

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, in distress, and/or in need of support. 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.***

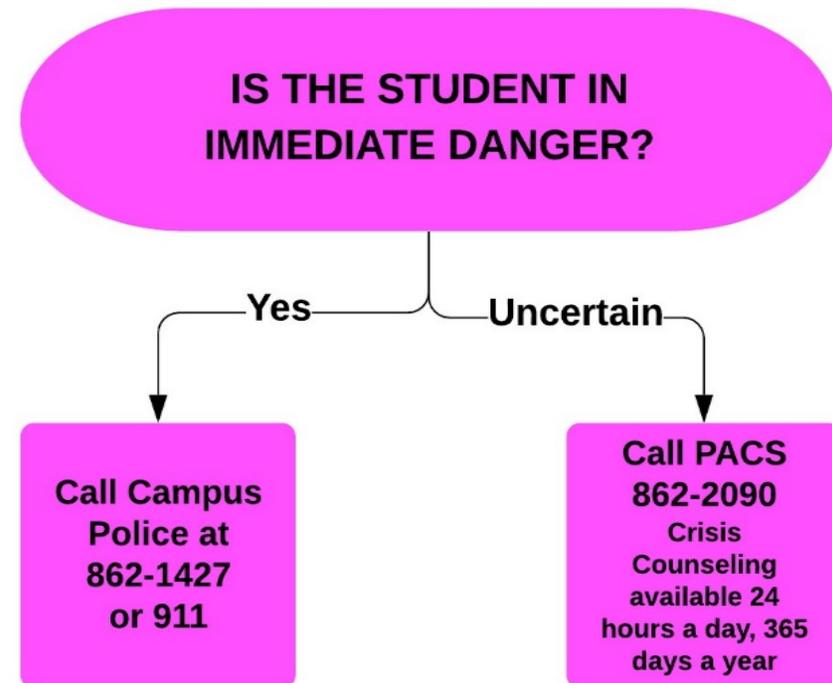
WHAT IS A CRISIS?

- Has the student tried recently to harm themselves or someone else?
- Is the student in the process of harming themselves or someone else?
- Is the student threatening to harm themselves or someone else?

HOW TO RESPOND TO A STUDENT IN CRISIS:

- 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

SUICIDE PREVENTION RESPONSE PROTOCOL



SUPPORTING STUDENTS IN DISTRESS / STUDENTS IN NEED

	Recognize	Respond	Refer	Report
“Not sure what, but something’s wrong”	<ul style="list-style-type: none"> • Disturbing content in paper/emails • Decline in academic performance • Excessive absenteeism • Irrational or bizarre behavior • Sudden change in demeanor • Significant changes in appearance, behavior, or personal hygiene 	<ul style="list-style-type: none"> • Express concern and care • Give an example of a time that the student’s behavior has worried you • Listen to and believe student’s responses • Be supportive and encouraging if student agrees to get help 	<p>Consultation: PACS: (603) 862-2090</p> <p>Crisis: call 911</p>	<p>Assoc. Dean of College, Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>
Depression, self-harm, suicidal risk	<ul style="list-style-type: none"> • Decline in academic performance • Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others • Fresh cuts, scratches or other wounds • Withdrawal from activities and friends • Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me” 	<ul style="list-style-type: none"> • Express concern and care • Always take suicidal statements, thoughts, or behaviors very seriously • If you suspect a student may be suicidal, express concern and refer <p>Call 911 if there is a threat to student’s safety or the safety of others</p>	<p>Consultation: PACS: (603) 862-2090</p> <p>Crisis: call 911</p>	<p>Assoc. Dean of College, Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>
Misconduct, inappropriate behavior and classroom disruption	<ul style="list-style-type: none"> • Inappropriate outbursts or persistent interruptions, continued arguing, use of threats • Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon 	<ul style="list-style-type: none"> • Express concern and care • Explain the impact of student’s behavior on the group or class • Outline your expectations and help student explore options and alternatives <p>Call 911 if there is a threat to student’s safety or the safety of others</p>	<p>Consultation: PACS: (603) 862-2090 Dean of Students: (603) 862-2053</p> <p>Crisis: call 911</p>	<p>Assoc. Dean of College, Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>
Crime victimization, hazing	<ul style="list-style-type: none"> • Fearful, anxious, nervous or angry • Withdrawn from activities and friends • Visible injuries or bruises • Cuts, brands, or scars with a distinct pattern (e.g., Greek alphabet letter) • Unusual absence of or damage to personal items such as a laptop, cellphone, etc. 	<ul style="list-style-type: none"> • Express concern and care • Remain calm. Showing outrage may cause a student to shut down • Listen to and believe student’s responses • Avoid criticizing or minimizing the situation 	<p>Consultation: UPD: (603) 862-1427 PACS: (603) 862-2090</p> <p>Crisis: call 911</p>	<p>Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>

