# Working with **Distressed Students:**

# A Decision-Making Tree for Faculty and Staff

STUDENTS OF CONCERN (SOC) www.truman.edu/students-of-concern/



## TRUMAN RESOURCES

STUDENTS OF CONCERN TEAM: The SOC Team assesses and coordinates responses to issues and concerns about students requiring intervention in order to help them achieve success at Truman, and help the campus community members feel safe and supported. Addressed concerns may include specific incidents or general concerns about behavior of a student or a group of students. When a referral is made (www.truman.edu/students-of-concern/), the team will attempt to determine what is happening and what type of assistance the student may need. Intervention will occur in the least intrusive manner appropriate in providing that assistance.

## **DIVISION OF STUDENT ENGAGEMENT**

Tyana Lange, Vice President for Student Engagement, Enrollment & Marketing 660-785-7468

## **CENTER FOR ACADEMIC EXCELLENCE**

Andrea Maag, Assistant Director 660-785-4409

#### **UNIVERSITY COUNSELING SERVICES** and STUDENT HEALTH CENTER

Jordan Palmer, Medical Director

## **UNIVERSITY CAREER CENTER**

David Lusk, Associate Vice President for Career Development 660-785-4353

#### OFFICE OF CITIZENSHIP AND **COMMUNITY STANDARDS**

JD Smiser, Director

660-785-4111

## **RESIDENCE LIFE**

Jamie VanBoxel, Director 660-785-4227

#### **OFFICE OF STUDENT ACCESS & DISABILITY SERVICES**

Julie Sneddon, *Director* 660-785-4478

## **PUBLIC SAFETY**

Sara Seifert, Director 911 EMERGENCY 660-665-5621 Non-Emergency

## INSTITUTIONAL COMPLIANCE



# You want to help.

#### STUDENT IS UNDER DISTRESS.

SIGNS OF DISTRESS (include, but are not limited to):

- Nervousness, agitation, or irritability
- Infrequent class attendance
- Crying
- · Changes in academic performance
- · Changes in personal or classroom relationships
- · Deterioration in hygiene
- · Undue aggressive or abrasive behavior
- Fearfulness
- Dependency (e.g., student who is excessively clingy)
- $\boldsymbol{\cdot}$  Frequent alcohol and/or drug use
- DIRECTLY ask student about your concerns and/or warning signs.
- DIRECTLY ask student about suicide and/or homicide as it relates to the displayed warning sign(s).

you sometimes encounter students in distress.

This information will help you know what to look for, recognize the warning signs and take a course of action to get students the assistance they need.

As a Truman State University faculty or staff member,

EXPRESS YOUR CONCERNS TO THE STUDENT, POINTING OUT YOUR OBSERVATIONS AND ASKING ABOUT THE SITUATION.

# ARE YOU WORRIED ABOUT THE STUDENT'S SAFETY OR DO YOU SEE POSSIBLE WARNING SIGNS?

**WARNING SIGNS** (include, but are not limited to):

- · Withdrawal from others (isolation)
- Talks about or threatens suicide
- Makes statements such as "I want this all to end" or "I can't go on anymore"
- $\cdot \ \mathsf{Significant} \ \mathsf{confusion} \\$
- · Behavior is bizarre, alarming and/or dangerous
- Makes statements about hurting or killing others
- Marked change in behavior, mood and/or hygiene
  Appears depressed (frequent crying, insomnia,
- Appears depressed (frequent crying, insomnia, oversleeping, weight loss/gain, loss of pleasure)
- Appears/reports hopelessness or helplessness
- Engagement in self-harm (e.g., cutting)

#### ► DO YOU BELIEVE THERE IS IMMINENT DANGER?

## YES, IMMINENT DANGER IS CLEARLY PRESENT.

#### **EXAMPLES**

- Student found unconscious or unresponsive
- Student reports ingesting pills beyond the recommended dose (whether the student states it is a suicide attempt or not)
- Student is threatening immediate danger to self (e.g., threatening to jump out a window, ingest pills, shoot self)
- Student attempts, or threatens, to cause physical harm to someone else (or to people in general)

## IMMEDIATELY CALL POLICE AT 911.

#### INFORM YOUR SUPERVISOR OF THE SITUATION. WRITE DOWN

- 1. Relevant details about the situation (who, what, when, where)
- 2. Any background information you have about the student's difficulties
- 3. A number where you can be reached

Give a copy to University Police (to assist emergency treatment providers), a copy to your supervisor, and keep a copy yourself.

# REPORT THE INCIDENT TO THE STUDENTS OF CONCERN TEAM

at truman.edu/students-of-concern.

The University
Counseling Services
(660-785-4014) is
available for ongoing
consultations
(as needed) to help
address the impact
of the situation.

# UNCLEAR WHETHER IMMINENT DANGER IS PRESENT

#### **EXAMPLES**

- Student reports a history of selfinjurious behavior (e.g., cutting or burning) and now states a desire to engage in this behavior again.
- Student makes statements that are suggestive of suicidal/ homicidal thinking that are not overtly indicative of imminent danger (e.g., I don't know if I can keep going).
- Student appears emotionally distraught and does not respond to your attempts to calm him/her.
- Student experiences a sudden stressful event (e.g., death, breakup, divorce) and seems emotionally unstable/inconsolable, or the student's response appears unusual (e.g., uncontrollable crying over a failed exam, no apparent response to the death of immediate family member).
- Student's work, assignments and/ or communications contain material that raises concerns about suicide, homicide and/or violence.

## CALL UNIVERSITY COUNSELING SERVICES

and ask to consult with a counselor (660-785-4014). Do not email. This situation requires an immediate response. If the situation occurs after normal business hours call 988.

## PROVIDE ALL THE RELEVANT INFORMATION

you have about the student and situation to the counselor; if you are a faculty member you may have had the opportunity to observe the student over time, and with guidance, you can provide valuable information about the student's mental health.

## INFORM YOUR

**SUPERVISOR** of the situation. Document relevant details about the situation (who, what, when, where) and any background information you have about the student's difficulties. Keep a

#### SUBMIT THE INCIDENT TO THE STUDENTS OF CONCERN TEAM

copy of this documentation.

at truman.edu/students-of-concern/ or contact any team member.

## NO, IMMINENT DANGER IS CLEARLY NOT PRESENT

#### EXAMPLES

- You observe a student crying after getting off the phone during a class break, she reports that she is sad about the end of a romantic relationship; she denies suicidal/homicidal thoughts and shows no warning signs.
- A student is struggling in your class due to academic skill deficits and test anxiety; he denies suicidal/homicidal thoughts and shows no warning signs.

As much as you and the student are comfortable, listen and provide support; but do not become the student's counselor/therapist.

#### DISCUSS COUNSELING SERVICES AND/OR OTHER UNIVERSITY RESOURCES

that might be helpful and address any concerns the student might have about these resources. For academic issues, consider contacting the Center for Academic Excellence (785–4409) or the student's academic advisor.

# SHOULD YOU DECIDE TO REFER TO UNIVERSITY COUNSELING SERVICES:

- Know that University Counseling Services would like to hear your concerns about the student and your thoughts about the urgency of the situation.
- Consider calling with the student or accompanying the student to University Counseling Services to initiate counseling services.
- Continue to follow up with the student as appropriate; contact University Counseling Services if you observe a significant change in student's behavior.

## NOTE:

If at any point you believe the student's "Imminent Danger" status has changed, return to the "Imminent Danger" steps outlined in this decision-making tree.