

What to look for ...

Approaching & responding to your students – Do's & Don'ts:

Safety Concerns & Managing Crisis

Academic Signs of Distress:

- Bad or worsening grades
- Frequent lateness
- Absenteeism without cause or explanation
- Change in level of participation or overall lack of participation
- Falling asleep in class
- Missed, late, or incomplete work

Behavioral Signs of Distress:

- Abrupt changes in mood
- Frequent physical complaints
- Comments about feeling worthless
- Lack of social interaction
- Difficulty concentrating
- Agitation, restlessness
- Irritability, aggression
- Tearfulness

Physical Signs of Distress:

- Significant weight gain or loss
- Sweaty or flushed skin
- Lack of energy
- Absence of facial expression
- Slow or rapid speech
- Change in appearance or hygiene
- Intoxicated or high
- Disrupted sleep, too much/little

- **Remember the positives** when discussing difficult topics with students. Let them know what they are doing well and strengths they have, in addition to what your concerns are. If you are recommending counseling, let them know how those services can improve things for them instead of telling them it will help them overcome their problems. For example, “Counseling can teach you stress management skills that could be very helpful.”
- Talk about what is **observable behavior using “I” statements**. Labeling behavior is stigmatizing and not helpful. Telling a student, “You are acting weird or unusual” is only going to shut them down and make them defensive. Letting them know what you have seen will keep them open to what you are saying. So, instead, you would tell that student, “I have noticed you are speaking more slowly than you usually do and you seem to be having more difficulty concentrating in our conversations.” It is okay to say “I am concerned and I want to help.”
- **Be their teacher and mentor, not their friend or counselor**. Stay focused on behaviors relevant to academic performance and don't offer yourself for support. Ask them if they have friends or family they can talk to, or “Have you considered talking to someone, like a counselor?”. Don't teach them skills or tell them how to solve their problems, but let them know that is how a counselor could help them if they are interested. And don't diagnose their problem. It's not helpful to suggest if you think they may have depression, anxiety, or something else; if you think they have an issue like this, just refer them to Counseling Services.
- **Provide support and concern, listen without judgment**. Don't argue with a student. It is not going to turn out well for either of you to get into an argument about whether they should seek help or if they are having false or delusional ideas. Stay focused on their feelings and experience, rather than the thoughts or refusal to seek help.
- **Provide a referral or let them know about services**. All students can use the Sanvello app for free, which is full of skills, meditation, resources, and information. Ask them if they are using it and encourage them to consider it if they aren't. Let them know about other resources on campus and in the community (see attached Mental Health Resource Guide). A documented mental health issue is a disability; refer students to Disability Services for additional support and resources. Refer to Counseling Services if they are exhibiting **multiple** signs of distress from above that cause concern. Let them know that many students go there and most services are free!
- **Stay calm**. Try not to take it personally. Your student's reactions and feelings are about them – not you.
- **Bring up what you notice. Be a supportive advisor. When you notice signs of distress, do something!**
- Please notify the UMKC CARE Team and Counseling Services if a student is in danger of dismissal.

- **Be direct** when you are concerned for a student's safety. If you think they might harm themselves or someone else, ask “have you had thoughts of suicide or killing yourself?” or “have you had thoughts of hurting or killing someone else?”. If they say they have thoughts of harm or you are concerned they might, you need to get help.
- And if they mention suicide, hurting themselves, killing someone or hurting someone, even casually, **take it seriously!** If they are joking around, that still may mean it has been on their mind and they need help.
- If you think they are a threat to themselves, or others, during **BUSINESS HOURS** (Mon-Fri, 8-5) you can **1)** walk them (don't drive them!) to Counseling Services or **2)** call Campus Police (816-235-1515). **AFTER HOURS** call Campus Police (816-235-1515) or use the Rave Guardian Safety App. **Let the student know that you are calling someone for help if that feels safe and you think the student is willing. Don't leave them alone.**
- **If a student has already acted (e.g. self-injury that needs medical attention, taken an overdose, made some other suicide gesture), this is an emergency that needs immediate attention! Call Campus Police or 911.**
- Do not keep a student in your office against their will or take any action that puts you, or them, at risk.
- If they leave your office and you believe they are in danger, **call Campus Police (816-235-1515)** immediately.
- Do consult with a supervisor or Counseling Services if needed. After the crisis, only share information with those who need to help the student. **Check in with the student**– don't avoid them or ignore what happened.

For Immediate Safety Concerns: 9-1-1 or UMKC Police at 816-235-1515

Download the “Rave Guardian Safety” App to contact UMKC police in just 3 clicks

For clinical consultation and questions, contact Arnie Abels at 816-235-1218/abelsa@umkc.edu.
For questions about this document, contact Kathryn Brewer at 816-235-5614/brewerkj@umkc.edu.

