

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.

URGENT NEEDS

24-hour Phone Counseling and Textline

218.281.TALK (8255) or text "UMN" to 61222

Concerned for a friend or student? Call together.

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



LEARN TO LIVE online cognitive behavioral therapy tools

Students can visit
learntolive.com/partners
and use code UMN

ESSENTIAL RESOURCES

Counseling Services

crk.umn.edu/counseling | umccoun@crk.umn.edu

218.281.8571 | 218.281.8348

Let's Talk Drop-In | Monday & Thursday 2pm - 4 pm

24/7 Phone Counseling: 218.281.TALK (8255)

Dean of Student Engagement & Wellness

crk.umn.edu/engagement | 218.281.8505

Care Team | umcdean@crk.umn.edu

ADDITIONAL RESOURCES

Disability Resource Center

crk.umn.edu/disability | 218.281.8587

Health Services

crk.umn.edu/health | 281.281.8512

Public Safety

crk.umn.edu/security | 218.281.8815 | 218.280.4240

Student Success Center

crk.umn.edu/ssc | 218.281.8555

Eagles Essential Pantry | Owen 170

International Programs

crk.umn.edu/international | 218.281.8442

Residential Life

crk.umn.edu/reslife | 218.281.8531

On Duty Phone: 218.280.0571 (evenings and weekends)

Title IX Coordinator

crk.umn.edu/sexual-misconduct | 218.281.8424

RESPONDING TO BEHAVIORS OF CONCERN IN THE CLASSROOM

BEHAVIORS OF CONCERN	BEST PRACTICES	CONTACTS & CONSULTATION RESOURCES
<p>Making it difficult for routine work or teaching to take place due to the negative impact it has on peers.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Failure to comply with directives • Unruly or abrasive actions • Monopolizing classroom discussion 	<ul style="list-style-type: none"> • 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 Public Safety 	<p>Immediate Supervisor</p> <p>Dean of Student Engagement & Wellness crk.umn.edu/engagement 218.281.8505 umcdean@crk.umn.edu Care Team Referral</p> <p>Public Safety crk.umn.edu/security 218.280.4240</p>
<p>Cause worry for the personal well-being of that student.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Marked changes in performance and/or appearance • Repeat requests for special considerations • Appearing overly nervous 	<ul style="list-style-type: none"> • 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 	<p>Care Team crk.umn.edu/engagement umcdean@crk.umn.edu</p> <p>Counseling Services crk.umn.edu/counseling umccoun@crk.umn.edu</p> <p>UMN 24/7 Helpline and Crisis Line 218.281.TALK (8255) or text "UMN" to 61222</p>
<p>Actions that make others feel uncomfortable or scared</p> <p>Examples:</p> <ul style="list-style-type: none"> • Disjointed thoughts • Incongruent and/or inappropriate emotional responses • Frequent or high levels of irritability • Suspicious or paranoid thoughts • Assignments with concerning themes • Intoxication 	<ul style="list-style-type: none"> • 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 	<p>Care Team crk.umn.edu/engagement umcdean@crk.umn.edu</p> <p>Counseling Services crk.umn.edu/counseling umccoun@crk.umn.edu</p> <p>Bias Incident Team crk.umn.edu/engagement umcdean@crk.umn.edu</p>
<p>Threatening the safety or well-being others.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Harassment or stalking • Brandishing a weapon • Specific threats of physical harm • Intimidating behavior • Suicidal threats/gestures 	<ul style="list-style-type: none"> • Contact Public Safety or 911 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 	<p>Public Safety or 911 crk.umn.edu/security 218.280.4240</p> <p>Care Team crk.umn.edu/engagement umcdean@crk.umn.edu</p> <p>Title IX Coordinator crk.umn.edu/sexual-misconduct</p>

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

