



HELPING STUDENTS IN DISTRESS

Quick Reference Guide

As a faculty or staff member this resource will help you recognize a student in distress. Helping you to respond with care and concern is a critical factor in supporting a healthy campus community.

ASK



- Trust your instincts
- It's okay to ask and express concern
- Be specific about the behavior that worries you

"I've noticed you seem distracted and upset lately. I'm concerned about you."

SUPPORT



- Listen with an open mind
- Ask questions to help understand the situation
- Acknowledge thoughts and feelings
- Offer hope and help

"It sounds like you're feeling overwhelmed. Can I connect you with a resource for help?"

REFER



- Provide information about resources
- Encourage help-seeking
- Offer to help the student connect with resources
- Share information with the Office of the Dean of Students

"If you'd like we can call and book the appointment while you're here with me."

FOLLOW-UP



- Respect the decision to accept or refuse help (except in emergency situations)
- Check in with the student during the next class or by email
- Practice self-care. Seek personal support as needed

"I respect your decision. I hope you will keep these options in mind. My door is always open."

ASK



SUPPORT



REFER



FOLLOW-UP



POSSIBLE INDICATORS OF DISTRESS

- Significant changes in mood, behavior, appearance, or academic work
- Appears agitated, sad, worried, anxious, or displays unprovoked anger or hostility
- Expresses hopelessness or references suicide or self-harm
- Managing grief/loss of a family member or friend
- Communicates threats or any of the above via email, correspondence, texting, phone calls and in class assignments (out of context)

For more information, visit www.uwsp.edu/dos or call 715-346-2611

IMMEDIATELY REPORT THE FOLLOWING SITUATIONS

- Violent or destructive behavior
- Immediate safety concern related to suicidal thoughts or behaviors
- Medical emergency, including drug or alcohol overdose
- Aggressive or threatening behavior with high risk of harm

UNIVERSITY POLICE 715-346-3456
EMERGENCY SERVICES 911

RESOURCES FOR STUDENT CONCERNS

How to Make an Effective Referral

- **Gently mention what you have noticed** and that you are concerned about them; listen to their concerns
- **Point out that help is available** and seeking support is a sign of strength
- **Provide information** about resources that might be helpful, to include 24 hour support options. Offer to help, call or walk them to the resource
- **Consult when needed;** Staff in the Office of the Dean of Students can help connect your student with the most appropriate resource
- **Share your concerns** with the staff in the Office of the Dean of Students
- **Always check-in later** with the student

SAFETY*

- Violent or threatening behavior
- Risk of suicide or harm to others

UNIVERSITY POLICE
715-346-3456
uwsp.edu/protsv

Call University Police for 24/7 support & immediate response.

STUDENTS OF CONCERN (SOC) TEAM
715-346-2611
uwsp.edu/dos/pages/careteams

Submit a concern to the SOC team. The team is available to consult and respond to concerns.

BEHAVIORAL INTERVENTION TEAM (BIT)
715-346-2611
uwsp.edu/dos/pages/careteams

BIT is our threat assessment team to address concerns about potential threats of harm to self or others.

WELLNESS

- Mental or physical health concerns
- Emotional distress
- Grief & loss
- Substance abuse

COUNSELING CENTER
715-346-3553
uwsp.edu/counseling

Licensed mental health professional services for students and consultation assistance for faculty and staff.

STUDENT HEALTH SERVICE
715-346-4646
uwsp.edu/stuhealth

Refer students with physical or mental health concerns, or contact for consultation.

CENTER FOR PREVENTION
715-346-2789
uwsp.edu/dos/aoda-ipv

Helping students understand how substance abuse affects wellness and academic success; interpersonal violence prevention.

AFTER HOURS MENTAL HEALTH SUPPORT
Mental Health Crisis Line
866-317-9362

ACADEMIC

- Drop in GPA or quality of academic work
- Difficulty managing academic tasks
- Excessive absences

TUTORING-LEARNING CENTER
715-346-3568
uwsp.edu/tlc

Encourage students to visit for academic support across disciplines to include tutoring, writing support, and study skills.

DISABILITY SERVICES & ASSISTIVE TECHNOLOGY
715-346-3365
uwsp.edu/disability

Supports students with disabilities for academic and other accommodations.

ACADEMIC & CAREER ADVISING CENTER
715-346-3226
uwsp.edu/acac

Comprehensive advising, major exploration, and career development services.

Resources for other situations

CONCERN

EMPLOYMENT

RESOURCE

CAMPUS ACTIVITIES & STUDENT ENGAGEMENT
715-346-4700
uwsp.edu/centers/case/pages/employment

HOW TO ACCESS

Large online database for part-time work on & off campus.

FOOD INSECURITY

THE CUPBOARD
715-346-4700
uwsp.edu/centers/case/pages/cupboard

Connect students to food relief services located on and off campus.

