Recognize

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

**ACADEMIC**
- Sudden decline in work quality and grades
- Frequently missed classes and assignments
- Bizarre, disturbing, or otherwise concerning content in writing or presentations
- Repeated classroom disruptions
- Continuously coming to you for personal rather than academic counseling

**PHYSICAL**
- Noticeable changes in physical appearance including hygiene, grooming, sudden weight loss/gain
- Excessive sleepiness or falling asleep in class
- Visibly under the influence of alcohol or other drugs
- Seeming disoriented or confused

**EMOTIONAL**
- Repeated tearfulness
- Panic symptoms
- Self-disclosure of personal distress (e.g. family conflict, financial problems, depression, grief, thoughts of suicide)
- Verbal abuse
- Expressions of concern by other students

**RISK RELATED**
- Unprovoked anger or hostility
- Implying or making a direct threat to self or others
- Academic assignments dominated by themes of death, extreme hopelessness, helplessness, isolation, rage, violence, self-injury
- Communicating threats via email, text, social media or phone calls

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 worse 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 harm to themselves, suicide, 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 below resources that can help support you.

Refer

**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 Dean of Students at dos@uconn.edu

For Grad Students, refer to grad.uconn.edu/gspa

**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 Student Health and Wellness

Report to CARE Team

**Student’s behavior is imminently dangerous to self or others, reckless, or disorderly. Student needs immediate assistance.**

Call 911 or UConn Police (860) 486-4800

Then report to CARE Team

Contacts

- SHaW Mental Health: (860) 486-4705
- SHaW Advice Nurse: (860) 486-4700
- UConn Police: (860) 486-4800
- CARE Team: (860) 486-8777

Regional Mental Health Resource Centers:
- Avery Point: (860) 405-9044
- Hartford: (860) 486-9143
- Stamford: (203) 251-9597, (203) 251-9590
- Waterbury: (203) 236-9817