Recognize distress. Utica faculty and staff are in a position where they have frequent contact with students and may be the first to see that something is off.

**BEHAVIORAL**
- Irritable/agitated
- Substance abuse
- Suicidal statements
- Decline in attendance and/or performance
- Disruptive/antagonistic
- Withdrawal from social supports
- Bizarre, peculiar or suspicious behaviors
- Incoherent or rambling speech and/or writing

**COGNITIVE**
- Confusion
- Slowed thinking
- Negative cognitions
- Memory problems
- Distressing dreams
- Poor decision-making
- Preoccupation with death
- Difficulty with concentration
- Difficulty with problem-solving

**EMOTIONAL**
- Fear
- Guilt
- Grief
- Apathy
- Anxiety
- Sadness
- Feeling numb
- Feeling isolated
- Irritability/anger
- Feeling worthless
- Feeling abandoned
- Depressed mood

**PHYSICAL**
- Nausea
- Dizziness
- Chest pain
- Headaches
- Poor hygiene
- Restlessness
- Panic attacks
- Sleep problems
- Rapid breathing
- Rapid breathing
- Stomach aches
- Change in appetite

Use these important tips when responding to a distressed student:

- **Safety first:** If there is an imminent danger to the student, you, or others, call Campus Police or 911.
- **Be proactive:** If you notice that something seems off, engage students early on. Waiting could mean that the problem gets worse before you see them again.
- **Stay calm:** Take a few deep breaths. Use a calm voice when talking and asking questions.
- **Ask direct questions:** Inquire directly if the student is having thoughts of harming themselves or thoughts of hurting others.
- **Active listening:** Give the student your full attention. Restate or summarize what the students says so that they feel understood.
- **Seek consultation:** You are not alone. See a list of resources on the reverse side of this sheet that can help support you.
**REFER**

Follow the simple decision boxes below to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Resources are listed to the right.

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I am not concerned for the student’s immediate safety, but they are having significant academic and/or personal issues and could use more support. Refer to the counselors in the Health and Wellness Center (HWC) at hwc@utica.edu or (315) 792-3094.

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Student shows signs of distress, but I am unsure of how serious it is. The interaction left me feeling uneasy and/or very concerned about the student. Consult/refer to the Health and Wellness Center, then report to the Behavioral Intervention Team (BIT).

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Student's behavior is imminently dangerous to self or others, reckless, or disorderly. Student needs immediate assistance. Call 911 or Campus Safety at x3046 (campus phones) or (315) 792-3046 (cell and off-campus), then report to BIT.

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**RESOURCES**

- **Campus Safety**
  - (315) 792-3046

- **Utica University Emergency Medical Services (EMS)**
  - (315) 792—3519

- **Health and Wellness Center**
  - (315) 792-3094

- **MCAT (Mobile Crisis Assessment Team)**
  - (315) 732-6228

- **Suicide and Crisis Lifeline**
  - 988 call or text

- **YWCA Campus Advocate**
  - (315) 797-7740 call or text