FINANCIAL INSTABILITY

FINANCIAL AID
715-346-4771
uwsp.edu/finaid

Call to schedule with a financial aid counselor or read online about resources.

IDENTITY AND DIFFERENCE

DIVERSITY & COLLEGE ACCESS
715-346-0123
uwsp.edu/dca

Support for students from traditionally underrepresented groups to include LGBTQ+ students.

INVOLVEMENT

CAMPUS ACTIVITIES & STUDENT ENGAGEMENT
715-346-4700
uwsp.edu/centers/case

Visit the CASE page to view full listing of student organizations, campus programs, and volunteer opportunities.

NON-ACADEMIC MISCONDUCT

OFFICE OF THE DEAN OF STUDENTS
715-346-2611
uwsp.edu/dos

File a report online or contact the office for support and guidance.

PROCEDURAL ISSUE OR CONFLICT

OFFICE OF THE DEAN OF STUDENTS
715-346-2611
uwsp.edu/dos

Call to schedule an appointment for support with issues of procedural clarity or fairness.

WHAT ABOUT PRIVACY LAWS AND CONFIDENTIALITY?

You can tell us! The Family Education Rights and Privacy Act (FERPA) permits communication about concerning student behaviors.

- FERPA **permits** university employees to share information with another employee about a student in which they have legitimate educational interest to do so.
- FERPA **permits** the sharing of information about student conduct or statements made by a student.
- FERPA **permits** communication about potential health and safety emergencies.

Care and support of our students depends on your sharing of information with the Office of the Dean of Students so we can help coordinate response and resources.

For online reporting, go to www.uwsp.edu/dos

WHAT HAPPENS AFTER I SHARE INFORMATION WITH THE STUDENTS OF CONCERN TEAM?

When a student is struggling or exhibiting behaviors that are posing a concern, intervention and reporting is critical in our efforts to support students, be proactive, and respond effectively. The Office of the Dean of Students serves as the central office to report these concerns. Our office coordinates two teams: the Students of Concern (SOC) Team and Behavioral Intervention Team (BIT).

SEXUAL ASSAULT, DATING/DOMESTIC VIOLENCE, STALKING, & SEXUAL HARASSMENT RESOURCES

Any University employee, who witnesses a sexual assault on campus or receives a report that a student has been sexually assaulted, is required by 1989 Wisconsin Act 177 to report the assault to the Office of the Dean of Students. Additionally, faculty or staff who are designated as a Responsible Employee and/or a Campus Security Authority, have unique reporting requirements. Contact the Title IX Coordinator or the Office of the Dean of Students for more information.

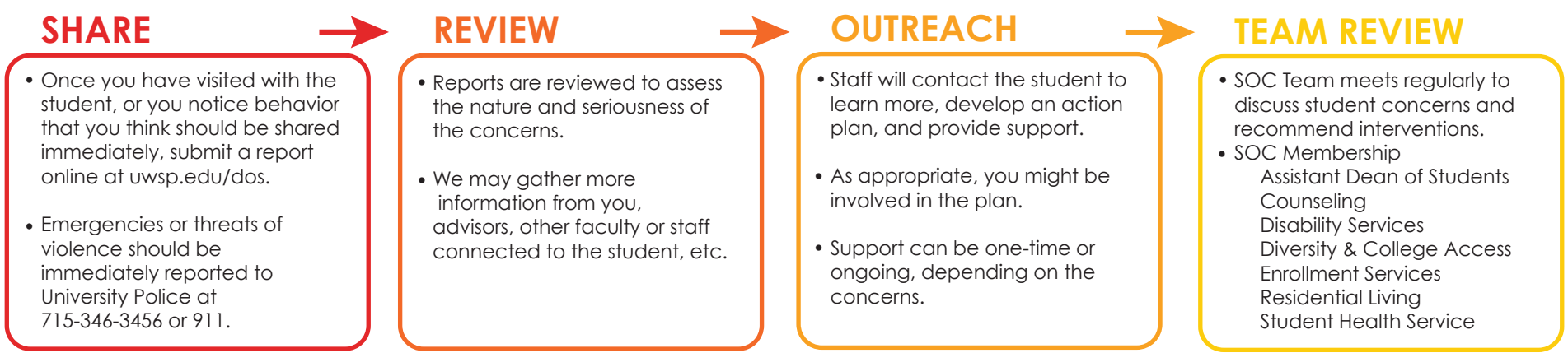
The **Center for Prevention** at UW-Stevens Point provides student focused programs and resources that promote healthy relationships and leads the interpersonal violence prevention efforts at the university. The Program Director is also a designated **confidential** reporting resource for students. 715-346-2789.

The **UW-Stevens Point Counseling Center** offers free therapy services for enrolled students. All of our therapists are **confidential** resources who are not required to report any information about an incident, unless there is a safety concern. 715-346-3553, 3rd floor of Delzell Hall.

