### Emergency Resources
- University Police
  - 570-385-6144 OR 911
- Penn State Crisis Line
  - 24/7 confidential service
  - Licensed mental health counselors
  - 1-877-529-5400
- Sexual Assault Resource and Counseling Center
  - On-campus services for victims of sexual and relationship violence and stalking
  - 570-558-7965
  - 17 Westwood Centre, Potteryville, PA 17901

### Urgent Resources
- Behavioral Threat Management Team (BTMT)
  - Report concerns about any person, including threatening or disruptive behavior
  - Referral to support services: 614-863-2668 • btmt.psu.edu
- Counseling Services
  - Crisis consultation, and counseling services
  - 570-385-6127
  - 210A Health and Wellness
- Student Care and Concern
  - Helps students facing adverse events (e.g., housing/financial distress, mental/medical/family emergencies), coordinates care across campus
  - 570-385-6127
  - 210A Health and Wellness
  - Email: mm147@psu.edu

### Additional Resources
- Academic Advising
  - advising.psu.edu/advising-centers
- International Student Advising
  - Support for international students
  - Advise on visas and immigration issues
  - 570-385-6246 • 500 Nittany V
- Campus Health Services
  - 570-385-6248
  - 210C Health and Wellness
- Diversity/Multicultural Resources
  - Provides support, advocacy, and education for underrepresented populations
  - 570-385-6174
  - 209C Health and Wellness
- Residence Life
  - 24/7 support regarding on-campus living
  - 570-385-6246 • 500 Nittany V
- Office of Sexual Misconduct Prevention and Response (OSMPR)
  - Report sexual or gender-based harassment or misconduct (e.g., sexual assault, exploitation, stalking, dating/domestic violence)
  - Investigates concerns, provides resources, support, and accommodations
  - 814-867-0099
- Campus Title IX resource people at title9@psu.edu
- Student Disability Resources
  - Provides reasonable accommodations to students with disabilities
  - 570-385-6177
  - 210A Health and Wellness

### How to Use:
1. Recognize indicators of distress
2. Respond appropriately
3. Refer

_A quick reference guide for recognizing, responding to, and referring distressed students._

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This publication is available in alternative media on request (LEO, SIA, TWD).
# RECOGNIZE

## Indicators of Distressed Students

Look for groupings, frequency, and severity of behaviors, not isolated symptoms.

### Academic
- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Classroom disruptions
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations (a change from prior functioning)
- Doesn’t respond to repeated requests for contact/meetings

### Physical
- Marked changes in physical appearance (e.g., poor grooming/hygiene or sudden weight loss/gain)
- Strange or bizarre behavior indicating loss of contact with reality
- Visibly intoxicated or smelling of alcohol or marijuana
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g., facial bruising or cuts)

### Psychological
- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by peers

### Safety Risk
- Verbal, written, or implied references to suicide, homicide, assault or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
- Stalking or harassing
- Communicating threats/disturbing comments via email, correspondence, texting or phone call

# RESPOND

Use these tips to determine the most appropriate response for a distressed student.

## Stay Safe
Call Penn State Police or 911 if there is an imminent danger to the student, you, or anyone else.

## Stay Calm
Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions.

## Take Your Time
If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

## Ask Direct Questions
Don’t be afraid to directly ask the student if they are having thoughts of harming themselves or others (by asking, you are not instilling the thought).

## Give Concrete Help
Help them get to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call counseling services to schedule an appointment).

## Use Active Listening
Make eye contact, give your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

## Seek Consultation
You are not alone. Ask those around you for help. Consult with a colleague, call another office on campus (see resources).