

QUICK GUIDE FOR RESPONDING TO DISTRESS

IOWA

IF THE STUDENT:

- Threatens to injure, harm, kill, or risk the safety of self or others
- Refuses to leave the classroom after being asked to leave
- Reports or initiates a threat or bomb scare

TAKE IMMEDIATE ACTION

University of Iowa Police Department (UIPD)
Campus Phone: 911
Public Safety Dispatch: (319) 335-5022

IF THE STUDENT EXHIBITS:

- Unusual communication and/or behaviors, including threats to harm self or others
- Desperation, hopelessness, or suicidal thoughts
- Unusual fixation on stressful events or losses
- Inappropriate interest in weapons, mass attacks, or violence
- Suggestion of violence as a solution to a problem

REPORT BEHAVIOR OF CONCERN

Threat Assessment Team
(319) 384-2955 • uitat@uiowa.edu • hr.uiowa.edu/tat
Anonymous Online Report: uiowa.me/threat-assessment
For urgent concerns for threats to self or others, contact UI Police 24/7 Public Safety Dispatch Number: (319) 335-5022

IF THE STUDENT:

- Appears to be out of touch with reality
- Reports suicidal thoughts or actions, depression, hopelessness, anxiety, difficulty dealing with grief

University Counseling Service (UCS)
(319) 335-7294, 3223 Westlawn S.

CommUnity Crisis Services
builtbycommunity.org/services

Student Health
Appointments: (319) 335-8394
4189 Westlawn S.

UI Support and Crisis Line
24 Hour Support
1-844-461-5420 (Call or text)
mentalhealth.uiowa.edu

GuideLink Center
24 Hour Support
(319) 688-8000
300 Southgate Avenue, Iowa City

- Reports having been a victim of a stalking
- Reports sexual misconduct or relationship violence

University of Iowa
Police Department
(319) 335-5022 or 911

Office of Institutional Equity
(Title IX and Gender Equity unit)
(319) 335-6200

- Indicates experiencing hate crimes, bias, or discrimination

University of Iowa
Police Department
(319) 335-5022 or 911

Office of Institutional Equity
(Equity Investigations and
ADA Compliance unit)
(319) 335-0705

- Reports feeling overwhelmed by a personal or family emergency/concern
- Difficulty securing basic needs (food, shelter, utilities, etc.)
- Exhibits behavior that interferes or obstructs university processes/functions, including instruction and office operations.
- Expresses an overall sense of struggling with difficulties of an unclear nature

Student Care and Assistance (SCA)
Office of the Dean of Students
(319) 335-1162
135 Iowa Memorial Union

- Is having academic difficulty due to physical, psychological, or learning disability
- Indicates a need for disability accommodations

Student Disability Services (SDS)
(319) 335-1462

- Is not attending class for an extended period of time
- Seems overwhelmed by a problem that could affect university attendance or persistence

Early Intervention Team (EIT)
Danielle Martinez, Academic Support and Retention (319) 335-1497
Nikki Hodous, Office of the Dean of Students (319) 335-1162

ASSISTING STUDENTS AND PROMOTING A CULTURE OF WELL-BEING

BECOME FAMILIAR WITH SIGNS THAT MAY INDICATE AN INDIVIDUAL NEEDS SUPPORT.

Students experience a wide variety of challenges that produce stress. In more severe instances, stress may lead to distress or crisis when it begins to impact or disrupt daily functioning.

A student in distress may present changes in their behavior, mood, cognition, physical appearance, or verbally indicate issues.

Students in Distress may:

- Present as irritable, sad, unduly anxious, withdrawn, confused, lacking motivation or concentration, seeking constant attention, showing lack of hygiene, or demonstrating bizarre, erratic, or concerning behaviors including references to self-harm.

A student in crisis may exhibit similar behaviors as a student in distress as well as other behaviors that may indicate concern for well-being and safety. A student in crisis warrants more immediate follow-up.

