



## WHAT TO DO:

### A few tips when helping a student in distress

- ✓ If possible, gather information before you intervene. Knowing where to refer a struggling 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.

### URGENT NEEDS

#### UMN 24/7 Support and Crisis Helpline

Call 218.281.TALK (8255)

Concerned for a student? *Call together.*

***If you are in a life-threatening emergency, call 911.***

#### TimelyCare Faculty and Staff Guidance Line

*Call 833-4-TIMELY any time, day or night, for guidance and support in cases of student distress.*



### TIMELYCARE

24/7 virtual health and wellbeing support.

Students can log in with their UMN email at

[timelycare.com/umncrookston](http://timelycare.com/umncrookston)

## CAMPUS RESOURCES

**Counseling Services** | 218.281.8571 | 218.281.8348  
[crk.umn.edu/counseling](http://crk.umn.edu/counseling) | [umccoun@crk.umn.edu](mailto:umccoun@crk.umn.edu)

### Student Affairs

[crk.umn.edu/student-affairs](http://crk.umn.edu/student-affairs) | 218.281.8505

**Case Management** | 218.281.8590

[crk.umn.edu/student-affairs/case-management](http://crk.umn.edu/student-affairs/case-management)

**Wellness Care Team** | [crk.umn.edu/report](http://crk.umn.edu/report)

**Eagles Essential Pantry** | Evergreen Hall Room 1513

### Health Services

[crk.umn.edu/health-services](http://crk.umn.edu/health-services) | 218.281.8512

### Disability Resource Center

[crk.umn.edu/disability-resource-center](http://crk.umn.edu/disability-resource-center) | 218.281.8587

### Student Success Center

[crk.umn.edu/student-success-center](http://crk.umn.edu/student-success-center) | 218.281.8555

### International Programs

[crk.umn.edu/international-programs](http://crk.umn.edu/international-programs) | 218.281.8442

### Residential Life

[crk.umn.edu/residential-life](http://crk.umn.edu/residential-life) | 218.281.8531

On-duty phone: 218.280.0571 (evenings/weekends)

### Public Safety

[crk.umn.edu/public-safety](http://crk.umn.edu/public-safety) | 218.281.8815 | 218.280.4240

### Title IX Coordinator

[crk.umn.edu/sexual-misconduct](http://crk.umn.edu/sexual-misconduct) | 218.281.8424

### 24/7 Confidential Violence Advocate

Community Health Services, Inc. | 218.281.3552

[chsiclinics.org/locations/crookston-mn](http://chsiclinics.org/locations/crookston-mn)

# RESPONDING TO BEHAVIORS OF CONCERN IN THE CLASSROOM

University of Minnesota Crookston | [crk.umn.edu/red-folder](http://crk.umn.edu/red-folder)

BEHAVIORS OF CONCERN	BEST PRACTICES	CONTACTS & CONSULTATION RESOURCES
<p>Behaviors that make it difficult for routine work or teaching to take place due to the negative impact it has on those around.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Failure to comply with directives</li> <li>• Unruly or abrasive actions</li> <li>• Monopolizing classroom discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Speak with student privately</li> <li>• Avoid escalating by debating or engaging</li> <li>• If student continues to disrupt, ask student to leave the classroom</li> <li>• If student is uncooperative in leaving the classroom, contact Public Safety</li> </ul>	<p><b>Consult with your immediate supervisor</b></p> <p><b>Case Management/Wellness Care Team</b>   218.281.8590 <a href="http://crk.umn.edu/student-affairs/wellness-care-team">crk.umn.edu/student-affairs/wellness-care-team</a></p> <p><b>Public Safety</b> <a href="http://crk.umn.edu/public-safety">crk.umn.edu/public-safety</a>   218.281.8815</p>
<p>Behaviors that cause worry for the personal wellbeing of that student.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Marked changes in performance and/or appearance</li> <li>• Repeat requests for special considerations</li> <li>• Appearing overly nervous</li> </ul>	<ul style="list-style-type: none"> <li>• Speak with student privately using the 4R model</li> <li>• Document all conversations and observations</li> <li>• Encourage student to meet with supportive resources such as Counseling or TimelyCare</li> <li>• Do not promise absolute confidentiality</li> <li>• Contact your supervisor or direct report</li> </ul>	<p><b>Case Management/Wellness Care Team</b>   218.281.8590 <a href="http://crk.umn.edu/student-affairs/wellness-care-team">crk.umn.edu/student-affairs/wellness-care-team</a></p> <p><b>Counseling Services</b> <a href="http://crk.umn.edu/counseling">crk.umn.edu/counseling</a>   <a href="mailto:umccoun@crk.umn.edu">umccoun@crk.umn.edu</a></p> <p><b>Disability Resource Center</b>   <a href="mailto:umcdrc@crk.umn.edu">umcdrc@crk.umn.edu</a> <a href="http://crk.umn.edu/disability-resource-center">crk.umn.edu/disability-resource-center</a></p> <p><b>TimelyCare Faculty &amp; Staff Guidance Line</b>   833.4.TIMELY</p>
<p>Irrational behavior that makes others feel uncomfortable or scared.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Disjointed thoughts</li> <li>• Incongruent and/or inappropriate emotional responses</li> <li>• Frequent or high levels of irritability</li> <li>• Suspicious or paranoid thoughts</li> <li>• Assignments with concerning themes</li> </ul>	<ul style="list-style-type: none"> <li>• If there's no immediate threat, speak with student privately</li> <li>• Express concern for behavior and set limits</li> <li>• Do not reinforce delusions</li> <li>• Acknowledge feelings without supporting misperceptions</li> </ul>	<p><b>Case Management/Wellness Care Team</b>   218.281.8590 <a href="http://crk.umn.edu/student-affairs/wellness-care-team">crk.umn.edu/student-affairs/wellness-care-team</a></p> <p><b>Public Safety</b> <a href="http://crk.umn.edu/public-safety">crk.umn.edu/public-safety</a>   218.281.8815</p>
<p>Behavior that threatens the safety or wellbeing others.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Harassment or stalking</li> <li>• Brandishing a weapon</li> <li>• Specific threats of physical harm</li> <li>• Intimidating behavior</li> <li>• Suicidal threats/gestures</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Public Safety or 911 immediately</li> <li>• If student poses a danger to others, dismiss the class; address later</li> <li>• Avoid contact and speak calmly</li> <li>• Do not attempt to keep the student from leaving the room</li> </ul>	<p><b>Public Safety or 911</b> <a href="http://crk.umn.edu/public-safety">crk.umn.edu/public-safety</a>   218.281.8815</p> <p><b>Case Management/Wellness Care Team</b>   218.281.8590 <a href="http://crk.umn.edu/student-affairs/wellness-care-team">crk.umn.edu/student-affairs/wellness-care-team</a></p> <p><b>UMN 24/7 Support and Crisis Helpline</b> 218.281.TALK (8255)   Call together or call on their behalf</p>

Follow the chart to determine first steps in helping a student in distress:

