RECOGNIZE

Indicators of distress. Look for clusters, frequency, duration, and severity - not just symptoms.

Faculty and staff are in a unique position to demonstrate compassion for UMB students in distress. Students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences. You may be the first person to see something distressing in a student since you have frequent and prolonged contact with them. Below, you will find helpful information about how to recognize, respond to, and refer a student in distress.

<table>
<thead>
<tr>
<th>ACADEMIC INDICATORS</th>
<th>SAFETY RISK INDICATORS</th>
<th>PSYCHOSOCIAL INDICATORS</th>
<th>VICTIMIZATION INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sudden decline in academic performance</td>
<td>Unprovoked anger or hostility</td>
<td>Unusual or disproportional emotional response to events</td>
<td>Asks not to work with a particular classmate during group assignments</td>
</tr>
<tr>
<td>Repeated absences or multiple requests for extensions</td>
<td>Making direct or indirect threats of harm to self or others</td>
<td>Excessive tearfulness, panic reactions, irritability or apathy, hostility, and/or impulsiveness</td>
<td>Expresses fear of a classmate</td>
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<tr>
<td>Concerning content in writing and other assignments</td>
<td>Stalking or harassing</td>
<td>Self-disclosure of personal issues like financial difficulties, family or relationship problems, contemplating suicide, losses</td>
<td>Visible bruises on face or body</td>
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<tr>
<td>Conduct that interferes with classroom activity</td>
<td>Threatening emails, phone calls, or other forms of correspondence</td>
<td>Expressions of concern shared by student's peers</td>
<td>Sudden change in demeanor (e.g., formerly outgoing student becomes withdrawn, or formerly easy-going student becomes easily angered)</td>
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<tr>
<td>Overly demanding of faculty/staff time and attention</td>
<td>Makes references to suicide or death</td>
<td>Verbal Aggression (e.g., taunts, badgers, or intimidates others)</td>
<td>Overt reaction to topics of physical or sexual abuse in class</td>
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<tr>
<td>Requests or requires more personal, rather than academic, counseling during office hours</td>
<td>Physical violence, fighting, shoving, grabbing, assault, use of a weapon</td>
<td>Delusions and paranoia</td>
<td>Student communication implies or indicates that student has been a victim of sexual assault, stalking, hazing, bullying, a hate crime, or any other form of physical violence</td>
</tr>
<tr>
<td>Bizarre content in writings or presentations</td>
<td>Academic assignments dominated by themes of rage, hopelessness, worthlessness, isolation, revenge, despair, violence, suicidal ideation</td>
<td>Appears to be intoxicated in an academic setting</td>
<td></td>
</tr>
</tbody>
</table>
**RESPOND**

Your expression of concern may be critical when it comes to a student getting the support they need.

### ACADEMIC RESPONSE

**Don’t** criticize or judge the student  
**Do** talk to the student in private  
**Don’t** assume a student is making excuses  
**Do** work with the student to identify resources and make appropriate referrals  
**Don’t** reassure the student that many students have reached out for and utilized help  
**Do** know your limits by not involving yourself beyond your experience and training  
**Do** give hope that things can get better and that there are people/resources there to help  
**Do** help the student explore options and alternatives and outline your expectations, for example, “I’ve noticed ________, and I’m concerned. Are you aware that there are resources that can help you?”

### SAFETY RISK RESPONSE

**Don’t** ignore disruptive behavior or argue with the student  
**Do** clearly express your concerns about the student’s behavior in a supportive way  
**Do** document all incidents and attempts to resolve the situation - be factual and objective  
**Don’t** assume that the student’s conflict will resolve itself on its own  
**Do** take threatening behaviors seriously and take immediate action  
**Don’t** be afraid to ask difficult questions, if references are made to suicide or dying, ask the student about it. Asking will not increase the risk of suicide, it will actually help them feel more understood  
**Do** be proactive by engaging the student when signs of distress are noticed  
**Do** consult with your immediate supervisor or dean

### PSYCHOSOCIAL RESPONSE

**Don’t** dismiss what the student is telling you - it could be a big deal to the student  
**Do** explore the student’s support system  
**Do** work with the student to identify resources and make appropriate referrals  
**Do** know your boundaries and limits to avoid getting into a situation beyond your role  
**Don’t** be afraid to ask difficult questions, if references are made to suicide or dying, ask the student about it. Asking will not increase the risk of suicide, it will actually help them feel more understood  
**Do** document your interactions with the student and consult with your immediate supervisor or dean

### VICTIMIZATION RESPONSE

**Don’t** say things like, “Are you sure?”  
**Do** listen to and believe the student  
**Do** say things like, “I’m glad you trusted me enough to talk to me”  
**Don’t** blame the student by asking questions like, “Why were you drinking so much?”  
**Don’t** pressure the student to report to police or report to police for the student  
**Do** respect the student’s privacy  
**Don’t** make a referral and then end your involvement, set an appointment to follow up with the student  
**Don’t** promise you won’t tell anyone  
**Do** contact your Title IX coordinator to be informed of your rights and responsibilities as a member of the UMB community

### REFER

#### ACADEMIC REFERRAL

**Emergency:** Call 911 or UMB Police 711  
**Non-emergency:** Student Counseling Center (410) 328-8404  
Educational Support & Disability Services (410) 706-5889  
Academic Coaching (410) 706-6164  
After-hours: Contact your immediate supervisor or dean for after-hours referral guidance.

