

# RED FOLDER

## Purpose of the Folder:

The University of Minnesota is deeply committed to the physical and emotional well being of our students. We can all play a part by noticing worrisome behavior and responding with compassion. By sharing your concerns and intervening early you can help maintain a healthy and safe campus. This folder is designed to help you recognize indicators of student distress and how to respond and refer the student appropriately. **Worry less about saying the “right thing” than saying something.**

## Indicators of Distress


Academic:	Physical:	Personal/Interpersonal:	Indicators of Risk:
<ul style="list-style-type: none"> <li>• Repeated absences</li> <li>• Decline in quality of work or classroom performance</li> <li>• Essays or creative work that indicate disturbing content including, extreme hopelessness, social isolation, rage or despair</li> <li>• Classroom disruptions</li> </ul>	<ul style="list-style-type: none"> <li>• Marked changes in physical appearance including deterioration in grooming, hygiene or weight loss/gain, changes in typical clothing</li> <li>• Excessive fatigue, nodding off</li> <li>• Intoxication, hung over, or smelling of alcohol</li> <li>• Appearing sick or ill, repeated reports of headache or digestive problems</li> </ul>	<ul style="list-style-type: none"> <li>• Tearfulness</li> <li>• Expressions of hopelessness, worthlessness or shame</li> <li>• Exaggerated personality traits (more withdrawn, animated, or irritated than usual)</li> <li>• Direct comments about distress, family problems, or other difficulties</li> <li>• Expressions of concern by other classmates or peers</li> </ul>	<ul style="list-style-type: none"> <li>• Implied or direct threats of harm to self or others</li> <li>• Self-injurious or destructive (out of control) behavior</li> <li>• Written work that is dominated by themes of despair, hopelessness, suicide, violence, death, or aggression</li> </ul>

## The 4R Model

### Suggestions for Practice and Application

<b>RECOGNIZE</b>	<p><b>Key questions to guide your conversation</b></p> <ul style="list-style-type: none"> <li>• Which areas of the student’s life are most impacted?</li> <li>• Are the indicators of distress in multiple areas?</li> <li>• What seems to be the biggest area of concern?</li> </ul>
<b>ROLE</b>	<p><b>Clear about personal boundaries and professional limitations; focus on behaviors and actions that can be of most use</b></p> <ul style="list-style-type: none"> <li>• Attend/Connect/Listen to the student or your colleague</li> <li>• Consult about the situation generate options for follow up</li> <li>• Liaise with professional staff as needed</li> </ul>
<b>RESPOND</b>	<p><b>The content of what you say will vary depending on the situation. However, there are some general guidelines you can follow to frame your response:</b></p> <p><b>Affirm and validate</b></p> <ul style="list-style-type: none"> <li>• Reinforce help seeking behavior and requests for assistance</li> </ul> <p><b>Empathize</b></p> <ul style="list-style-type: none"> <li>• Refrain from judgments about what “should” happen or what the student “should” do</li> <li>• Recognize that students are often scared and intimidated to talk about their concerns</li> <li>• Be willing to talk about the emotions that you’re hearing and observing</li> </ul> <p><b>Clarify</b></p> <ul style="list-style-type: none"> <li>• To ensure accurate understanding</li> <li>• To build on past successes as you assist in identifying next steps</li> </ul>
<b>RESOURCES</b>	<ul style="list-style-type: none"> <li>• Clarify locations and hours prior to meeting with student if possible</li> <li>• Does this warrant urgent consultation?</li> </ul>

## Notes:




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## 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](http://learntolive.com/partners)  
and use code UMN

### ESSENTIAL RESOURCES

#### Counseling Services

[crk.umn.edu/counseling](http://crk.umn.edu/counseling) | [umccoun@crk.umn.edu](mailto: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](http://crk.umn.edu/engagement) | 218.281.8505

**Care Team** | [umcdean@crk.umn.edu](mailto:umcdean@crk.umn.edu)

### ADDITIONAL RESOURCES

#### Disability Resource Center

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

#### Health Services

[crk.umn.edu/health](http://crk.umn.edu/health) | 281.281.8512

#### Public Safety

[crk.umn.edu/security](http://crk.umn.edu/security) | 218.281.8530 | 218.289.0565

#### Student Success Center

[crk.umn.edu/ssc](http://crk.umn.edu/ssc) | 218.281.8555

**Eagles Essential Pantry** | Owen 170

#### International Programs

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

#### Residential Life

[crk.umn.edu/reslife](http://crk.umn.edu/reslife) | 218.281.8531

On Duty Phone: 218.289.0604 (evenings and weekends)

#### Title IX Coordinator

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

# RESPONDING TO BEHAVIORS OF CONCERN IN THE CLASSROOM

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

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><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>Immediate Supervisor</b></p> <p><b>Dean of Student Engagement &amp; Wellness</b>  <a href="http://crk.umn.edu/engagement">crk.umn.edu/engagement</a>   218.281.8505  <a href="mailto:umcdean@crk.umn.edu">umcdean@crk.umn.edu</a>   Care Team Referral</p> <p><b>Public Safety</b>  <a href="http://crk.umn.edu/security">crk.umn.edu/security</a>   218.289.0565</p>
<p>Cause worry for the personal well-being 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 and use the 4R model</li> <li>• Document all conversations and observations</li> <li>• Encourage student to meet with counselor</li> <li>• Do not promise absolute confidentiality</li> <li>• Contact your supervisor or direct report</li> </ul>	<p><b>Care Team</b>  <a href="http://crk.umn.edu/engagement">crk.umn.edu/engagement</a>   <a href="mailto:umcdean@crk.umn.edu">umcdean@crk.umn.edu</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>UMN 24/7 Helpline and Crisis Line</b>            218.281.TALK (8255) or text "UMN" to 61222</p>
<p>Actions that make 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> <li>• Intoxication</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>Care Team</b>  <a href="http://crk.umn.edu/engagement">crk.umn.edu/engagement</a>   <a href="mailto:umcdean@crk.umn.edu">umcdean@crk.umn.edu</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>Bias Incident Team</b>  <a href="http://crk.umn.edu/engagement">crk.umn.edu/engagement</a>   <a href="mailto:umcdean@crk.umn.edu">umcdean@crk.umn.edu</a></p>
<p>Threatening the safety or well-being 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/security">crk.umn.edu/security</a>   218.289.0565</p> <p><b>Care Team</b>  <a href="http://crk.umn.edu/engagement">crk.umn.edu/engagement</a>   <a href="mailto:umcdean@crk.umn.edu">umcdean@crk.umn.edu</a></p> <p><b>Title IX Coordinator</b>  <a href="http://crk.umn.edu/sexual-misconduct">crk.umn.edu/sexual-misconduct</a></p>

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

