

How to Help a Student in Distress

Signs of Distress

Agitation or Irritability

Conflicts/Aggressive Behavior
Undue aggressive or abrasive behavior

Tearfulness

More emotionally expressive than typical
Appears withdrawn and sad frequently

Fearfulness or Anxiety

Avoiding others
Frequent absences or lack of participation

Express your care/concern directly to the student; listen. Ask about thoughts of suicide or harm to self or others:

"Are you thinking about suicide?" "Do you want to end your life?" "Do you want to harm someone else?"

Are you worried about the student's safety? Do you see possible warning signs? **WARNING SIGNS** include:

Reports self-hate/harm	Marked change in appearance or hygiene	Making statements about hurting others
Talks about or threatens suicide	Bizarre or dangerous behavior	Appears/reports hopelessness
No longer attending classes	Statements like: "I want this all to end" or "I don't deserve to live" or "I can't do this anymore"	

Do you believe the student is in imminent danger?

Yes

DO NOT LEAVE STUDENT ALONE

YES (imminent danger is clearly present)

Examples:

Student is disoriented, found unconscious or unresponsive

Student attempts or is threatening immediate danger to self

Student attempts or threatens to cause physical harm to someone else

IMMEDIATELY:

Call Solari Crisis Services/Terros at 844-534-4674 or 911

Contact Department Head or Dean of College

Notify Dean of Students @ 928-523-5181 or submit a report to nau.edu/report it

Contact Counseling Services during the next business day if connected to a mental health concern and follow-up would be beneficial: 928-523-2131

UNCLEAR (whether imminent danger exists)

Examples:

Student makes statements that are suggestive of suicidal/homicidal thinking that are not indicative of imminent danger ("I can't do this anymore")

Student appears to be emotionally distraught and does not respond to your outreach/support

Student experiences a sudden stressful event (death in family, breakup, etc.) and seems emotionally distressed/inconsolable OR the student's response seems unusual (flat affect, unresponsive verbally, refuses to talk to you)

Student's communications contain material that raises concern about suicide, homicide, and/or violence

During Business Hours: Call Counseling Services to consult with a counselor at 928-523-2131. The student can be encouraged to come to Counseling Services right away and schedule a crisis appointment to be assessed by a counselor for risk.

Notify Dean of Students @ 928-523-5181 and submit a report to nau.edu/report it

After Hours: Call Jacks Care 24/7 @ 928-523-2131 to consult, or call 911 and provide all the relevant information you have about the situation.

If police become involved, they may contact Solari/Terros or Jacks Care 24/7 for further support.

No

NO (imminent danger is not present)

Examples:

Student is very upset about a breakup, but denies any suicidal/homicidal thoughts and shows no warning signs

Student reports anxiety and depression, but denies suicidal/homicidal thoughts and shows no warning signs

Student's best friend recently died, but denies suicidal/homicidal thoughts and shows no warning signs

Student reports self-injurious behaviors (cutting or burning), but denies suicidal/homicidal thoughts and shows no warning signs

Listen and provide support

Provide information about campus resources that may be helpful; collaborate with student and empower their choice

If student is open to counseling, call Counseling Services or Jacks Care 24/7 - help student download the Welltrack Boost app for **free** mental health resources and tips for managing distress.

