Care Services are needed when students experience distress that negatively impacts them. While many cope with normal college related pressure and demands successfully, a significant number of students have difficulties which interfere with their performance. The chart below outlines examples of behaviors, interventions, and referrals that may be helpful in a given situation. Please note: if a student is an **imminent threat to themselves or others**, please call **9-1-1** first. After ensuring student safety, complete the appropriate referral form based on displayed behaviors.

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**Distressing Behaviors**

- Distressing behaviors cause us to feel worried or uneasy.

- Students in distress may display or verbalize the following:
  - express sadness, fear, anxiety, or worthlessness.
  - ask for help with personal problems beyond the scope of your role or abilities.
  - experience family or relationship problems.

- When a student displays distressing behaviors, you should intervene by:
  - Initiating a discussion with the student.
  - Offering support.
  - Referring student to campus departments or offices with necessary expertise and resources to support.

- **Refer**
  - Referrals can be made to the Dean of Students office by completing the Student in Distress form on the Dean of Students website.

**Troubling Behaviors**

- Troubling behaviors cause us to feel upset or frustrated.

- Troubling Behaviors may include:
  - Student who is verbally disrespectful when disagreeing with others.
  - Student who expresses current thoughts to harm self via paper, email, text, social media.
  - Students whose writing contains themes of threats or violence.

- When a student displays troubling behaviors, you should intervene by:
  - Speaking with the student privately.
  - Addressing the behavior when you first notice it is critical.
  - Informing the student of the displayed behavior and focusing on the behaviors to avoid sounding judgemental.
  - Be open and consider student’s response as they may share problems that explain the behavior.

- **Refer**
  - After your initial intervention, make the appropriate referral. If the student discloses suicidal ideation, refer to CAPS and submit a Student in Distress referral for follow up.

**Threatening Behaviors**

- Threatening behavior cause us to feel alarmed or fear for our personal safety.

- Threatening behaviors may include:
  - Student displays firearm or weapon.
  - Student physically confronts or attacks another person.
  - Sends threatening correspondence to another person.
  - Implies or makes a threat to harm self or others.

- When a student displays threatening behaviors, you should intervene by:
  - Calling 9-1-1 if you believe the student poses an imminent threat to themselves or others.

- **Refer**
  - After intervening and ensuring student safety, submit a Student Conduct referral form.
  - If the threat is related to self harm, submit a Student in Distress referral.

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*If initial interventions do not reduce distress, and/or the troubling behavior escalates, students may be referred to the Behavioral Intervention Team for further course of action. Students are referred for BIT review by current BIT members on a case by case basis.*