RESPONSE PROTOCOL

Follow the chart below to determine who to contact when working with a student who needs assistance.

ASK YOURSELF: IS THE STUDENT A DANGER TO SELF OR OTHERS?

**YES**

The student’s conduct is clearly and/or imminently reckless, disorderly, dangerous, or threatening including self-harm behavior.

- Call 911 or Campus Police 605-658-6199
- Report the concern to Behavior Intervention Team (BIT) https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.up
- After-hours/weekend phone crisis consultation for students and staff available by calling 211. USD also has 24-hour crisis response available by calling UPD (605-658-6199)

**I’M NOT SURE**

The student shows signs of distress, but I am unsure how serious it is. My interaction left me feeling uneasy/concerned for the student.

- During Business Hours
  - Call the SCC to help student schedule an appointment (605-658-3580) or Sign up for a Same Day Appt. on our website.
- After-hours and Holidays
  - Call 211 and file BIT report https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.up

**NO**

I am not concerned for the student’s immediate safety, but the individual is having significant academic or personal issues and could use support.

- During or After Business Hours:
  - Help the student request or self-schedule an appointment online on our website. We do have Same-day appointments available as well.
  - Refer students to Campus Resources.
  - See Resource guide on next page.
What does the Student Counseling Center Offer?

**GROUP APPOINTMENTS**
Different groups are offered each semester. Visit our website to see which groups are currently being offered.

**SAME DAY APPOINTMENTS**
One-time appointment with a counselor. This appointment consists of short focus-based therapy.

**COUPLES COUNSELING**
Using Gottman’s theory we offer couples a place to work through marital or relationship issues.

**INDIVIDUAL COUNSELING**
One-on-one counseling for 8 sessions a semester.

SCAN THE QR CODES BELOW TO SIGN UP FOR ANY OF THE APPOINTMENTS ABOVE
CONFIDENTIALITY AND HIPAA

While specific student records and information within offices are confidential by law (meaning information cannot be shared without consent or legal exception), we can always receive information and provide support through general consultation.

SAFETY FIRST

If a student is in crisis and needs immediate support outside of business hours, please call UPD at 605-658-6199. They will connect you with our on-call counselor.

WHAT TO WATCH FOR:

<table>
<thead>
<tr>
<th>ACADEMIC INDICATORS</th>
<th>PHYSICAL INDICATORS</th>
<th>SAFETY RISK INDICATORS</th>
<th>PSYCHOLOGICAL INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sudden decline in quality of work and grades</td>
<td>• Marked Changes in physical appearance</td>
<td>• Unprovoked anger or hostility</td>
<td>• Self disclosure of personal distress</td>
</tr>
<tr>
<td>• Repeated Absences</td>
<td>• Excessive fatigue/sleep disturbance</td>
<td>• Implying or making direct threat to harm self or others</td>
<td>• Excessive tearfulness, panic reactions, irritability, unusual apathy</td>
</tr>
<tr>
<td>• Bizarre content in writings or presentation</td>
<td>• Intoxication, hungover, smelling of alcohol</td>
<td>• Communicating threats via email, text, social media, or phone calls</td>
<td>• Verbal Abuse (taunting, badgering, Intimidation)</td>
</tr>
<tr>
<td>• You find yourself doing more personal than academic counseling during academic hours</td>
<td>• Disoriented</td>
<td></td>
<td>• Expressions of concern about student by peers</td>
</tr>
</tbody>
</table>
SEE SOMETHING. SAY SOMETHING. DO SOMETHING.

SEE

OBSERVE
Since you may have frequent and/or prolonged contact with a student, you are in a unique position to see a noticeable change or distress in a student.

Become familiar with symptoms of distress and attend to their occurrence.

TRUST YOUR INSTINCTS
If you feel uneasy about a student, contact the Dean of Students office or file a BIT referral. Early intervention can prevent more serious problems from developing.

INITIATE CONTACT (BE PROACTIVE)
Don’t ignore strange, inappropriate, or unusual behavior. Talk to the student privately, indicating concern in a direct matter-of-fact manner.

LISTEN CAREFULLY
Allow the student time and latitude to express their thoughts and feelings. Refrain from expressing negative opinions. Don’t minimize their concerns.

Students may struggle to articulate their distress. Don’t be afraid to ask if they are suicidal.

SAY

KNOW YOUR LIMITS
Students in distress often require a great deal of time and energy. If you think or feel a student’s problems are more than you can handle, trust your feelings.

CLARIFY YOUR ROLE
When supporting a student, be frank with the student about your expertise and role.

Frame any decision to seek and accept help as an intelligent and wise choice. Emphasize that asking for help is a sign of strength.

Respect the students privacy and autonomy without false promises of confidentiality.

OFFER SUPPORT AND ASSISTANCE
Make reflective comments-repeat back to the student what they have said to clarify and demonstrate understanding.

Meet and talk privately to minimize embarrassment and defensiveness.

