

CARE GUIDE

Faculty and staff are often the first to observe students in distress. This is a quick reference guide to help recognize, respond to, and refer distressed students.
Trust your instincts.

RECOGNIZE

SIGNS OF DISTRESS

ACADEMIC

Sudden decline in work quality
Repeated absences
Multiple requests for extensions
Classroom disruptions
Bizarre, alarming, or disturbing content in writing or presentations

PHYSICAL

Marked changes in physical appearance
Excessive fatigue
Intoxication (smelling of alcohol)
Observable signs of injury (bruising, cuts)

PSYCHOLOGICAL

Self-disclosure of personal distress (trauma, suicidal thoughts, self-injury)
Disproportionate emotional response to events
Expression of concern about the student by peers
Panic attacks

SAFETY RISK

Unprovoked anger or hostility
Physical violence
Implying threat to self or others
Stalking or harassing
Direct verbal or written threats toward self or others
Academic assignments dominated by themes of extreme hopelessness, isolation, rage, despair, violence, self-injury

RESOURCES

CAMPUS RESOURCES

CARE Team 502.272.7150



The Care Team promotes safety of campus community by consulting on students of concern.

Counseling Center 502.272.8480



24/7 On-Call Counselor
502.272.8480 and dial #2 on voicemail menu

Health Services 502.272.8313

Student Care Coordinator 502.272.8150



Student Care Coordinator can assist students with **basic needs**.

Public Safety 502.272.7777

Crisis Services Call 911

Campus Ministry 502.272.8051

Office of Identity and Inclusion 502.272.7304

Accessibility Resource Center 502.272.8490

Title IX 502.272.7337



Title IX Team consults on issues related to sexual misconduct.

CRISIS HOTLINES

NATIONAL SUICIDE AND CRISIS LIFELINE

Call 988

EMERGENCY SERVICES

Call 911

CENTER FOR WOMEN AND FAMILIES

Services for sexual assault and domestic violence
Call 1.844.237.2331

THE TREVOR PROJECT

LGBTQ Crisis Services
Text START to 678678
Call 1.866.488.7386

THE STEVE FUND

Mental health support for young people of color
Text STEVE to 741741

VETERANS CRISIS LINE

Text 838255
Call 988 and press "1"

TIPS FOR HAVING THE CONVERSATION

RESPOND

Stay Safe

If there is an imminent risk to the student, yourself, or others, immediately call for help.

Be Proactive

Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

Appropriate Setting

Find a quiet, private setting and allow adequate time for conversation.

Use Active Listening Skills

Make eye contact and give your full attention. Speak in a non-confrontational and calm voice.

Ask Direct Questions

Don't be afraid to directly ask the students if they are having thoughts of harming themselves.

Actively Assist

Assist student in making phone call, offer to accompany student to Counseling Center.

Seek Consultation and Document

You are not alone. Ask those around you for help. Always document your interactions with distressed students.

Follow Up

Check back in with the student on how they are doing and actions they have taken.

Note about confidentiality – The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices.



REFER

DISTRESSED STUDENT: APPEARS CONFUSED, SAD, HIGHLY ANXIOUS, IRRITABLE OR AGITATED, APATHETIC, POOR HYGEINE OR SELF-CARE

Is the Student a threat to self/others or in need of immediate assistance?

YES

e.g. verbal threat to self or others, violent behavior, has weapon, stalking, severe impairment

Call Public Safety 502.272.7777 or 911

Consult with Counseling Center and/or Dean of Students

NOT SURE

e.g. vague reference to self-harm, hopelessness, anger outburst

Submit Student Concern Form - Scan QR code for form



NO

e.g. academic problems, emotional distress but no threat to self/others

Speak to Student (use MHFA, QPR, etc.)

Refer student to appropriate resources: Counseling Center, Dean of Students, Health Services, Student Success, Campus Ministry, etc.