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

- Is the student a danger to themselves?
  - **Yes**
    - The student’s conduct is clearly dangerous or threatening, including self-harm or harm to others.
    - Call 911 or UFPD at 352-392-1111

- **No**
  - I am not concerned for anyone’s immediate safety, but the student is having significant academic and/or personal issues and could use some support.
  - Refer student to campus resources, as appropriate.

- **I’m Not Sure**
  - The student is not with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drunk).
  - Submit Care Concern online at umatter.ufl.edu

### RESPECT

- The student is with me currently and shows signs of distress, but it is not clear how serious it is. I feel uneasy and/or really concerned about the student.
- Call CWC, 352-392-1575, 8am to 5pm.
  - If outside of hours or on a weekend you will be connected to an on-call counselor.

### REFER

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.

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### 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. Request a co-responder team: a mental health clinician paired with a specially trained crisis intervention officer.

- **Alachua County Crisis Center**
  - 24/7 off-campus services for individuals in need of crisis and suicide intervention counseling. 352-264-6789

### Urgent Resources
- **Counseling & Wellness Center (CWC)**
  - 24/7 crisis, consultation, and counseling services, provide full range of mental health services. 352-392-1575

- **Office of Victim 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

### Additional Resources
- **Housing and Residence Life**
  - 24/7 support regarding on-campus life. 352-392-2161

- **Title IX Compliance Office**
  - The Title IX Compliance Office provides support to anyone affected by sexual misconduct, discrimination, harassment, or violence. 352-294-8720

- **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
## 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.