

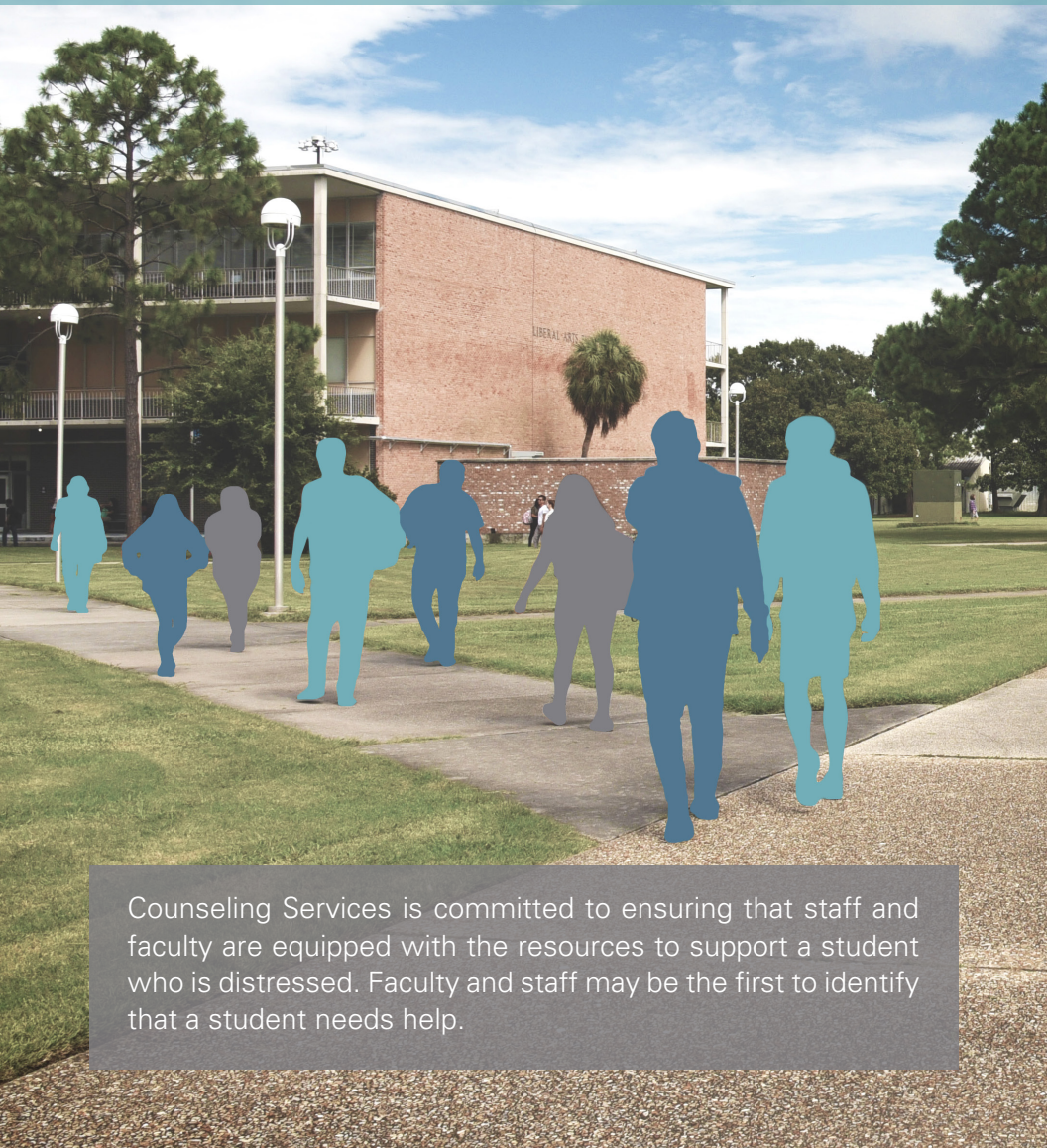


THE UNIVERSITY *of*  
**NEW ORLEANS**

**COUNSELING SERVICES**

# PRIVATEERS MATTER

A Guide for Faculty & Staff: Helping a Student in Distress



Counseling Services is committed to ensuring that staff and faculty are equipped with the resources to support a student who is distressed. Faculty and staff may be the first to identify that a student needs help.

