



University of New Hampshire

Recognizing and Helping Students in Crisis

Where do I start?

If you are concerned about a student, don't let uncertainty stop you from taking action. UNH is committed to supporting students in crisis. This guide has been developed to help you **Recognize, Respond to, Refer** and **Report** troubling student behavior. For additional information, talk to your supervisor or department chair and **contact the Dean of Students Office at (603) 862-2053**.

Responding to Students in Crisis

❖ Stay Safe

When a student displays threatening or potentially violent behavior, you and the student's safety and the welfare of the campus community are the top priorities. Coordinated professional help and follow-up care are effective ways to prevent suicide and violence.

❖ Trust your instincts

If you are concerned about a student, consult your department chair, supervisor and the Dean of Students Office. Promptly report safety concerns and Student Conduct Code violations.

❖ De-escalate and Support

Distressed students can be sensitive. Avoid threatening, potentially embarrassing or intimidating statements. Help students connect with the resources they need.

❖ Clarify expectations

Set early limits on disruptive or self-destructive behavior. Remind students verbally or in writing (e.g., in the syllabus) of standards/expectations for conduct, and of possible consequences for disorderly behavior. Refer to the Code of Student Conduct.

❖ Listen sensitively and carefully

Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress. Ask directly if they feel their functioning is impaired or if they have thoughts of harming themselves or others.

❖ Share what you know

State and federal laws and University policies mandate reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy.

❖ Consult to coordinate a timely response

Consult with appropriate University personnel to coordinate care for the student. Always report serious or persistent behavior to the Dean of Students Office as soon as possible. Misconduct may be formally addressed through the Student Conduct process and additional campus resources may be necessary to help reduce or eliminate disruptive behaviors.

❖ Follow up

Once you have referred a student in crisis, it is helpful (but not obligatory) for you to follow up in their ongoing care. Your firsthand knowledge and personal connection to this student is valuable in understanding and appropriately responding to their situation.

❖ Take care

Helping a troubled student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and receive adequate support.

Resources: for faculty, staff, undergrad and graduate students

UNH Police: (603) 862-1427 • Emergency: 911

- immediate emergency services for threatening or dangerous behavior
- active shooter and campus safety trainings
- campus-wide alarm system for crisis notification and response

Health & Wellness: (603) 862-9355

- medical care and wellness education services to UNH students, faculty and staff
- individual wellness education/counseling appointments with Health & Wellness wellness educators/counselor
- allergy services, immunizations, pharmacy, men & women health, transgender health

Psychological & Counseling Services: (603) 862-2290 • After-hours emergencies: (603) 433-5135

- brief individual, group, and couple psychotherapies, crisis intervention
- consultation and outreach

SHARPP (Sexual Harassment and Rape Prevention Program): (603) 862-3494

- 24/7 hotline, crisis intervention and safety planning for domestic and sexual violence; for people of all genders
- free advocacy groups for survivors, friends and families
- community training on issues of consent, sexual assault and harassment

Student Accessibility Services (603) 862-2607

- registering and accommodating students with all types of disabilities
- faculty and staff consultation on issues related to students with disabilities

Student Life (603) 862-2607

- support for students who are food insecure
- <http://www.unh.edu/dining/swipe-it-forward>

	Recognize	Respond	Refer	Report
"Not sure what, but something's wrong"	<p>Disturbing content in paper/emails</p> <p>Decline in academic performance</p> <p>Excessive absenteeism</p> <p>Irrational or bizarre behavior</p> <p>Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.)</p> <p>Significant changes in appearance, behavior or personal hygiene</p>	<p>Express concern and care</p> <p>Give an example of a time that the student's behavior has worried you</p> <p>Listen to and believe student's responses</p> <p>Be supportive and encouraging if student agrees to get help</p>	<p>Urgent: 911</p> <p>Advice and consultation:</p> <p>PACS (603) 862-2090</p> <p>UNHPD (603) 862-1427</p>	<p>Student Life (603) 862-2053</p> <p>Student Resources:</p> <p>https://www.unh.edu/student-life/resources</p>
Depression, self-harm, suicidal risk	<p>Decline in academic performance</p> <p>Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others</p> <p>Fresh cuts, scratches or other wounds</p> <p>Withdrawal from activities and friends</p> <p>Statements of hopelessness such as, "I hate this life" or "Everyone is better off without me"</p>	<p>Express concern and care</p> <p>Always take suicidal statements, thoughts or behaviors very seriously</p> <p>If you suspect a student may be suicidal, seek immediate consultation</p> <p>Call 911 if there is a threat to student's safety or the safety of others</p>	<p>Urgent: 911</p> <p>Advice and consultation:</p> <p>PACS (603) 862-2090</p> <p>UNHPD (603) 862-1427</p> <p>Behavioral Intervention Team (BIT) (603) 862-2053</p>	<p>Student Life (603) 862-2053</p> <p>Student Resources:</p> <p>https://www.unh.edu/student-life/resources</p>
Misconduct, inappropriate behavior and classroom disruption	<p>Disruptive Conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats</p> <p>Disorderly Conduct: * Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon</p> <p>*Disorderly conduct and threatening behaviors require immediate action</p>	<p>Express concern and care</p> <p>Explain the impact of student's behavior on the group or class</p> <p>Outline your expectations and help student explore options and alternatives</p> <div data-bbox="972 964 1310 1097" style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><i>Say things like, "I'm sorry that happened, but I'm glad you're safe now." and, "Thank you for trusting me enough to tell me."</i></p> </div>	<p>Urgent: 911</p> <p>Advice and consultation:</p> <p>PACS (603) 862-2090</p> <p>UNHPD (603) 862-1427</p>	<p>Student Life (603) 862-2053</p> <p>Student Resources:</p> <p>https://www.unh.edu/student-life/resources</p>
Crime victimization, hazing	<p>Fearful, anxious, nervous or angry</p> <p>Withdrawn from activities and friends</p> <p>Visible injuries or bruises</p> <p>Cuts, brands, or scars with a distinct pattern (e.g. Greek alphabet letter)</p> <p>Unusual absence of or damage to personal items such as laptop, cellphone, etc.</p>	<p>Express concern and care</p> <p>Remain calm. Showing outrage may cause a student to shut down</p> <p>Do not interpret student's emotions as evidence of a crime</p> <p>Listen to and believe student's responses</p> <p>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</p>	<p>Urgent: 911</p> <p>Advice and consultation:</p> <p>UNHPD (603) 862-1427</p> <p>PACS (603) 862-2090</p> <p>Student Life (603) 862-2053</p>	<p>Student Life (603) 862-2053</p> <p>Student Resources:</p> <p>https://www.unh.edu/student-life/resources</p>

