

# 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  
socat@usf.edu  
www.usf.edu/sos

#### Student Counseling

#### Faculty and Staff Consultation:

Counseling Center  
(813) 974-2831  
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:

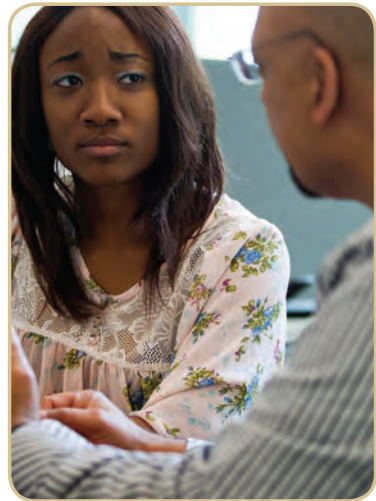
If you are involved in an intervention with a student, it doesn't mean you must (or can) resolve the student's difficulties. It is especially important in Sexual Assault/Misconduct (Title IX) situations that you refer the student to the appropriate resources, report the information to the appropriate office/s and not attempt to investigate ([www.usf.edu/diversity/title-ix](http://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.



# FACULTY & STAFF EMERGENCY REFERENCE GUIDE



## A Quick Guide for Helping Students



### For Guidance or Advice

### > Seek assistance here:

- 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.

> **Counseling Center**  
(813) 974-2831  
SVC 2124

- 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.

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

- Student is missing (during business hours).
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is debilitated or overwhelmed by a family emergency.

> **Dean of Students Office**  
(813) 974-6677  
MSC 4301

- 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 lewd or indecent.
- Student exhibits behavior that breaches the peace.

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

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

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

### Reporting Behavior of Concern

- Student does something significantly out of character.
- Student acts peculiar or alarming.
- Student demonstrates a change in academic performance, personality, grooming, etc.
- Student needs assistance connecting with resources
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

> **Student Outreach & Support**  
(813) 974-6130, SVC 2058  
Complete the SOCAT referral form at [www.usf.edu/sos](http://www.usf.edu/sos)

### Immediate Action

- Student is threatening the safety of self or others.
- 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).

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

**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](http://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



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