How to Help a Student in Distress

**Signs of Distress**

<table>
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<th>Agitation or Irritability</th>
<th>Tearfulness</th>
<th>Fearfulness or Anxiety</th>
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<tbody>
<tr>
<td>Conflicts/Aggressive Behavior</td>
<td>More emotionally expressive than typical</td>
<td>Avoiding others</td>
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<td>Undue aggressive or abrasive behavior</td>
<td>Appears withdrawn and sad frequently</td>
<td>Frequent absences or lack of participation</td>
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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:**

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<th>Reports self-hate/harm</th>
<th>Marked change in appearance or hygiene</th>
<th>Making statements about hurting others</th>
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<tr>
<td>Talks about or threatens suicide</td>
<td>Bizarre or dangerous behavior</td>
<td>Appears/reports hopelessness</td>
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<td>No longer attending classes</td>
<td>Statements like: “I want this all to end” or “I don’t deserve to live” or “I can’t do this anymore”</td>
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**Do you believe the student is in imminent danger?**

**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 Crisis Response Network/Terros 877-756-4090 or 911

Contact Department Head or Dean of College
Notify Dean of Students @ 928-523-5181 or submit a report to nau.edu/reportit
Contact Counseling Services during the next business day if connected to a mental health concern and follow-up would be beneficial: 928-523-2261

**During Business Hours:** Call Counseling Services to consult with a counselor at 928-523-2261. 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/reportit

**After Hours:** Call Jacks Care 24/7 @ 866-656-9983 to consult, or call 911 and provide all the relevant information you have about the situation.

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

**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

**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 MySSP app for free counseling and crisis support.

Also, consider submitting a CARE report to the Dean of Students nau.edu/reportit

**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