## What is a crisis?

A crisis is any situation in which a person's behaviors puts them at risk of hurting themselves and/or when a person's normal resources and capacity for coping are overwhelmed.

## Signs that a student may be experiencing stress:

- ▶ Changes in academic performance, class attendance
- ▶ Sudden changes in appearance, behavior and/or personal hygiene
- ▶ Depressed mood, social withdrawal, lethargy
- ▶ Excitability, excessive anxiety, impulsivity, and/or irritability
- ▶ Behavior that is inappropriate, violent and/or is disruptive to the environment
- ▶ Repeated requests for special considerations
- ▶ Presence or indicators of substance abuse

## Signs that a student may be experiencing a mental health crisis:

- ▶ Suicidal statements or attempts: Verbal, written, or behavioral
- ▶ Statements of hopelessness, such as: "I hate this life," "Everyone is better off without me"
- ▶ Homicidal statements or attempts: Verbal, written or behavioral
- ▶ Actions or words that appear aggressive, violent, and/or hostile
- ▶ Speech that appears rapid, disorganized and/or incoherent
- ▶ Thinking that appears disorganized or demonstrates mental confusion

## Is the student a danger to self or others?

### Yes, student needs immediate attention

- ▶ Call UNO-PD 504.280.6666
- ▶ For off-campus emergencies, call 911

### I am unsure. Potential risk is unknown.

#### DURING UNIVERSITY HOURS:

- ▶ Consult with your supervisor
- ▶ Submit a Student Care Network Report report at: <https://uno.guardianconduct.com/incident-reporting>
- ▶ In your attempt to help a student, you may need input from a professional. The staff at Counseling Services can provide suggestions and resources.

**AFTER HOURS:** Call UNO-PD 504.280.6666 to request a wellness check

### No, but the student is having academic or personal concerns

#### ADDITIONAL RESOURCES:

The Office of Student Affairs.....	504.280.6222
Graduate School .....	504.280.6237
Office of Disability Services.....	504.280.7327
Learning Resource Center.....	504.280.7054
Counseling Services .....	504.280.6683
The HUB .....	504.280.6222
Student Health Services .....	504.280.6387
Office of International Students & Scholars....	504.280.6021
Office of Student Housing.....	504.280.6402
Student Legal Services.....	504.280.6229
Veterans Center.....	504.280.6992

#### National Suicide Prevention Lifeline

1.800.273.8255 [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

Crisis Text Line- 741741

#### Veterans Crisis Line

1.800.273.8255, Press 1

#### STAR, Sexual Trauma Awareness & Response

855.435.STAR



## **Referral & Response Tips:**

Responding to Students

### **Trust your instincts**

Don't ignore inappropriate or unusual behavior – respond to it! If you are concerned about a student, consult with your supervisor, the Dean of Students, or refer to appropriate campus partners (Refer to page 2).

### **De-escalate and support**

Avoid statements that could be perceived as threatening, embarrassing or intimidating. Connect the student to campus resources.

### **Listen sensitively and carefully**

Students in distress may have a difficult time articulating their needs. Talk to the student privately, in a direct and matter-of-fact manner, indicating concern. Ask directly about thoughts of self-harm or if they feel that their functioning is impaired.

### **RESPONSES**

#### **If Non-Crisis:**

"I am concerned about you (insert concern). Do you know about Counseling Services or (another campus resource)? I can provide the contact information or walk you over."

#### **If Crisis:**

"I am concerned about you and your safety. I may not be the best person to help you, but the University Police are trained in handling these types of things."

**Call UNO-PD and if possible talk with the student**

### **Follow-up**

It is helpful, but not obligatory for you to follow-up with the student.

### **Self-Care**

Assisting a distressed student can be demanding. It is important that you take care of yourself and seek out adequate support. Care of both you and the student is of the utmost importance.