## SUPPORTING STUDENTS IN DISTRESS: EMPLOYEE GUIDE

### WHEN YOU SEE...

<table>
<thead>
<tr>
<th>Indicators of Distress</th>
<th>Actions to Take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-disclosure of personal distress such as family, financial issues, grief, or contemplation of suicide</td>
<td><strong>PROVIDE INDIVIDUAL SUPPORT</strong></td>
</tr>
</tbody>
</table>
| Sudden decline in quality of work/grades; inconsistent performance | 1. **REACH OUT**  
- Actively listen, be empathetic, and refer to appropriate resources for the student.  
- Use a non-confrontational approach and a calm voice. “I’m worried about you.” |
| Repeated absences; Multiple requests for extensions | 2. **BE DIRECT**  
Don’t be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused or having thoughts of harming themselves or others. “Have you been feeling bad enough to consider hurting or killing yourself?” |
| Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain | 3. **CONNECT**  
After acknowledging, listening, and being direct with the student, offer forms of support including: [UW Counseling Center](https://wellbeing.uw.edu/services/counseling-center) or [MySSP](https://myssp.wisc.edu), or connect with [SafeCampus](https://www安全性.wisc.edu) for consultation. (Additional resources on how to support) |
| Excessive fatigue/sleep disturbance | **CARE TEAM SUBMIT A CARETEAM REFERRAL**  
If you are concerned about a student and would like consultation and support. Care team reports are reviewed within 72 hours of receipt. |
| Intoxication, hangovers, or smelling of alcohol | **MY SSP CONNECT STUDENT WITH MYSSP**  
If a student is having intense emotions and needing crisis intervention support, connect the student to MySSP by calling 1.866.775.0608. |
| Disoriented, “out of it,” or outlandish behavior | **SEEK HELP IMMEDIATELY**  
The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. |
| Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, suicidal ideations or violent behavior - a “cry for help” | **IMMEDIATELY**  
If a student is displaying threatening or potentially violent behavior, seek immediate help by calling 911. |
| Implying a direct threat (written or verbal) to harm self or others with no time Delusions or paranoia | **IN URGENT OR IMMEDIATE SITUATIONS, CALL 911**  
The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. |
| Expressing feelings of hopelessness, or not belonging |  |
| Panic reactions |  |
| Extreme sadness |  |
| Thoughts of suicide |  |
SUPPORTING STUDENTS IN DISTRESS: EMPLOYEE GUIDE

MY SSP
Supporting a student can feel overwhelming or isolating and we are here to tell you that you and the students have support around the clock.

SUPPORTING STUDENTS:
Crisis support from licensed professional counselors in many different languages.

CONSULT FOR EMPLOYEES:
Not sure what to do to help a student? Call for consultation and support.

Call 1.866.775.0608
AVAILABLE 24/7 FOR SAME DAY SUPPORT

SAFECAMPUS
uw.edu/safecampus
- If you have safety concerns, SafeCampus is a great resource to talk anonymously about concern for yourself or others.
- Trained violence prevention & response specialists will listen to your concerns and provide individualized consultation, support, and safety plans tailored to your situation. They'll help you explore your options and connect you with additional resources Monday-Friday 8am-5pm.

Call 206.685.7233
AVAILABLE MONDAY-FRIDAY 8AM-5PM

UW COUNSELING CENTER
mentalhealth.uw.edu
Crisis Support - Counselors are available to support you for same-day student crisis consultation and student crisis support during the hours of 8am-4pm Monday, Wednesday, Thursday, Friday and 9am-4pm on Tuesday at Schmitz Hall. Please see website for summer hours.

Mental Health Counseling - UW students also have access to counseling at the Counseling Center. Have a student call or go to the website to schedule an intake with one of our licensed counselors.

Call 206.543.1240
AVAILABLE DURING BUSINESS HOURS

CARE TEAM
wellbeing.uw.edu/student-care-reports
There are times that you can be unsure about what to do when you are concerned for a student, and not sure of how to respond, who to contact, or you would benefit from consultation on how to support a student. A Student Care Team Referral can help direct you to the right resources on campus to address the situation. After you submit a Student Care Team Report, it will be reviewed within 72 hours of receipt.

Reasons to submit a Care Report (includes but not limited to):
- Concern for student’s well-being
- Significant change in student’s behavior
- Disruptive behaviors of learning, living, or work environment
- A noticeable change from socially-appropriate behavior
- Disclosing distressing life circumstances (e.g., finances, family or relationship)
- Withdrawal from usual social interactions
- Significant decline in personal hygiene
- Substance use/abuse
- Severe homesickness

SUBMIT A CARE TEAM REFERRAL
Call 206.543.1240
AVAILABLE DURING BUSINESS HOURS

WHAT ABOUT PRIVACY?
The Family Educational Rights and Privacy Act (FERPA) permits the following:
- UW faculty and staff can disclose personally identifiable information from an educational record to those in connection to support students with a health and safety emergencies. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health and safety of the student or other individuals.
- Observations of a student’s conduct or statements made by a student are not FERPA protected educational records. Such information should be shared with University personnel when there is a specific need to know with appropriate consideration for student privacy.

RESOURCES
Employees
- CareLink - Employee resources available 24/7 | hr.uw.edu/benefits/uw-carelink | 1.866.598.3978
- Livewell Confidential Advocates - Employee support for sexual violence | wellbeing.uw.edu/confidential-advocacy

Students
- Campus Resources - wellbeing.uw.edu/mental-health/resources-for-students

wellbeing.uw.edu
Ver. 09.27.2022