<p>Actual or suspected medical issues (<i>chronic illness, eating disorders, etc.</i>)</p>	<p>Frequent or extended absences Noticeable weight loss or gain Hair loss; pale or gray skin tone Unusual or secretive eating habits; obsession with the fat/caloric content of food</p>	<p>Express concern and care Listen to and believe student's responses Recommend (or, if necessary, insist upon) medical intervention</p>	<p>Urgent: 911 Advice and consultation: UNHPD (603) 862-1427 PACS (603) 862-2090 Student Life (603) 862-2053</p>	<p>Student Life (603) 862-2053 Student Resources: https://www.unh.edu/student-life/resources</p>
<p>Bullying, harassment, sexual harassment, cyberstalking</p>	<p>Internet flaming, trolling, name-calling, or harassment Communications that continue after being told to stop Threats to release private information/photos Verbal abuse, unwanted sexual flirtations Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment Display of sexually suggestive pictures or cartoons in workspace, residence halls or online</p>	<p>Express concern and care Identify resources for safety planning Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Twitter, Facebook, etc.); save copies of all communications including texts, voicemails and pictures</p>	<p>Urgent: 911 Advice and consultation: AAEO (603) 862-2930 PACS (603) 862-2090 UNHPD (603) 862-1427</p>	<p>Student Life (603) 862-2053 Affirmative Action & Equity Office (603) 862-2930</p>
<p>Bias incident</p>	<p>Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, or genetic information</p> <p>Defaced posters, signs, or pictures; graffiti or vandalism; pictures, cartoons, or targeted symbols associated with hate</p> <p>Threatening call(s), email(s), or social media post(s)</p> <p>Defacement or destruction of personal property There may be no clear perpetrator involved</p>	<p>Express concern and care Listen to and believe student's responses Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Encourage student to save any photos, communications, or other evidence Do not remove any evidence (e.g. erase writing on a whiteboard, etc.)</p>	<p>Urgent: 911 Advice and consultation: UNHPD (603) 862-1427 Student Life (603) 862-2053 AAEO (603) 862-2930</p>	<p>Student Life (603) 862-2053 Affirmative Action & Equity Office (603) 862-2930</p>

	Recognize	Respond	Refer	Report
Violence/harassment Interpersonal/ sexual assault	Fearful or anxious about pleasing partner or others Apologizes/excuses partner/other's behavior Mentions partner/other's possessiveness, jealousy or violent behavior, but may laugh it off Visible injuries or bruises Mishaps or injuries with illogical/no explanation Crying or leaving when sexual violence, domestic violence, stalking, or child abuse is the topic	Express concern and care Listen to and believe student's responses Remain calm. Showing outrage may shut student down Do not interpret student's emotions as evidence of assault or violence Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Identify resources for safety planning Recommend (or, if necessary, insist upon) medical intervention	Urgent: 911 SHARPP Rape Crisis Hotline (603) 862-7233 Advice and consultation: PACS (603) 862-2090 HW (603) 862-9355	Student Life (603) 862-2053 Affirmative Action & Equity Office (603) 862-2930
Alcohol or other drug abuse	Intoxicated/high in class or at meetings/events Excessive sleepiness or hyper energy Decline in academic performance References to alcohol or drug use in conversations, papers, projects, etc. Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)	Express concern and care Give an example of a time that the student's behavior has worried you Be supportive and encouraging if the student agrees to get help Offer to help the student make an appointment for alcohol screening and intervention www.unh.edu/health/ohep/alcohol/	Urgent: 911 Advice and consultation: PACS (603) 862-2090 HW (603) 862-9355	Student Life (603) 862-2053
Family or personal tragedy, loss, or crisis <i>(illness or death of family member, job loss, housing issues, natural disaster, breakup, legal difficulties, etc.)</i>	Frequent or extended absences Decline in academic performance Mentions relationship, financial or other challenges Difficulty concentrating and making decisions Exhaustion/fatigue Excessive worry, sleeping/eating problems	Express concern and care Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Listen to and believe student's responses Be supportive and encouraging if the student agrees to get help	PACS (603) 862-2090 Student Life (603) 862-2053 Financial Aid (603) 862-3600 Office of International Students (603) 862-1288	Student Life (603) 862-2053 Student Resources: https://www.unh.edu/student-life/resources

