DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?

**YES - Imminent Danger**
The student’s conduct is clearly reckless, disorderly, dangerous or threatening and is suggestive of immediate harm to self or others in the community.

**Not Sure/No Imminent Danger:**
- Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned. OR:
- I’m not concerned for the student’s or other’s immediate safety, but s/he is having significant academic and/or personal issues.

**Call 911**
**Call for consultation:** Dean of Students (5765)—Counseling Services (5786) OR Refer to the Support Our Students (SOS) Team via myUIU

**Indicators of a Distressed Student:**
- Student shows disengagement in classroom, excessive absenteeism or a sudden decline in quality of work
- May be irritable, sad, excessively anxious, hostile, withdrawn, disoriented, angry, bizarre content of writings/work, marked changes in appearance/behavior; may have made indirect threats to harm self

**Report the concern to:**
AVP of Student Life, Counseling Services or the BIT (Behavior Intervention Team)

**DID YOU KNOW?**
The BIT meets as needed when a student in crisis has been identified, then works quickly and collaboratively to assess a distressed student’s needs, direct her/him to campus and community resources, and consult with UIU offices impacted by the crisis.

**DID YOU KNOW?**
The SOS team meets weekly to identify students of concern and engage those students to direct her/him to campus and community resources before a crisis arises for that student.

SEE SOMETHING. SAY SOMETHING. STAND UP.

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RECOGNIZE | RESPOND | REFER | REPORT

HELPING A DISTRESSED STUDENT

Mental Health First Aid Action Plan

ALGEE

A: Assess for risk of suicide  (Recognize)
L: Listen nonjudgmentally  (Respond)
G: Give Reassurance and information
E: Encourage Appropriate professional Help  (Refer)
E: Encourage self-help and other support strategies  (Refer)

Report: Refer to the SOS Team via myUIU or Counseling Services 5786 when not an imminent situation.

RESOURCES

[ EMERGENCY - 911 ]
CAMPUS SAFETY AND SECURITY  
563-425-5372
CITY OF FAYETTE  
563-425-3500
COUNSELING SERVICES  
563-425-5786

[ FOLLOW UP / TRAINING ]
DEAN OF STUDENTS  
563-425-5765
STUDENT LIFE  
563-425-5215
RESIDENCE LIFE  
563-425-5209
ACADEMIC SUCCESS | SOS Team  
563-425-5264
DISABILITIES SERVICES  
563-425-5949
Vice President for Academic Affairs  
563-425-5347
MILITARY SERVICES  
563-425-5507
UIU EMPLOYEE ASSISTANCE  
Employee Connect  
888-628-4824
Www.guidanceresources.com

[ REFERRAL / RESOURCES ]
GREAT RIVERS  211*
RIVERVIEW CENTER (sexual assault)  
888-557-0310
HELPING SERVICES (domestic abuse)  
800-383-2988
SUICIDE PREVENTION  
800-273-8255

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DO’s and DON’Ts of Communication with a Distressed Student

Assess the risk—Preparing to Reach Out
- Know the available campus resources and the referral process.
- Ensure your safety. Use a calm, non-confrontational approach.
- If safe, meet privately and always allow sufficient time to meet.
- If you decide not to have direct contact with the student, refer the incident to BIT via the form for SOS
- Contact campus security or 911 if a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way or if the situation seems to be escalating.

Listening and Giving reassurance and Information—Connecting with the Student
DO listen through the anger. Use active listening and acknowledge the feelings of the individual.
DO allow the person to vent and tell you what is upsetting to him/her. Use silence to allow the person to talk it out.
DO set limits. Explain clearly and directly what behaviors are acceptable: “I will be willing to speak with you as soon as you lower your voice.”
DO be firm, steady, consistent and honest, clearly express your concerns focusing on the behavior in non-disparaging terms.
DO focus on what you can do to help resolve the situation.
DO ask directly if the student wants to hurt him/herself or others.
DO respect the student’s privacy without making false promises of confidentiality.

Encourage appropriate professional and Encourage self-help support strategies—Making the Referral
DO recommend services and provide direct referrals. Assist student in contacting resources.
DO frame any decision to seek and accept help as an intelligent choice.
DO make sure the student understands what actions are necessary.
DO encourage and assist student to make and keep an appointment and set a follow-up meeting with the student.
DO make personal referrals: walk the student over to OSD; give a name of an individual you are referring the student to, when possible call ahead to brief the person.

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SEE SOMETHING. SAY SOMETHING. STAND UP.
THE DON’Ts
DON’T interrupt, particularly during the first 20-30 seconds of peak anger.
DON’T minimize the situation.
DON’T get into an argument or shouting match.
DON’T blame, ridicule or use sarcasm.
DON’T touch.
DON’T ignore warning signs that the person is about to explode.
DON’T ignore your own limitations.

Documentation and Reporting
DO report the behavior to University Police and/or Student Conduct or Human Resources.
DO document all incidents and attempts to resolve the situation.

BIT Team:
AVP of Student Life: 563-425-5765
colec42@uiu.edu
Director of Counseling/Wellness: Crystal Cole—563-425-5786
Director of Human Resources: —563-425-5959
Vice President of Academic Affairs—Dr. Doug Binsfeld—563-425-5264
binsfeldd08@uiu.edu
Director of Student Success: - Amy Tucker - 563-425-5264
tuckera@uiu.edu