Follow the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive.

Emergency and campus resources are listed below.

**Emergency Resources**
- University of Florida Police Department (UFPD)
  24/7 services to the UF community to promote safety across campus and aid crime victims. 911 or 352-392-1111
- Alachua County Crisis Center
  24/7 off-campus services for individuals in need of crisis and suicide intervention counseling. 352-264-6789

**Emergency Resources**
- Counseling & Wellness Center (CWC)
  24/7 crisis, consultation, and counseling services, provides full range of mental health services. 352-392-1575
- Office of Victims Services
  24/7 support for victims of actual or threatened violence, all services are free and confidential. 352-392-5648
- Dean of Students Office – Care Area
  Helps students facing adverse events (e.g., housing/financial distress, MH/medical/-family emergencies) and coordinates care across campus. 352-294-2273

**Urgent Resources**
- Housing and Residence Life
  24/7 support regarding on-campus life. 352-392-2161
- Office of Accessibility & Gender Equity
  Report sexual or gender-based harassment or misconduct (e.g., sexual assault, exploitation, stalking, dating/domestic violence). Investigates concerns, provides resources, support and accommodations. 352-273-1094, inform@titleix.ufl.edu
- Student Health Care Center (SHCC)
  24/7 physical health consultation. 352-392-1161
- Field & Fork Pantry
  The Alan and Cathy Hitchcock Field & Fork Pantry is a free resource for all students, staff and faculty at the University of Florida. 352-294-3601
- U Matter We Care
  Resources to support students with various concerns, umatter.ufl.edu

**Additional Resources**
- University of Florida Police Department (UFPD)
  24/7 services to the UF community to promote safety across campus and aid crime victims. 911 or 352-392-1111
- Alachua County Crisis Center
  24/7 off-campus services for individuals in need of crisis and suicide intervention counseling. 352-264-6789

**Follow the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed below.**

**How to Use**
1. Recognize indicators of distress
   Common indicators are listed inside. Students may present with indicators not listed.
2. Respond appropriately
   Each situation is unique. Use the tips and decision tree to determine the most appropriate response.
3. Refer the student
   Use the list of resources on back cover to refer the student to the most appropriate campus resource.
RECOGNIZE
Indicators of Students in Distress

The existence of one or more of the following attributes may not indicate presence of distress. Look for groups, frequency and severity of behaviors not just isolated symptoms or a change that deviates from their previous pattern of behavior.

**Academic**
- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Classroom disruptions
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations
- Doesn’t respond to repeated requests for contact/meetings
- Non-compliance with class requirements
- Loss of focus, easily distracted
- Inattentive or zoning out
- Disturbing content in emails, assignments, or presentations

**Physical**
- Marked changes in physical appearance (e.g., poor grooming/hygiene or sudden weight loss/gain)
- Strange or unusual behavior
- Visibly intoxicated or smelling of alcohol or marijuana
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g., facial bruising or cuts)

**Psychological**
- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by peers
- Talking to themselves
- Being distracted by experiences or other people
- Lack of culturally appropriate eye contact

**Safety Risk**
- Verbal, written, or implied references to suicide, threat to others, or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, threat to others or self-injurious behaviors
- Stalking or harassing
- Communicating threat to others, or self-injurious behaviors via email, correspondence, texting or phone call

**RESPOND**
Use these tips to determine the most appropriate response for a distressed student.

**Stay Safe**
Call the UF Police Department 352-392-1111 or 911 if there is an imminent danger to the student, you or anyone else.

**Stay Calm**
Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions.

**Take Your Time**
If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

**Seek Consultation**
You are not alone. Ask those around you for help. Consult with those around you and inform your supervisor CWC, DSO and inform your supervisor.

**Use Active Listening**
Make eye contact, give your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

**Ask Direct Questions**
Don’t be afraid to directly ask the student if they are having thoughts of harming themselves or others (by asking, you are not instilling the thought).

**Give Concrete Help**
Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call CWC to schedule an appointment).

**Avoid Offering Confidentiality**
Remind students that it’s an act of strength to seek help and that you want to connect them to the best resources available.

**Mandatory Reporting**
In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding reporting, please contact the Office of Accessibility & Gender Equity at (352) 273-1094 or inform@titleix.ufl.edu

**U Matter, We Care - umatter.ufl.edu**
For Faculty & Staff