#### SAFETY RISK REFERRAL

**Emergency:** Call 911 or UMB Police 711  
**Non-emergency:** Student Counseling Center (410) 328-8404  
After-hours: Contact UMB campus Police at (410)-706-6882 for a non-emergency consultation and/or contact, Maryland Crisis Hotline at 1-800-422-0009 and Baltimore City Crisis Response (410) 433-5175.

#### PSYCHOSOCIAL REFERRAL

**Emergency:** Call 911 or UMB Police 711  
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#### VICTIMIZATION REFERRAL

**Emergency:** Call 911 or UMB Police 711  
**Non-emergency:** Student Counseling Center (410) 328-8404, Drop-in M-F at 1:30 p.m.  
Office of Accountability and Compliance (410) 706-2281  
After-hours: For Sexual assault or domestic violence, call TurnAround at (443) 279-0379, House of Ruth at (410) 889-7884, or see front of folder for additional resources.
### Mandated Reporting:
If a UMB administrator, faculty, or staff member receives an oral or written complaint of sex-based discrimination, including sexual harassment/violence involving UMB faculty, staff, students or a UMB affiliate, that person has an affirmative responsibility to promptly inform UMB’s Title IX Coordinator who will respond in accordance to the UMB policy and procedures.

You may reach the Title IX Compliance Team or the Title IX Coordinator, at (410) 706-2281. To submit an online report form go to umaryland.edu/oac/report-a-concern/report-sexual-misconduct/.

Members of the UMB community may also file an anonymous report through the UMB Ethics Point Hotline: Dial toll-free: (866) 594-5220, or report online at www.ethicspoint.com and choose File a Report.

Need More Information? Please visit the websites below. umaryland.edu/equalaccess
www.umaryland.edu/titleix

### Behavioral Evaluation and Threat Assessment (BETA) Team

The (BETA) Team coordinates activities in response to reports of threatening, aggressive, or violent behavior. The BETA Team consists of representatives from various UMB offices and is chaired by a representative of the UMB Police Force.

**Responsibilities of the BETA Team include:**

- Assess reports of threatening, aggressive, and violent behavior and develop a strategy and plan
- Act as a resource and liaison for UMB community members who make a report
- Make recommendations to deans and other school/department administrators
- Coordinate BETA Team efforts with action under relevant UMB policies
- Regularly review strategies and plans for ongoing incidents
- Keep records to assess risk and to evaluate UMB responses to reports

Website: umaryland.edu/publicsafety/about-us/beta/the-beta-team

### Additional Resources

#### On Campus
Van Escort Service.....................................................................................................................(410) 706-6882
Wellness Hub/Academic Coaching....................................................................................(410) 706-6164
International Services............................................................................................................(410) 706-7488
Writing Center.......................................................................................................................(410) 706-7725
Office of Accountability and Compliance...........................................................................(410) 706-2281
Student Financial Assistance and Education.......................................................................(410) 706-7347

#### Off Campus
MSBA Lawyer Assistance Program.........................................................................................(410) 685-7878
  Free mental health counseling for UMB Law Students
Center for Eating Disorders.................................................................................................(410) 938-5252
Trevor Lifeline (LGBTQ).......................................................................................................1 (866) 488-7386
Maryland Gambling Helpline..............................................................................................1-800-426-2537
Substance Use Treatment.....................................................................................................(410) 433-5175
Veterans Crisis Line............................................................................................................1-800-273-8255 (Press 1)
Veterans Affairs Maryland Health Care System............................................................1-800-463-6295, ext. 7324

### Frequently Asked Questions

**What about student privacy laws?**
The Family Educational Rights and Privacy Act (FERPA) and other student privacy regulations generally allow a university to disclose information to parents, police, or others whose knowledge of the information is necessary to protect the health and safety of the student or other individuals.

**Who is able to complete a student Fitness for Duty Evaluation?**
A Fitness for Duty Evaluation, related to a student’s mental health, can only be completed by an off-campus treatment provider.

**Where can a student get an assessment for Academic Accommodations?**
To apply for Academic Accommodations you should refer the student to Educational Support and Disability Services at (410) 706-5889.

**Can you let me know if a student has seen you for counseling?**
Counselors can neither confirm nor deny if a student has utilized our services or provide any information without a student signing a release of information form. For any further questions about confidentiality, please call the student counseling center or visit our website at umaryland.edu/counseling.