Response Protocol: Follow the chart to determine what to do when faced with a student in distress.

Is the student a danger to self or others, or does the student need immediate assistance for any reason?

**NO**
- I am not concerned for the student’s immediate safety, but they are having significant academic and/or personal issues and could use some support or additional resources.

**NOT SURE**
- The student shows signs of distress, but I am not sure how serious it is. My interaction has left me feeling uneasy and/or very concerned about the student.

**YES**
- The student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others.

- Call the Student Counseling Center at (410) 328-8404 Press 7 if after-hours
- After-Hours: Consult with your immediate supervisor/dean or contact Campus Police at 911 for non-emergency

- UMB Campus Police 911. After calling, inform your immediate supervisor or dean.

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student’s conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.

**CAMPUS RESOURCES**

- Student Counseling Center: (410) 328-8404
  621 W. Lombard St., Suite 302, Baltimore, MD 21201
  Same-day Appointment M-F at 2 p.m.
  umaryland.edu/counseling

- Student Health Center: (667) 214-2233

- Campus Police: 911 or (410) 706-6882

- Educational Support & Disability Services: (410) 706-5889

- Title IX Coordinator: (410) 706-2281

**AFTER-HOURS CRISIS SUPPORT**

- UMB Student Counseling Center: (410) 328-8404, press 7
- National Mental Health Emergency Line: 988
- Campus Police: 911
- University of Maryland Campus Health: (667) 214-2233
- Sheppard Pratt Psychiatric Urgent Care: (410) 938-5302
- Baltimore City Crisis Response: (410) 433-5175
- Baltimore County Crisis Response: (410) 931-2214
- UMMS Psychiatric ER: (410) 328-1219

**SEXUAL ASSAULT/DOMESTIC VIOLENCE**

- TurnAround (24 hr Hotline): (443) 279-0379
- House of Ruth: (410) 889-7884
- MD Coalition Against Sexual Assault: 1-800-983-7273
- RAINN National Sexual Assault Hotline: 1-800-656-4673

- Sexual Assault Forensic Exam (SAFE) hospitals:
  - Baltimore City – Mercy Hospital: (410) 333-9499
  - Baltimore County - GBMC: (410) 849-3323

**ASSISTING STUDENTS IN DISTRESS**
Recognize  Respond  Refer

Adapted with permission from University of California Office of the President. Please see website for any questions, ucop.edu/student-mental-health-resources/training-and-programs/faculty-and-staff-outreach/red-folder-initiative.html
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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
</tr>
<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>

UMB Student Counseling Center
umaryland.edu/counseling
### ACADEMIC RESPONSE

**Don’t**
- Criticize or judge the student
- Assume a student is making excuses
- Reassure the student that many students have reached out for and utilized help
- Work with the student to identify resources and make appropriate referrals
- Assume that the student’s conflict will resolve itself on its own
- Ignore disruptive behavior or argue with the student
- Be afraid to ask difficult questions
- Blame the student by asking questions like, “Why were you drinking so much?”

**Do**
- Talk to the student in private
- Work with the student to identify resources and make appropriate referrals
- Work with the student to identify resources and make appropriate referrals
- Clearly express your concerns about the student’s behavior in a supportive way
- Document all incidents and attempts to resolve the situation - be factual and objective
- Don’t be afraid to ask difficult questions, if references are made to suicide or dying, ask the student about it
- Be proactive by engaging the student when signs of distress are noticed
- 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
- Assume the student’s conflict will resolve itself on its own
- Take threatening behaviors seriously and take immediate action
- Be afraid to ask difficult questions, if references are made to suicide or dying
- Pressure the student to report to police or report to police for the student
- Blame the student by asking questions like, “Why were you drinking so much?”
- Assume that the student’s conflict will resolve itself on its own
- Be afraid to ask difficult questions, if references are made to suicide or dying

**Do**
- Clearly express your concerns about the student’s behavior in a supportive way
- Document all incidents and attempts to resolve the situation - be factual and objective
- Take threatening behaviors seriously and take immediate action
- Be afraid to ask difficult questions, if references are made to suicide or dying, ask the student about it
- Be proactive by engaging the student when signs of distress are noticed
- 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?”

### PSYCHOSOCIAL RESPONSE

**Don’t**
- Dismiss what the student is telling you - it could be a big deal to the student
- Assume the student’s conflict will resolve itself on its own
- Take threatening behaviors seriously and take immediate action
- Be afraid to ask difficult questions, if references are made to suicide or dying
- Pressure the student to report to police or report to police for the student
- Blame the student by asking questions like, “Why were you drinking so much?”
- Assume that the student’s conflict will resolve itself on its own
- Be afraid to ask difficult questions, if references are made to suicide or dying

**Do**
- Reassure the student that many students have reached out for and utilized help
- Work with the student to identify resources and make appropriate referrals
- Know your limits by not involving yourself beyond your experience and training
- Ensure that things can get better and that there are people/resources there to help
- 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?”
- 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?”

### VICTIMIZATION RESPONSE

**Don’t**
- Ignore disruptive behavior or argue with the student
- Assume the student’s conflict will resolve itself on its own
- Take threatening behaviors seriously and take immediate action
- Be afraid to ask difficult questions, if references are made to suicide or dying
- Pressure the student to report to police or report to police for the student
- Blame the student by asking questions like, “Why were you drinking so much?”
- Assume that the student’s conflict will resolve itself on its own
- Be afraid to ask difficult questions, if references are made to suicide or dying

**Do**
- Clearly express your concerns about the student’s behavior in a supportive way
- Document all incidents and attempts to resolve the situation - be factual and objective
- Take threatening behaviors seriously and take immediate action
- Be afraid to ask difficult questions, if references are made to suicide or dying, ask the student about it
- Be proactive by engaging the student when signs of distress are noticed
- 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?”
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### REFER

#### ACADEMIC REFERRAL

**Emergency:** Call 988 or UMB Police at 911  
**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 988 or UMB Police at 911  
**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, SCC After-Hours Crisis Line (410) 328-8404, Option 7

#### PSYCHOSOCIAL REFERRAL

**Emergency:** Call 988 or UMB Police at 911  
**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, SCC After-Hours Crisis Line (410) 328-8404, Option 7

#### VICTIMIZATION REFERRAL

**Emergency:** Call 988 or UMB Police at 911  
**Non-emergency:** Student Counseling Center  
(410) 328-8404, Same-day M-F at 2 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 SCC After-Hours Crisis Line (410) 328-8404, Option 7

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**RESPOND**

Your expression of concern may be critical when it comes to a student getting the support they need.
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.
www.umaryland.edu/titleix
www.umaryland.edu/oac/oac-services/

Behavioral Evaluation and Threat Assessment
BETA/CARE Team

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

Responsibilities of the BETA/CARE 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: www.umaryland.edu/police/services/beta/the-beta-team/

Additional Resources

**On Campus**
- Safe Ride Service.....................................................................................................................(410) 706-6882
- URec Fit and Wellness..............................................................................................................(410) 706-7529
- 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........................................................................................1-(888)-388-5459
- Free mental health counseling for UMB Law Students
- Center for Eating Disorders.....................................................................................................(410) 938-5000
- 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.