

# UIU FACULTY AND STAFF RED FOLDER

## RESOURCES

### [ EMERGENCY - 911 ]

CAMPUS SAFETY AND SECURITY

563-425-3500

CITY OF FAYETTE

563-425-3500

COUNSELING SERVICES

563-425-5786

### [ FOLLOW UP / TRAINING ]

AVP of Student Life

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](http://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

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.

Call 911

### 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.

### 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 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- May be irritable, sad, excessively anxious, hostile, withdrawn, disoriented, angry, bizarre content of writings/work, marked changes in appearance/behavior; may have made indirect threats to harm self

### 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.**

# RECOGNIZE | RESPOND | REFER | REPORT

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## 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.

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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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## 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

Director of Counseling/Wellness: Crystal Cole—563-425-5786

[colec42@uii.edu](mailto:colec42@uii.edu)

Director of Human Resources: —563-425-5959

Vice President of Academic Affairs—Dr. Doug Binsfeld—563-425-5284

[binsfeldd08@uii.edu](mailto:binsfeldd08@uii.edu)

Director of Student Success: - Amy Tucker - 563-425-5264

[tuckera@uii.edu](mailto:tuckera@uii.edu)

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