“RECOGNIZING AND HELPING STUDENTS IN DISTRESS”

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, 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.

RESOURCES: FOR FACULTY, STAFF, GRADUATE AND UNDERGRADUATE 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

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) 862-2053
• support for students who are food insecure
• guidance for students seeking leave of absences

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

Psychological & Counseling Services: (603) 862-2090
• After-hours emergencies (603) 433-5135
• brief individual, group, and couple psychotherapies, crisis intervention
• consultation and outreach

Health & Wellness: (603) 862-9355
• medical care and wellness education for UNH students, faculty and staff
• individual wellness and education/counseling appointments with educators/counselor
• allergy services, immunizations, pharmacy, men, women, and transgender health care

Responding to Students in Distress
❖ Stay Safe
❖ Trust your instincts
❖ De-escalate and Support
❖ Set limits on disruptive / destructive actions
❖ Listen thoughtfully and carefully
❖ Share what you know
❖ Consult to coordinate a timely response
❖ Follow up
<table>
<thead>
<tr>
<th>Recognize</th>
<th>Respond</th>
<th>Refer</th>
<th>Report</th>
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</thead>
<tbody>
<tr>
<td>“Not sure what, but something’s wrong”</td>
<td>• Disturbing content in paper/emails</td>
<td>• Express concern and care</td>
<td>Urgent: 911 or UPD (603) 862-1427</td>
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<td></td>
<td>• Decline in academic performance</td>
<td>• Give an example of a time that the student’s behavior has worried you</td>
<td>Advice and consultation: PACS (603) 862-2090</td>
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<td>• Excessive absenteeism</td>
<td>• Listen to and believe student’s responses</td>
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<td>• Irrational or bizarre behavior</td>
<td>• Be supportive and encouraging if student agrees to get help</td>
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<td>• Sudden change in demeanor (from extroverted to withdrawn, organized to</td>
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<td>forgetful, etc.)</td>
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<td>• Significant changes in appearance, behavior or personal hygiene</td>
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<td>Depression, self-harm, suicidal risk</td>
<td>• Decline in academic performance</td>
<td>• Express concern and care</td>
<td>Urgent: 911 or UPD (603) 862-1427</td>
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<td>• Written or verbal statements preoccupied with theme of death or that</td>
<td>• Always take suicidal statements, thoughts, or behaviors very seriously</td>
<td>Advice and consultation: PACS (603) 862-2090</td>
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<td>convey intent to harm self or others</td>
<td>• If you suspect a student may be suicidal, express concern and refer</td>
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<td>• Fresh cuts, scratches or other wounds</td>
<td>• Call 911 if there is a threat to student’s safety or the safety of</td>
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<td>• Withdrawal from activities and friends</td>
<td>others</td>
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<td></td>
<td>• Statements of hopelessness such as, “I hate this life” or “Everyone</td>
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<td>is better off without me”</td>
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<td>Misconduct, inappropriate behavior and classroom disruption</td>
<td>• <strong>Disruptive Conduct:</strong> Inappropriate outbursts or persistent</td>
<td>• Express concern and care</td>
<td>Urgent: 911 or UPD (603) 862-1427</td>
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<td>interruptions, continued arguing, use of threats</td>
<td>• Explain the impact of student’s behavior on the group or class</td>
<td>Advice and consultation: PACS (603) 862-2090</td>
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<td>• <strong>Disorderly Conduct:</strong> * Throwing items, refusing to leave,</td>
<td>• Outline your expectations and help student explore options and</td>
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<td>preventing others from leaving, showing or stating the presence of a</td>
<td>alternatives</td>
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<td>weapon</td>
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<td>• “Disorderly conduct and threatening behaviors require immediate</td>
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<td>action</td>
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<td>Crime victimization, hazing</td>
<td>•Fearful, anxious, nervous or angry</td>
<td>• Express concern and care</td>
<td>Urgent: 911 or UPD (603) 862-1427</td>
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<td>• Withdrawn from activities and friends</td>
<td>• Remain calm. Showing outrage may cause a student to shut down</td>
<td>Advice and consultation: PACS (603) 862-2090</td>
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<td>• Visible injuries or bruises</td>
<td>• Listen to and believe student’s responses</td>
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<td>• Cuts, brands, or scars with a distinct pattern</td>
<td>• Avoid criticizing or minimizing the situation</td>
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<td>• (e.g. Greek alphabet letter)</td>
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<td>• Unusual absence of or damage to personal items such as laptop,</td>
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<td>cellphone, etc.</td>
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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.”
| Actual or suspected medical issues (chronic illness, eating disorders, etc.) | 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 | Express concern and care  
Listen to and believe student’s responses  
Recommend (or, if necessary, insist upon) medical intervention | Urgent: 911 or UPD (603) 862-1427  
Advice and consultation: HW (603) 862-9355, PACS (603) 862-2090, or Student Life (603) 862-2053  
Student Resources: https://www.unh.edu/student-life/resources | Student Life (603) 862-2053  
Affirmative Action & Equity Office (603) 862-2930 |
|---|---|---|---|---|
| Bullying, harassment, sexual harassment, cyberstalking | 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 | 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 | Urgent: 911 or UPD (603) 862-1427  
Advice and consultation: AAEO (603) 862-2930  
PACS (603) 862-2090  
Student Life (603) 862-2053 | Student Life (603) 862-2053  
Affirmative Action & Equity Office (603) 862-2930 |
| Bias incident | 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  
Defaced posters, signs, or pictures; graffiti or vandalism; pictures, cartoons, or targeted symbols associated with hate  
Threatening call(s), email(s), or social media post(s)  
Defacement or destruction of personal property  
There may be no clear perpetrator involved | 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.) | Urgent: 911  
Advice and consultation: UPD (603) 862-1427  
Student Life (603) 862-2053  
AAEO (603) 862-2930 | Student Life (603) 862-2053  
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| **Violence/harassment Interpersonal/sexual assault** | • Fearful or anxious related to their partner  
• 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  
• 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**  
(illness or death of family member, job loss, housing issues, natural disaster, breakup, legal difficulties, etc.) | • 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.”