

# UTICA UNIVERSITY RED FOLDER

A quick reference guide to recognizing, responding to, and referring students who are distressed.



*Brought to you by the Health and Wellness Center.*

**RECOGNIZE** **Recognize distress.** Utica faculty and staff are in a position where they have frequent contact with students and may be the first to see that something is off.

## BEHAVIORAL

- Irritable/agitated
- Substance abuse
- Suicidal statements
- Decline in attendance and/or performance
- Disruptive/antagonistic
- Withdrawal from social supports
- Bizarre, peculiar or suspicious behaviors
- Incoherent or rambling speech and/or writing

## COGNITIVE

- Confusion
- Slowed thinking
- Negative cognitions
- Memory problems
- Distressing dreams
- Poor decision-making
- Preoccupation with death
- Difficulty with concentration
- Difficulty with problem-solving

## EMOTIONAL

- Fear
- Guilt
- Grief
- Apathy
- Anxiety
- Sadness
- Feeling numb
- Feeling isolated
- Irritability/anger
- Feeling worthless
- Feeling abandoned
- Depressed mood

## PHYSICAL

- Nausea
- Dizziness
- Chest pain
- Headaches
- Poor hygiene
- Restlessness
- Panic attacks
- Sleep problems
- Rapid breathing
- Rapid heartbeat
- Stomach aches
- Change in appetite

**RESPOND** Use these important tips when responding to a distressed student:

- ☑ **Safety first:** If there is an imminent danger to the student, you, or others, call Campus Police or 911.
- ☑ **Be proactive:** If you notice that something seems off, engage students early on. Waiting could mean that the problem gets worst before you see them again.
- ☑ **Stay calm:** Take a few deep breaths. Use a calm voice when talking and asking questions.
- ☑ **Ask direct questions:** Inquire directly if the student is having thoughts of harming themselves or thoughts of hurting others.
- ☑ **Active listening:** Give the student your full attention. Restate or summarize what the students says so that they feel understood.
- ☑ **Seek consultation:** You are not alone. See a list of resources on the reverse side of this sheet that can help support you.

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## REFER

Follow the simple decision boxes below to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Resources are listed to the right.

I am not concerned for the student's immediate safety, but they are having significant academic and/or personal issues and could use more support. Refer to the counselors in the Health and Wellness Center (HWC) at [hwc@utica.edu](mailto:hwc@utica.edu) or **(315) 792-3094**.

Student shows signs of distress, but I am unsure of how serious it is. The interaction left me feeling uneasy and/or very concerned about the student. Consult/refer to the Health and Wellness Center, then report to the Behavioral Intervention Team (BIT).

Student's behavior is imminently dangerous to self or others, reckless, or disorderly. Student needs immediate assistance. Call **911** or Campus Safety at **x3046 (campus phones)** or **(315) 792-3046 (cell and off-campus)**, then report to BIT.

## RESOURCES

### Campus Safety

(315) 792-3046

### Utica University Emergency Medical Services (EMS)

(315) 792-3519

### Health and Wellness Center

(315) 792-3094

### MCAT (Mobile Crisis Assessment Team)

(315) 732-6228

### Suicide and Crisis Lifeline

988 call or text

### YWCA Campus Advocate

(315) 797-7740 call or text