HELPING STUDENTS IN CRISIS

At one time or another, everyone feels depressed or upset. However, there are three levels of student distress which, when present over a period of time, suggest that the problems are more than the "normal" ones.

**LEVEL 1** - Although not disruptive to others in your class, these behaviors may indicate that something is wrong and that help may be needed:
- Serious grade problems, or a sudden, unexplained change in performance;
- Excessive absences; and/or
- Changes in behavior, mood, physical appearance, motor activity, and/or speech.

**LEVEL 2** - These behaviors may indicate significant distress or an inability to acknowledge a need for help or available resources:
- Repeated request for special consideration
- New or regularly occurring behavior which interferes with the learning environment; and/or
- Unusual or exaggerated emotional response.

**LEVEL 3** - These behaviors generally indicate that the student is in crisis and needs emergency care:
- Highly disruptive, and/or aggressive behavior;
- Inability to communicate clearly;
- Loss of contact with reality; and/or
- Thoughts of harm towards oneself or others

**HOW TO MAKE A REFERRAL TO THE STUDENT HEALTH AND COUNSELING CENTER:**
To make a referral to the Student Health and Counseling Center, call (907) 474-7043. The Student Health and Counseling Center is open Monday through Friday, from 8 am to 4:30 pm.

**IF YOU FEEL UNSAFE**
call 911 or University PD (474-7721) for an immediate response

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<th>SITUATIONAL</th>
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<td>A stressful or traumatic event or experience has occurred.</td>
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<th>DEPRESSIVE</th>
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<td>There are changes in the student's usual mood, which may include:</td>
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- Inability to concentrate;
- socially withdrawn;
- easily agitated;
- apathy;
- crying;
- sense of worthlessness;
- abusing substances; and/or
- depression. |

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<th>BEHAVIORAL</th>
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<td>Changes in the student's usual behavior, which may include:</td>
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- giving away possessions;
- writing a suicide note;
- acquiring a means to commit suicide;
- organizing business and personal matter; and/pr
- suddenly resigning from a position. |

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<th>VERBAL</th>
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<td>Direct or indirect statements that express suicidal thoughts, a desire to die, and/or a plan to commit suicide. These statements may also be written.</td>
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**PRIVACY LAWS & CONFIDENTIALITY**
The Family Education Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with the appropriate reporting parties.
### WHAT ASSISTANCE DOES THE STUDENT NEED?

**LEVEL 1 AND LEVEL 2 BEHAVIOR**
The student is in distress; however, the student is not a threat to themselves or others.

- If you are comfortable, talk to the student in private.
- Express your concern in a non-judgmental manner.
- Actively listen to the student.
- Respect the student's values and beliefs.
- Discuss the student's various options and resources.
- Ask the student if they are considering hurting themselves or others.
- Make sure the student understands what action is necessary.

Refer the student to the Student Health and Counseling Center (474-7043).

Report your concerns to the CSRR (474-7317).

**LEVEL 3**
The student is in crisis and needs immediate, emergency care.

If you feel unsafe, call 911 or University PD (474-7221) immediately.

Have someone stay with the student while you make the appropriate calls.

Contact the Student Health and Counseling Center (474-7043).

If unavailable, call the National Hotline and emergency services.

Report your concerns to the CSRR (474-7317).

### DO'S AND DON'TS IN RESPONDING TO SUICIDALITY:

- **DO** show that you take the student's feelings seriously.
- **DO** let the student know that you want to help.
- **DO** listen attentively and empathize.
- **DO** reassure that with help the student can recover.
- **DO** stay close until help is available or the risk has passed.

- **DON'T** try to show or challenge the student.
- **DON'T** analyze the student's motives.
- **DON'T** become argumentative.
- **DON'T** react with shock or disdain at the student's thoughts or feelings.
- **DON'T** minimize the student's distress.

### CAMPUS RESOURCES

- **Student Care Team** (907) 474-7317
- **University Police Department** (907) 474-7721
- **Center for Student Rights & Responsibilities (CSRR)** (907) 474-7371
- **Resource & Advocacy Center** (907) 474-6360
- **Student Health & Counseling Center** (907) 474-7043
- **Title IX Office** (907) 474-7300

### OTHER RESOURCES

- **National Suicide Prevention Hotline** 1-800-273-8255
- **National Domestic Violence Hotline** 1-800-799-7233
- **National Sexual Assault Hotline** 1-800-656-4673