<p>Confidential Resources</p>	<ul style="list-style-type: none"> • Violence Prevention & Response [Crisis Intervention, Advocacy, & Resources for UMKC Students & Employees]: <ul style="list-style-type: none"> ◦ http://info.umkc.edu/vpr; 816-235-1652; 816-235-5560; Haag Hall, Room 108 • Counseling Services [Mental Health/Wellness for students]: Walk-in Crisis hours at 10:00 and 2:00 M-F <ul style="list-style-type: none"> ◦ www.umkc.edu/counselingcenter; 816-235-1635 or 816-235-1218; 5110 Oak Street, Suite 201 • Student Health and Wellness [Physical Wellness for UMKC Students]: <ul style="list-style-type: none"> • https://info.umkc.edu/studenthealth/; 816-235-6133; 5110 Oak Street, Brookside 51 Bldg, Suite 237
<p>UMKC Support Services</p>	<ul style="list-style-type: none"> • Title IX [Report Discrimination, Harassment, Sexual Misconduct]: 816-235-1323; https://info.umkc.edu/title9/ • LGBTQIA Programs & Services: 816-235-1639; https://info.umkc.edu/get-involved/lgbtqia-programs/ • Multicultural Student Affairs: 816-235-1109; https://info.umkc.edu/multiculturalstudentaffairs/ • Student Disability Services: 816-235-5612; https://info.umkc.edu/disability-services • Women’s Center: 816-235-1638; https://info.umkc.edu/womenc/ • Ulifeline [Mental Health/Wellness]: http://www.ulifeline.org/umkc • Veterans’ Services: 816-235-5215; https://info.umkc.edu/saem/veteran-and-military-resources/ • WellConnect (School of Medicine): www.wellconnectbysrs.com
<p>Local Community Support Services</p>	<ul style="list-style-type: none"> • Community Counseling and Assessment Services: 816-235-2725; https://education.umkc.edu/outreach-research/community-counseling-and-assessment-services/; 615 E 52nd Street, Room 212, School of Education • DEAFLEAD [24/7 crisis intervention, advocacy, case management, interpreting, and mental health to individuals with hearing impairments and their families]: 800-380-3323; http://www.deafinc.org/deaflead/ • KC Area Domestic Violence Shelters: 816-468-5463 (24 Hours); http://kcpd.org/crime/victim-resources/domestic-violence/ • Kansas City Center for Inclusion: 816-753-7770; https://www.inclusivekc.org/ • Metropolitan Organization to Counter Sexual Assault (MOCSA): 816-531-0233 (24 Hours); http://mocsa.org/ • Truman Medical Center for Behavioral Health [inpatient and outpatient mental health and substance abuse services]: 1000 E 24th Street; https://behavioralhealthkc.org/; 816-404-5709
<p>National Support Services</p>	<ul style="list-style-type: none"> • Crisis Call Center [Depression, Suicide, Sexual Assault, Domestic Violence, Substance Abuse, and more]: 800-273-8255/Text “START” to 741741 (24/7); https://cssnv.org/ • Crisis Line for Hearing and Speech Impaired: 800-955-8339 • The Trevor Project [LGBTQ]: 866-488-7386/Text “START” to 678678/Online Chat (all 24/7/365) • Mental Health America [Find Help & other resources]: https://www.mhanational.org/ • National Domestic Violence Hotline: 800-799-7233 [SAFE] (24/7 & chat avail); https://www.thehotline.org • National Sexual Assault Telephone Hotline: 800-656-4673 (24/7 & chat avail); https://www.rainn.org • 1in6 [Male-Identifying Survivors]: https://1in6.org/ (24/7 helpline chat)
<p>Resources & Training</p>	<ul style="list-style-type: none"> • Ask-Listen-Refer [How to respond to Suicide, Online, 15 minutes]: http://www.asklistenrefer.org/umkc • RESPOND [Mental Health Awareness, In-Person, 8 hours]: register at https://info.umkc.edu/counseling-services/outreach/respond-training/ • https://info.umkc.edu/saem/wp-content/uploads/2019/10/UMKC-Suicide-Prevention-Policy.pdf • RoosForMentalHealth Awareness Campaign: https://info.umkc.edu/roosformentalhealth/ • Check out MindBody Connection, a great resource and referral for students. https://www.umkc.edu/mindbody/ • BodyU is a free app for happiness/wellness sponsored by Missouri Eating Disorders Council. http://www.bodyu.org/
<p>Take care of you!</p>	<ul style="list-style-type: none"> • Practice what you teach! Use the Sanvello app for free using your UMKC email address https://www.sanvello.com/ • You have access to up to 3 free in-person or phone counseling sessions through EAP by calling 816-931-3073. • Check out your Behavioral Health Benefits through United Health Care at www.liveandworkwell.com. • Enroll and participate in the Wellness Incentive Program at www.umsystem.edu/totalrewards/wellness. • Contact the HR office at umkchr@umkc.edu for information, resources, and supports available to you such as FMLA, SPEER Emergency Relief Fund and more!