Say things like, "You've been through something very frightening. I'm so sorry."

Guide to Acronyms:

AAEO: Affirmative Action & Equity Office
(Title IX/Sexual Violence)

PACS: Psychological and Counseling Services

SHARPP: Sexual Harassment and Rape Prevention Program

HW: Health & Wellness

UNHPD: UNH Police Department

Maintaining Compliance with State and Federal Laws and University Policies

Academic Honesty Policy

University of New Hampshire's Academic Honesty Policy applies to all students. For information on academic policy; including plagiarism and academic misconduct visit: <https://www.unh.edu/student-life/academic-honesty-policy>.

The Student Life Office administers the process: (603) 862-2053

Student Code of Conduct & Conduct Process

All University of New Hampshire students are responsible for complying with the policies, and procedures contained in the Student Code of Conduct available at: <https://www.unh.edu/student-life/handbook/conduct>.

For more information, training, and support, contact the Student Life Office at (603) 862-2053

Nondiscrimination Policy

The University of New Hampshire seeks excellence through diversity among its administrators, faculty, staff and students. We are committed to enhancing and sustaining an educational community that is inclusive and equitable, and cherish these values as being inextricably linked to our core mission. We are a public institution with a long-standing commitment to equal employment and educational opportunity for all qualified persons. We do not discriminate on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. This applies to admission to, access to, treatment within, or employment in UNH programs or activities. View the full policy at <https://www.unh.edu/affirmativeaction>.

For more information, training, and support, contact the Affirmative Action & Equity Office at (603) 862-2930

University Alcohol, Drug & Smoking Policies

As members of the University community, students are expected to obey the law and assume full responsibility for the choices they make regarding alcohol use. It is the policy of the University of New Hampshire to restrict smoking in facilities and on grounds owned and occupied or leased and occupied by the University. University Alcohol and Drug Policies are available at <https://www.unh.edu/student-life/handbook/alcohol-drugs>.

For more information, training, and support, contact the Student Life Office at (603) 862-2053

Report It!

reportit! at UNH is the place to report and learn about incidents of bias or hate, discrimination and/or harassment directed to members of our UNH community and guests. Anonymous reports may be submitted. By submitting a report or learning more about this type of behavior, you help us to improve our campus and community climate.

If you have observed or experienced an incident of bias or hate, discrimination and/or harassment, please report the incident using the reportit! form or contact the Affirmative Action and Equity Office at affirmaction.equity@unh.edu or (603) 862-2930 Voice / (603) 862-1527 TTY / 7-1-1 Relay NH. Report It! can be found at: <http://reportit.unh.edu/>.

For more information, training, and support, contact the Affirmative Action & Equity Office at (603) 862-2930

Title IX

Any employee or contractor who becomes aware of a potential incident of sexual assault, sexual harassment, relationship violence or other assault or harassment involving a student at the University of New Hampshire – either as victim or perpetrator – on or off campus must promptly report the matter either to the Affirmative Action & Equity Office (AAEO) or to a supervisor, who must promptly notify the AAEO. For details see <http://www.unh.edu/affirmativeaction/reporting-students>.

For more information, training, and support, contact the Title IX Coordination Team & Affirmative Action & Equity Office at (603) 862-2930

Clery Act

The University of New Hampshire is required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act to publish an annual report on our crime statistics and our security policies.

Each year by October 1st we publish the UNH Clery Report on our website. A paper copy can be obtained if desired. A copy of UNH's annual security report is available at <http://www.unh.edu/upd/clery-act>. It includes campus security policies, crime statistics for the previous three years, daily crime logs and timely missing student warnings.

For more information, training, and support, contact the UNH Police Department at (603) 862-1427

Family Education Rights & Privacy Act (FERPA)

The Buckley Amendment was designed to establish the rights of students, to inspect and review their education records, prevent the release of educational records to third parties without permission of the student, and to provide guidelines for the correction of inaccurate or misleading data through formal and informal hearings. Students also have the right to file complaints with the Family Educational Rights and Privacy Act office (FERPA) concerning alleged failures by the institution to comply with the Act. The University System Policy to the Buckley Amendment may be found in the Students' Rights and Rules published each fall by the University. For further information on FERPA visit: <http://www.unh.edu/registrar/general-information/ferpa.html>.

For more information, training, and support, contact the Office of Student Life at (603) 862-2053 or the University Registrar at (603) 862-1500