

## RESOURCES

(AREA CODE 608):

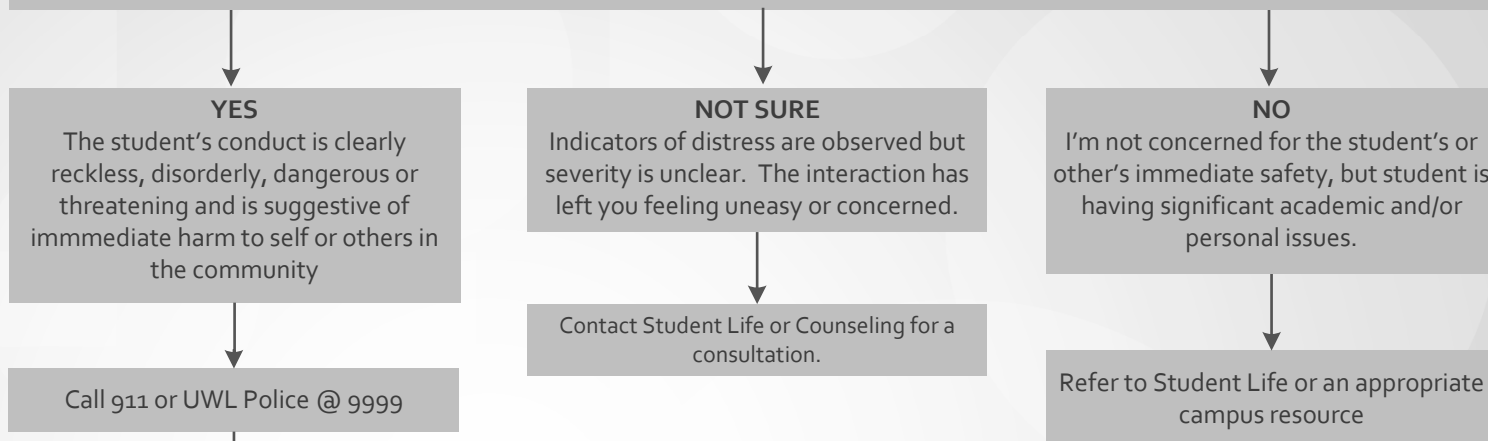
- EMERGENCY: 911
- UWL Police  
emergency: 789.9999  
non-emergency: 789.9000
- Student Life: 785.8062
- Counseling: 785.8073
- Student Health: 785.8558
- Residence Life: 785.8075
- ACCESS Center: 785.6900
- Campus Climate: 785.5094

- La Crosse County Crisis Line  
784.HELP (4357)
- Suicide Prevention Line  
800.273.8255  
(veterans: press 1)
- Hopeline: text 'hopeline'  
to 741741
- Great Rivers 211 Helpline  
211 or 800.362.TALK (8255)
- Trevor Lifeline (LGBTQ)  
866.488.7386

Provided by UWL Counseling & Testing  
Adapted from various universities' online  
resources.

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## Does the student need IMMEDIATE assistance?



Report the concern to Student Life

### DO YOU KNOW...

That the CARE Team meets weekly to identify students at risk. The team works quickly and collaboratively to assess a distressed student's needs, direct them to campus and community resources, and consult with campus offices impacted by the concern.

### SIGNS OF A DISTRESSED STUDENT: The student exhibits:

- disengagement in the classroom
- excessive absenteeism or a sudden decline in quality or effort in their work
- irritability, sadness, excessive anxiety, anger or hostility
- bizarre content or aggressive themes in writings or presentations
- marked changes in appearance, or shows a change in behavior
- implied or direct threats of self-harm
- direct communication to you they have a mental health concern

**REMEMBER: Early intervention is key.**  
Still not sure? Call Student Life.

### WHAT TO DO WHEN A STUDENT IS DISRUPTIVE BUT DOES NOT POSE A THREAT?

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- Consult with your supervisor.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, refer to YES column of this chart.

**SEE SOMETHING. SAY SOMETHING. STEP UP.**

**WHEN TO REFER a student to campus resources:**

- You don't know how to help the student.
- You are unable to provide all of the support the student needs.
- You feel that you have reached your limit or have exhausted your ideas on how to help.
- The student's struggles leave you feeling helpless or anxious.
- You feel angry or frightened by the student's comments or behavior.
- You are spending large amounts of time on the student's problems.
- The student's issues are too close to home for you, making it hard to keep perspective.

**PREPARING to make the referral:**

- Knowledge is power! Familiarize yourself with campus resources and the referral processes.
- Ensure your safety. If safe, meet privately and allow for sufficient time to talk.

**CONNECTING & MAKING the referral:**

- Listen and offer support. Validate and normalize their feelings and experiences.
- Keep it simple and direct.
- Express your concerns directly to the student, focusing on behaviors in non-disparaging terms.
- Instill hope that help is available and effective.
- Don't avoid the situation, promise confidentiality, or offer more help than you are able to provide.
- Do ask directly if the student is thinking about suicide or hurting someone else.
- Recommend services and provide referral information. Offer to assist the student in contacting resources but have them make their own appointments.
- In crisis situations you can offer to walk the student to the appropriate office or call to consult while with the student.
- Check in with the student after the situation and ask how the student is doing. Offer additional referrals or assistance as appropriate.

**ADDITIONAL RESOURCES**

**Relaxation Room:** Tucked inside the Counseling Center in 2106 Centennial is a fabulous Relaxation Room: reclining lounge chairs, blankets, pillows, earplugs...all in a private, quiet, calm, low-light space. Any UWL/WTC student can use this room and they don't need an appointment. They can take a time-out, a break, or even a nap!

**Let's Talk:** a no-appointment/walk-in consultation option at locations outside of our Counseling Center. Students meet with a counselor on a first-come, first-served basis, and no topics are off limits. This isn't a crisis service but is often a good place to start. Watch for location and announcements or just check our website.