

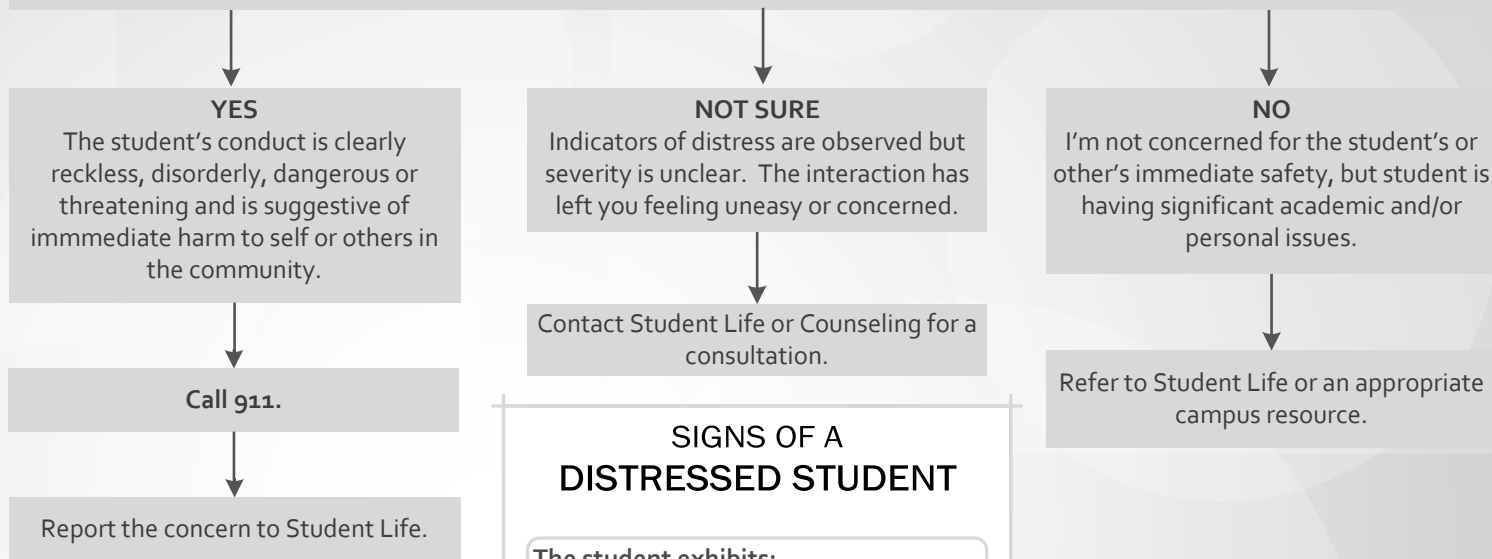
RESOURCES

EMERGENCY: 911

- UWL Police non-emergency: 608.789.9000
- Student Life: 608.785.8062
- Counseling: 608.785.8073
- Student Health: 608.785.8558
- Residence Life: 608.785.8075
- ACCESS Center: 608.785.6900
- Campus Climate: 608.785.5094

- La Crosse County Crisis Line 608.784.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

Does the student need IMMEDIATE assistance?



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.

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.

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.

REFER a student to campus resources when:

- 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 to do so, meet privately and allow for sufficient time to talk.

CONNECTING & MAKING a referral to campus resources:

- 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.
Take a time-out, a break, or even a nap!

Let's Talk: a no-appointment/walk-in consultation option at locations outside of the 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, or a substitute for individual counseling, but is often a good place to start. Watch for location and time announcements or just check our website: uwlax.edu/counseling.