HELPING STUDENTS WITH...

**Mental Health Issues**

**Recognize**
- References to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in papers or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

**Respond**
- Express concern and interest
- Avoid criticizing or sounding judgmental
- Remember, even if the problem does not seem urgent to you, it may be very important to the student
- **Threatening behaviors** should not be tolerated and immediate action should be taken

**Refer**

**Urgent Response:**
Contact University Police at 911

**Direct Intervention Needed:** Students of Concern Assistance Team (SOCAT) via Student Outreach & Support (813) 974-6130 www.usf.edu/sos

**Student Counseling Faculty and Staff Consultation:**
Counseling Center (813) 974-2931 www.usf.edu/counsel

**Medical Issues**

**Recognize**
- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won’t stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

**Respond**
- If unconscious, call 911 and send staff for nearest AED (if available)
- Do not move an injured person (unless they are in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Immediately call for help
- Stay with person until help arrives

**Refer**

**Urgent Care:**
Contact University Police at 911

**Less Urgent Care:**
Student Health Services (SHS) (813) 974-2331 (Including appointments and nurse after hours) www.shs.usf.edu

**Misconduct Issues**

**Recognize**
- Harassment: Phone calls, text messages or any type of communication continued after the person has been told to stop
- Disorderly Conduct: inappropriate outbursts or persistent interruptions; continued arguing beyond the scope of academic debate

**Disruptive or Threatening Conduct:**
- Throwing items in anger
- Refusing to leave classroom
- Refusing others the option to leave
- Brandishing a weapon

**Respond**
- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Express your concern for the student
- Help student explore options and alternatives and outline your expectations
- **Threatening behaviors** should not be tolerated and immediate action should be taken

**Refer**

**Urgent Response:**
Contact University Police at 911

**Less Urgent Circumstances, Consult:**
- Professor, Department Chair, or College Dean
- Office of Student Rights & Responsibilities (813) 974-9443
- Academy for Teaching & Learning Excellence (813) 974-1841

**Crime Victimization**

**Recognize**
- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Significant changes in mood, appearance, or behavior
- Appears to be afraid of another student in the same class

**Respond**
- Listen to and believe what the student tells you
- Do not ask for details of what happened
- Do not minimize what happened
- Do not blame the student
- Say things like: “I’m glad you are safe now” and “I’m glad that you trusted me enough to tell me”
- Do not pressure the student to report the crime or take other action. Instead, ask if you can contact Victim Advocacy to meet with the student and stress that Victim Advocacy services are confidential
- Do not make promises of anonymity or confidentiality
- Certain crimes must be reported by college officials, if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact Victim Advocacy at (813) 974-5756, to provide immediate, confidential assistance to the student and contact Student Rights and Responsibilities at (813) 974-9443 to help you determine if the situation must be reported.

**Refer**

**Business Hours:** Victim Advocacy & Violence Prevention (assistance is confidential) (813) 974-5756

**After Hours:** Victim Advocacy & Violence Prevention Victim Helpline (813) 974-5757

---

**Know Your Limits:**
If you are involved in an intervention with a student, it doesn’t mean you must (or can) resolve the student’s difficulties. It is especially important in Sexual Assault/Misconduct (Title IX) situations that you refer the student to the appropriate resources, report the information to the appropriate office/s and not attempt to investigate (www.usf.edu/diversity/title-ix). Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the Employee Assistance Program 1-800-327-8705.
A Quick Guide for Helping Students

For Guidance or Advice
> Seek assistance here:

Counseling Center
(813) 974-2831
SVC 2124

Victim Advocacy & Violence Prevention
(813) 974-5756
SVC 0067
Crime Victim Helpline: (813) 974-5757

Student Rights & Responsibilities
(813) 974-9443
ALN 109

Students with Disabilities Services
(813) 974-4309
SVC 1133

Reporting Behavior of Concern
> Student Outreach & Support
(813) 974-6130, SVC 2058
Complete the SOCAT referral form at www.usf.edu/sos

Immediate Action
> University Police
911
Non-emergency: (813) 974-2628, UPB

Student shows signs of worry, anxiety, expressions of sadness hopelessness.
• Student exhibits a pattern of withdrawal from participation or excessive absences.
• Student shows signs of irritability and conflict with others.
• Student exhibits confused patterns of thinking or communicating.
• Student’s oral or written expression show signs of distress, self-harm, and/or suicidal/homicidal ideation.

Student communication indicates having been a victim of stalking, hazing or other crime.
• Student communication reflects sexual assault, sexual harassment, domestic violence or relationship or dating violence.

Student is missing (during business hour).
• Student is not attending class for an extended period of time.
• Student is overwhelmed or overwhelmed by a family emergency.

Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.
• Student exhibits behavior that deliberately interferes with instruction or office procedures.
• Student exhibits behavior that is loud or indecent.
• Student exhibits behavior that breaches the peace.

Student is having academic difficulty due to chronic medical, physical, psychological, or learning disability.
• Student communication indicates a need for disability accommodations.

Student is threatening the safety of self or others.
• Student acts peculiar or alarming.
• Student communicates threats.
• Student threatens suicide.
• Student exhibits behavior that displays unhealthy or dangerous patterns of behavior.

Student is acting in a frightening or threatening manner.
• Student is not leaving the classroom after being asked to leave.
• Student is reporting or initiating a threat or bomb scare.
• Student is missing (after normal business hours).

NOTE: Regardless of the situation, contact any of the above offices for support or information.
For more information on helping distressed students, visit www.usf.edu/sos.

Emergency Contacts At-a-Glance

EMERGENCY ............................................. 911

Campus Resources:
Student Outreach & Support ....................... (813) 974-6130
Counseling Center ..................................... (813) 974-2831
Dean of Students ..................................... (813) 974-6677
Student Health Services .............................. (813) 974-2331
Student Rights & Responsibilities ................. (813) 974-9443
Students with Disabilities Services ................. (813) 974-4309
University Police Department ..................... (813) 974-2628
Victim Advocacy & Violence Prevention .......... (813) 974-5756
Office of the Provost ................................ (813) 974-2154
Student Affairs Administration .................... (813) 974-5533
USF Information Hotline (Recorded Message) ...... (800) 992-4231

After Hours Resources:
Counseling Center ..................................... (813) 974-2831
University Police Department (office phone) ......... 911
University Police Dispatcher (cell phone) ........... (813) 974-2628
Victim Advocacy & Violence Prevention .......... (813) 974-5757