# RESOURCES

**EMERGENCY:** 911

- UWL Police: 608.789.9000 (non-emergency: 608.785.8073)
- 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

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**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.

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**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.

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**DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?**

- **YES**
  - The student’s conduct is clearly reckless, disorderly, dangerous or threatening and is suggestive of immediate harm to self or others in the community.
  - Contact Student Life or Counseling for a consultation.
  - Call 911.

- **NOT SURE**
  - Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned.
  - Contact Student Life or Counseling for a consultation.
  - Report the concern to Student Life.

- **NO**
  - I’m not concerned for the student’s or other’s immediate safety, but student is having significant academic and/or personal issues.
  - Refer to Student Life or an appropriate campus resource.

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**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.

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Provided by UWL Counseling & Testing and adapted from various universities’ online resources.

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

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.

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.

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.