DON’T minimize the student’s distress
DON’T challenge or argue
DON’T assume a student’s motivation or behavior
DO keep your voice low and speak slowly
DO convey your concern and your desire for their well-being

- Clearly express your concerns focusing on the specific/observable behaviors in nondisparaging terms.
- Offer supportive alternatives, resources, and referrals.
- Explore students support systems on and off campus

If you have any concerns about self-harm, BE SURE to ask explicitly if the student has thoughts or plans to end their life or harm themselves.

DO

PREPARE
Before you are in a situation where you are dealing with a student who needs assistance:

- Have your resources at hand
- Know who to call for support in the moment
- Know how to make a referral
- Take QPR training

DE-ESCALATE
Remain calm and non-threatening (consider the tone of your voice and posture/body position); people will often mirror your demeanor, minimizing escalation.

Acknowledge student concerns; people in distress need to hear/feel that they are being heard. In the event student is not de-escalating and you have safety concerns, remove yourself/others, and call for appropriate support.

REFER
For Safety concerns, remember to call UPD first. Recommend services and provide student with realistic expectations.

Call the Student Counseling Center with the student to assist in making a connection or appointment. Remember the SCC offers Same Day Appointments every day from 1-3.

When appropriate, make plans to follow up with the student on how the referral went.

CONSULT
As part of supporting a student in distress, you may need additional support and guidance.

Either before, during, or after meeting with a student, file a BIT referral (https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.up) and follow up with department chair or leadership representative.

While it is generally recommended you consult openly with the student present, you may want to consult privately if there are safety concerns. If necessary, find someone to stay with the student while you consult with appropriate resources.
Below are some examples of situations that could arise and what action should be taken.

<table>
<thead>
<tr>
<th>SCENARIO</th>
<th>CONTACT</th>
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</table>
| Student is threatening or reporting a threat to the safety of themselves or others. | University Police Department 605-658-6199  
Vermillion Police Department 911                                               |
| Student discloses they have been a victim of sexual assault, stalking, dating or domestic violence, sexual exploitation or harassment, or gender discrimination. | Title IX Coordinator  
605-658-3665  
Slagle 206                                                                        |
| Student demonstrates any mental health concern: depression, anxiety, suicidal thoughts, a loss of touch with reality. | Student Counseling Center  
605-658-3580  
Suicide Hotline  988                                                             |
| Student is considering withdrawing from USD, is debilitated/overwhelmed by personal/family situation, displays unhealthy or dangerous patterns of behavior, or is hospitalized or experiencing serious illness. | Dean of Students  
deanofstudents@usd.edu  
605-658-3555  
USD Behavior Intervention Team  
https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.uP |
| Student reports having academic difficulty or a need for academic accommodation due to a physical, psychological, or learning disability. | Disability Services  
605-658-3745                                                                                       |
| Student is struggling academically. Student is chronically late, missing class, and does not complete assignments. | Academic Advising  
605-658-3600  
USD Behavior Intervention Team  
https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.uP |
| Student violates the Academic integrity policy, reports that they have been subjected to hazing/harassment/discrimination, violates local/state/federal law, violates any University policy, or causes a significant or ongoing disruption to the classroom. | Student Rights & Responsibilities  
605-658-3561  
SRR@usd.edu  
USD Behavior Intervention Team  
https://my.usd.edu/uPortal/p/bitreferral.ctf3/max/render.uP |
Behavior Intervention Team
PH: 605-677-5331
- Provides action and support to address the needs of students who are distressed.
https://my.usd.edu/uPortal/p/bitereferral.ctf45/max/render.uP

Dean of Students
MUC 218
PH: 605-658-3555
- Works with students on an individual basis to provide personal, social, and academic support to promote student success.

Charlies Cupboard
UCE 114
PH: 605-658-3555
- Student Led Campus Food Pantry, open every week.

Community Connection Center
9 Court St.
PH: 605-658-0118
- A one-stop-shop that addresses the needs of community members by coordinating the efforts of local organizations.

Vermillion Food Pantry
- Open weekly but hours vary. Call 605-658-0118 to get availability

Opportunity Center
MUC 2048
PH: 605-658-3434
- Centralized hub for student success resources & leadership programming.

Hotlines
- These can be used if there is a situation outside of normal business hours

Suicide Hotline - 988
Sexual Assault - 800-656-4673
Domestic Violence - 800-799-7233
Veterans - 800-173-8255 (press 1)
Substance Abuse - 800-662-4357
Child Abuse - 800-422-4453
Crisis text line - Text HOME to 741741

TRIO
North Commons 101
PH: 605-658-6131
Email: triosss@usd.edu
- Provides opportunities for access and success in college.

International Students Office
PH: 605-658-3720
- Provides assistance for International Students

University Housing
PH: 605-677-5663
- Can help with roommate issues or any issues regarding the struggles to adjust to life away from home.

Student Veteran Resource Center
PH: 605-658-3720
North Commons 103
- Serves as a welcoming community that embraces Native and Indigenous values to provide a homelike gathering space.

USD Involved
https://usdinvolved.usd.edu/organizations
- This link gives access to over 189 clubs on campus.

Multicultural Center
MUC 219D
PH: 605-658-3557
- Caring community that embraces the uniqueness of our students, faculty and staff.
SEE SOMETHING.
SAY SOMETHING.
DO SOMETHING.