Students in Crisis may:

- Exhibit similar behaviors to distressed students with escalating concerns, which may include behavior that is reckless, fixated, disorderly, aggressive, threatening, and dangerous to self or others.
- Interfere in the learning environment with behaviors that are reckless, disorderly, aggressive, defiant, destructive, threatening, and dangerous to self or others.

RESPONDING TO STUDENTS

Response

- Acknowledge the parallel stressors facing students and faculty, especially during times of trauma and uncertainty.
- Emphasize the importance of well-being and self-care, and acknowledge it may be hard to attend to well-being in environments that emphasize competition and achievement.

- Be accessible to students and let them know they can share challenges with you.
- Promote the use of university support resources on your syllabus and as verbal reminders.
- Become familiar with how and when to refer students to university resources.
- Follow up with students after first contact to check in on them and to offer further support.

Conversation Starters for Students and Employees

Students in your courses or working in your office may also approach you for help. This is a good sign that they trust you. As faculty and staff, sometimes we are so worried about saying the wrong thing that we don't say anything. Simply showing that you care and that you can connect them to the appropriate resources goes a long way.

- "How are you? Are you ok?"
- "Tell me more about that."
- "I've recently noticed..."
- "That sounds difficult. How can I support you?"
- "I remember dealing with that when I was a student. What would be helpful?"
- "I may not know the answer, but I want to support you and connect you with the right resources on campus."

There are many resources on campus – if you don't know the right one, please connect them with Student Care and Assistance.



Reporting Concerns

- Always report serious or persistent inappropriate behavior to the Office of the Dean of Students.
- Safeguard the student's privacy rights.
- Keep Student Care and Assistance and the Threat Assessment Team informed of new concerns.

ADDRESSING CONCERNS

When to consult with another resource:

- Anytime you're not sure how to handle or approach the concern(s)
- Student keeps coming back and is not following through on referrals
- Increasing complexity in concerns

When to refer students to another resource:

- You're providing more "counseling" than "advising"
- Problems or requests are outside of your scope
- Issue would benefit from additional support and staff members
- Behavior shows no improvement or worsening

ASSISTING VICTIMS OF SEXUAL ASSAULT, DATING VIOLENCE, OR STALKING

Assisting Students who Experience Sexual Harm

Sexual harm includes any conduct covered by the university's Policy on Sexual Harassment and Sexual Misconduct, encompassing sexual harassment, sexual misconduct, dating/domestic violence or stalking.

Clarify

- **BE UP FRONT** about your ability to maintain confidentiality. Offering confidentiality you can't keep will undermine trust, so know your reporting responsibilities.
- **COMMUNICATE** that sexual violence is never the responsibility of the survivor.

Listen

- **WITHOUT JUDGMENT.**
- **RESPECT THEIR CHOICES.** This includes what and how much they disclose, what services are needed, and whether to report to law enforcement or university officials.
- **DON'T ASSUME** that physical contact, even a gentle touch or hug, will be comforting.

Check

- **ASK** if they have safety concerns. Be ready to connect them with someone who can help with safety planning at the Rape Victim Advocacy Program, Domestic Violence Intervention Program, or Threat Assessment Program. UI Police Department can assist with safety concerns and provide reporting options.

Refer

- **INFORM** the student about confidential support and advocacy services:
 - Rape Victim Advocacy Program
 - Domestic Violence Intervention Program
 - University Counseling Service
 - Women's Resource and Action Center

Report

- **FOLLOW THROUGH** if you have reporting responsibilities. The policy may require that you notify the Title IX and Gender Equity unit in the Office of Institutional Equity within two business days.

Complete Operations Manual can be found at
opsmanual.uiowa.edu

LAWS AND CODES

Privacy Laws and Confidentiality:

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- UI may disclose personally identifiable information from an "educational record" to appropriate individuals in connection with a health or safety emergency. Information may be released to parents, police or others, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
- Information can be shared with university personnel when there is a specific need to know and should be limited to the essentials of university business.
- Observations of a student's conduct or statements made by a student are not "educational records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy.
- Offices that are considered confidential according to their licensure and professional standards are denoted with an *asterisk in the master resource list. As such, they will follow their professional standards in prioritizing privacy when working with individuals. However, they will share information when necessary in the case of an individual being at likely and imminent risk of harm to self or others.