The **Deputy Title IX Coordinator** in the Office of the Dean of Students coordinates both prevention and institutional response for student-against-student interpersonal violence. Call or refer students to learn more about the institution's process. 715-346-2611, 212 Old Main.

Sexual Assault Victim Services (SAVS)/Domestic Abuse Services, programs offered through CAP Services, provide **confidential** advocacy services to survivors of sexual assault, dating or domestic violence, and staking. 800-472-3377 (24 hr).

The purpose of the Students of Concern Team is to provide a means to support students facing crises, personal struggles, life traumas, and other situations that could impede their success.



ALCOHOL AND OTHER DRUG USE CONCERNS

The University of Wisconsin-Stevens Point is concerned with alcohol and other drug abuse and provides support services and programs for both those at risk and those who choose not to drink. Students who are concerned about themselves or another individual's use of alcohol or other drugs, should contact the Counseling Center, Student Health Service, or the Center for Prevention for support. Faculty and staff may also contact these offices to consult about a student's use and to make a referral. www.uwsp.edu/dos/aoda-ipv

CRIME STATISTICS AND ASSOCIATED POLICIES

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, also known as the Clery Act, is a federal law that requires institutions of higher education to have in place certain security and safety policies, and to disclose certain crime statistics. These policies and statistics are published every year on October 1 in UW-Stevens Point's Annual Security Report and Annual Fire Safety Report. The Clery Act also identifies certain staff, faculty and students as "Campus Security Authorities" and requires that they forward reports of crimes to designated offices on campus. **For more information and the Annual Security Report:** www.uwsp.edu/dos/clery

EXECUTIVE ORDER # 54

The University of Wisconsin-Stevens Point (UWSP) strives to provide a safe and secure learning and working environment for everyone involved in university activities. All University of Wisconsin System (UWS) employees (this includes all UWSP employees, regardless of appointment type or method of compensation) must immediately report child abuse or neglect if, in the course of employment, a UWSP employee:

- Observes an incident or threat of child abuse (physical, sexual, emotional abuse, or the manufacture of methamphetamine) or neglect.
- Learns of an incident or threat of child abuse or neglect and has reasonable cause to believe that child abuse or neglect has occurred or will occur.

Report to Portage County Health and Human Services: 715-345-5350
www.uwsp.edu/hr/Pages/Mandated-Reporting.aspx

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The University of Wisconsin-Stevens Point is committed to the protection and confidentiality of student educational records, adhering closely to the guidelines established by the Family Educational Rights and Privacy Act - a Federal Law established to regulate access and maintenance of student educational records.

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. FERPA also permits university employees to share information about a student in which they have "legitimate educational interest" to do so. Essentially, legitimate educational interest is necessary for employees to carry out their responsibilities in support of the educational mission.
www.uwsp.edu/regrec/Pages/ferpa.aspx

NONDISCRIMINATION STATEMENT

It is the policy of the University of Wisconsin-Stevens Point to foster an environment of respect for the dignity and worth of all students, employees, and guests of the university; provide an environment that is conducive to the free and open exchange of ideas; and strive to eliminate bias, prejudice, discrimination, and harassment in all forms and manifestations.
Reporting concerns:
www.uwsp.edu/hr/Pages/Affirmative%20Action/Report-a-Concern.aspx

RISK MANAGEMENT

Risk Management assists and provides direction, leadership, and service to the university in meeting our responsibility to protect the university's students, employees, community, assets, interests, and environment.
The Emergency Management Plan, emergency procedures, and other important information can be found at www.uwsp.edu/rmgt

STUDENT CONDUCT

The student conduct process at the University of Wisconsin-Stevens Point is an integral part of the educational mission of the university. The university's student conduct system emphasizes the development of each student's acceptance of his/her own personal and social responsibilities. A compassionate and supportive approach to student conduct is employed whenever possible.

The university student conduct process is designed to provide and help maintain an atmosphere within the university community that is conducive to academic achievement. Severe disciplinary action against a student, such as suspension, or expulsion, are considered and sanctioned when other remedies fail to meet the needs of the university's mission.

TITLE IX

Title IX of the Education Amendments of 1972 protects individuals from discrimination based on sex in any educational program or activity operated by recipients of federal financial assistance. Sexual harassment, which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX.

The University of Wisconsin-Stevens Point does not discriminate on the basis of sex in the employment, education programs or activities it operates. UW-Stevens Point is dedicated to preventing violence before it happens and helping address the needs of sexual assault, dating violence, domestic violence, harassment and stalking survivors after it happens.

Title IX Coordinator: Pam Dollard, 113 Old Main, 715-346-3975, pdollard@uwsp.edu
www.uwsp.edu/hr/Pages/Affirmative%20Action/Title-IX.aspx