 1st St. | (218) 623-1000
24-hour crisis line (218) 728-6481
Purpose of the Folder:
The University of Minnesota Duluth is deeply committed to the physical and emotional wellbeing of our students. We can all play a part by noticing worrisome behavior and responding with compassion. By sharing your concerns and intervening early you can help maintain a healthy and safe campus. This folder is designed to help you recognize indicators of student distress and how to respond and refer the student appropriately. Worry less about saying the “right thing” than saying something.

Indicators of Distress

<table>
<thead>
<tr>
<th>Academic:</th>
<th>Physical:</th>
<th>Personal/Interpersonal:</th>
<th>Indicators of Risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeated absences</td>
<td>Marked changes in physical appearance including deterioration in grooming, hygiene or weight loss/gain, changes in typical clothing</td>
<td>Tearfulness</td>
<td>Implicated or direct threats of harm to self or others</td>
</tr>
<tr>
<td>Decline in quality of work or classroom performance</td>
<td>Excessive fatigue, nodding off</td>
<td>Expressions of hopelessness, worthlessness or shame</td>
<td>Self-injurious or destructive (out of control) behavior</td>
</tr>
<tr>
<td>Essays or creative work that indicate disturbing content including, extreme hopelessness, social isolation, rage or despair</td>
<td>Intoxication, hung over, or smelling of alcohol</td>
<td>Exaggerated personality traits (more withdrawn, animated, or irritated than usual)</td>
<td>Written work that is dominated by themes of despair, hopelessness, suicide, violence, death, or aggression</td>
</tr>
<tr>
<td>Classroom disruptions</td>
<td>Appearing sick or ill, repeated reports of headache or digestive problems</td>
<td>Direct comments about distress, family problems, or other difficulties</td>
<td></td>
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</tbody>
</table>

Suggestions for Practice and Application

**RECOGNIZE**

- Key questions to guide your conversation
  - Which areas of the student’s life are most impacted?
  - Are the indicators of distress in multiple areas?
  - What seems to be the biggest area of concern?

**ROLE**

- Clear about personal boundaries and professional limitations; focus on behaviors and actions that can be of most use
  - Attend/Connect/Listen to the student or your colleague
  - Consult about the situation generate options for follow up
  - Liaise with professional staff as needed

**RESPOND**

- The content of what you say will vary depending on the situation. However, there are some general guidelines you can follow to frame your response:
  - **Affirm and validate**
    - Reinforce help seeking behavior and requests for assistance
  - **Empathize**
    - Refrain from judgments about what “should” happen or what the student “should” do
    - Recognize that students are often scared and intimidated to talk about their concerns
    - Be willing to talk about the emotions that you’re hearing and observing
  - **Clarify**
    - To ensure accurate understanding
    - To build on past successes as you assist in identifying next steps

**RESOURCES**

- Clarify locations and hours prior to meeting with student if possible
- Does this warrant urgent consultation?

Notes:
# RESPONDING TO BEHAVIORS OF CONCERN IN THE CLASSROOM

<table>
<thead>
<tr>
<th>BEHAVIORS OF CONCERN</th>
<th>BEST PRACTICES</th>
<th>CONTACTS &amp; CONSULTATION RESOURCES</th>
</tr>
</thead>
</table>
| Making it difficult for routine work or teaching to take place due to the negative impact it has on peers. | • Speak with student privately  
• Avoid escalating by debating or engaging  
• If student continues to disrupt, ask student to leave the classroom  
• If student is uncooperative in leaving the classroom, contact UMDPD | Office of Student Conduct & Conflict Resolution (OSCCR)  
(218) 726 - 7255  
www.d.umn.edu/conduct  
University of Minnesota Duluth Police Department  
911 |
| Cause worry for the personal well-being of that student. | • Speak with student privately and use the 4R model  
• Document all conversations and observations  
• Encourage student to meet with counselor  
• Do not promise absolute confidentiality  
• Contact your supervisor or direct report | Counseling Services  
(218) 726-7913  
Disability Resources  
(218) 726-6130  
Diversity and Inclusion  
(218) 726-8444  
International Student Services  
(218) 726-7305  
Student Care Team  
(218) 726-8502 |
| Actions that make others feel uncomfortable or scared | • If there's no immediate threat, speak with student privately  
• Express concern for behavior and set limits  
• Do not reinforce delusions  
• Acknowledge feelings without supporting misperceptions | Counseling Services  
(218) 726-7913  
Student Care Team  
(218) 726-8502 |
| Threatening the safety or wellbeing of others. | • Contact UMDPD immediately  
• If student poses a danger to others, dismiss the class; address later  
• Avoid contact and speak calmly  
• Do not attempt to keep the student from leaving the room | University of Minnesota Duluth Police Department  
911  
Counseling Services  
(218) 726-7913  
Equal Opportunity (EO) Associate  
(218) 726 - 8809  
Student Care Team  
(218) 726-8502  
Women’s Resource and Action Center (WRAC)  
(218) 726-6292 |