

Compassionate Response to Students in Distress

Identify the **CONCERN**, **COMMUNICATE** with the student, **CONNECT** them to resources

Signs of **CONCERN**: agitation or irritability, tearfulness, fearfulness or anxiety, more conflicts with classmates and others, more emotional than normal, tired in class, dependency (excessively clingy), undue aggressive or abrasive behavior, easily upset by small situations, frequent absences or lack of participation

COMMUNICATE your concerns to the student. Ask about signs of concern and, if relevant, warning signs about safety. Ask with compassion and concern at the forefront "I'm worried about you, can we talk?"

WARNING SIGNS that indicate possible **SAFETY** concerns:

- **Reports self-hate** (not deserving to live)
- **Talks** about or **threatens suicide**
- **Marked change in appearance or hygiene**
- **Bizarre or dangerous behavior**
- **Appears agitated**
- **Appears/reports hopelessness**

Student in **IMMINENT DANGER**

Student is **disoriented, unconscious, or unresponsive**

Student discloses **ingesting overdose of pills**

Student attempts or is threatening **immediate danger to self or others**

DO NOT LEAVE STUDENT ALONE

CALL **Campus Police**
(203) 932-7070

NOTIFY
• Dean of Students
• Director of Counseling

UNCLEAR if imminent danger is present

Student makes statements suggestive of danger/harm to self/others; **not indicative of immediate danger** "I can't do this anymore"

Student experiences a sudden stressful event; emotionally unstable/inconsolable; unusual student response

Makes concerning statements about **suicide, homicide and/or violence**

CALL **CAPS 24hrs**
(203) 932-7333

CONNECT
All relevant information about student and situation

Student is not in imminent danger

Student very upset; anxiety and/or depression may be present; denies suicidal/homicidal thoughts, **no warning signs**

Student reports self harm behaviors but **denies suicidal/homicidal thoughts** and shows **no warning signs**

LISTEN **Provide support** for the student by listening and empathizing

CONNECT Information about **CAPS** including phone number and location

Important Resources

CAPS

203-932-7333 (24hrs)

In person appointments M-F 8:30-4:30

By phone after hours

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Immediate Safety Concerns

call 911 or

UPD at 203-932-7070

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211CT

call 211

Connects caller with critical health and human services in CT

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Religious support

203-931-6040

Marty O'Connor, campus chaplain

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Sexual Misconduct, Bias, or Life Circumstance Concerns

203-932-7445

Ashley Dunn, Dean of Students

Suicide Hotline

988

Call for immediate crisis help

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Crisis Text Line

text CONNECT to 741741

Free and confidential mental health texting service

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Health Services

203-932-7079

On-campus medical care in cases of student illness or injury

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Off-campus Therapists:

newhaven.thrivingcampus.com

Easy way to find providers accepting new clients in the area

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Rape Crisis Center of Milford

203-878-1212

Provides crisis care & counseling for anyone dealing with rape / sexual assault / IPV



University of New Haven