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.”

Bullying, harassment, sexual harassment, cyberstalking	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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>Consultation: UPD: (603) 862-1427 SHARPP: (603) 862-3494 AAEO: (603) 862-2930 PACS: (603) 862-2090</p> <p>Crisis: 911</p>	<p>During business hours call UNH Title IX Coordinator at (603) 862-2411 / TTY Users 7-1-1</p> <p>Outside the business hours, go to the Incident Report Form</p>
Bias incident	<ul style="list-style-type: none"> • 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 mediapost(s) • Defacement or destruction of personal property • There may be no clear perpetrator involved 	<ul style="list-style-type: none"> • 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>Consultation: UPD: (603) 862-1427 AAEO: (603) 862-2930 PACS: (603) 862-2090</p> <p>Crisis: 911</p>	<p>During business hours call UNH Title IX Coordinator at (603) 862-2411 / TTY Users 7-1-1</p> <p>Outside the business hours, go to the Incident Report Form</p>
Actual or suspected medical issues <i>(chronic illness, eating disorders, etc.)</i>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Express concern and care • Listen to and believe student's responses • Recommend medical intervention 	<p>Consultation: H&W: (603) 862-9355 PACS: (603) 862-2090</p> <p>Crisis: 911</p>	<p>Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>
Food or housing insecurity	<ul style="list-style-type: none"> • Frequent or extended absences • Decline in academic performance • Noticeable weight loss or gain • Student is distracted, struggling to concentrate or keep up with assignments 	<ul style="list-style-type: none"> • Express concern and care • Listen to and believe student's responses • Recommend student explore resources 	<p>Consultation: Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/basic-needs</p>	<p>Dean of Students : (603) 862-2053</p> <p>www.unh.edu/student-life/basic-needs</p>

	Recognize	Respond	Refer	Report
Violence/harassment Interpersonal/sexual assault	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 <p style="text-align: center;"><i>Say things like, "You've been through something very frightening. I'm so sorry."</i></p>	<p>Consultation: UPD: (603) 862-1427 SHARPP: (603) 862-3494 AAEO: (603) 862-2930 PACS: (603) 862-2090</p> <p>Crisis: 911</p>	<p>During business hours call UNH Title IX Coordinator at (603) 862-2411/TTY Users 7-1-1</p> <p>Outside the business hours go to the Incident Report Form</p>
Alcohol or other drug abuse	<ul style="list-style-type: none"> • Intoxicated/high in class or at meetings/events • Excessive sleepiness or excessing 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.) 	<ul style="list-style-type: none"> • 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 	<p>Consultation: UPD: (603) 862-1427 H&W: (Living Well Services) (603) 862-3823 www.unh.edu/health/ohep/alcohol</p> <p>PACS: (603) 862-2090</p> <p>Crisis: 911</p>	<p>Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>
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>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<p>Consultation: Dean of Students: (603) 862-2090 PACS: (603) 862-2090</p> <p>Financial Aid: (603) 862-3600</p> <p>Office of International Students: (603) 862-1288</p>	<p>Dean of Students: (603) 862-2053</p> <p>www.unh.edu/student-life/contact-us</p>