Code of Student Life

The Code of Student Life helps students learn and grow to become the best version of themselves. Hawkeyes are expected to embody the Iowa Challenge by positively contributing to the community and

beyond. The Code of Student Life establishes a framework to ensure our Hawkeye community achieves and upholds the goals and values listed in the Iowa Challenge and Code of Student Life. The university is committed to due process and fairness when applying these rules and engaging in the Student Accountability Process. When you become a Hawkeye, you agree to understand and abide by the rules listed in the code, recognizing that this document helps us maintain a safe, healthy, respectful, and supportive community, embodying the meaning of being a Hawkeye.

Examples of prohibited behavior include:

- Physical assault, sexual assault, sexual misconduct, or domestic violence
- Threats that cause a reasonable person to be fearful for one's own safety or the safety of others
- Intoxication or impairment through the use of alcohol or other substances to the point where an individual is unable to care for themselves
- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities
- Use, display, or storage of a weapon or destructive device
- Harassment based on race, ethnicity, religion, sexual orientation, disability, gender identity/expression, and other forms of harassment
- Stalking, hazing, and disorderly behavior

Complete details can be found at
dos.uiowa.edu/code-of-student-life

RESOURCE LIST

EMERGENCY SITUATION: 911 or PUBLIC SAFETY DISPATCH: (319) 335-5022 +~

IF YOU'RE NOT SURE WHERE TO START,

STUDENT CARE AND ASSISTANCE

OFFICE OF THE DEAN OF STUDENTS

(319) 335-1162 DOS-ASSISTANCE@UIOWA.EDU

UNSAFE SITUATION

Campus

University of Iowa Police Department (UIPD) +~

(319) 335-5022 • police.uiowa.edu

Off-Campus

Iowa City Police Department +~

(319) 356-5275 • uiowa.me/iowa-city-police

MENTAL HEALTH RESOURCES

University Counseling Service *

(319) 335-7294 • counseling.uiowa.edu

CommUnity Crisis Line ++~

Call/Text: 1-855-325-4296 • builtbycommunity.org/services

UI Support and Crisis Line ++

Call/Text: 1-844-461-5420 • mentalhealth.uiowa.edu
counseling.uiowa.edu/services/kognito

Student Health *

(319) 335-8394 • studenthealth.uiowa.edu

GuideLink Center ++~

(319) 688-8000 • guidelinkcenter.org

Employee Assistance Program *~

(319) 335-2085 • uiowa.me/employee-assistance

988 Suicide and Crisis Lifeline ++~

Call 988 • 988lifeline.org

SEXUAL HARM, DATING VIOLENCE, AND STALKING

Title IX and Gender Equity, Office of Institutional Equity ~

(319) 335-6200 • diversity.uiowa.edu/report/report-problem

Women's Resource and Action Center *

(319) 335-1486 • wrac.uiowa.edu

Rape Victim Advocacy Program ++~

(319) 335-6000 • rvap.uiowa.edu

Office of the Ombudsperson *~

(319) 335-3608 • ombudsperson.org.uiowa.edu

Domestic Violence Intervention Program ++~

(800) 373-1043 • dviuiowa.org

University of Iowa Police Department

(319) 335-5022 or 911 • police.uiowa.edu

LEGAL ASSISTANCE

Student Legal Services *

(319) 335-3276 • legal.studentlife.uiowa.edu

THREAT ASSESSMENT TEAM (TAT) ~

(319) 384-2955 • uitat@uiowa.edu • hr.uiowa.edu/tat

Anonymous Online Report: uiowa.me/threat-assessment

Threat assessment involves implementing robust support through compassionate-solution based strategies for individuals experiencing distress or grievances through outreach, intervention, and de-escalation to mitigate the risk of planned physical harm to others or self. The primary objective is to provide an individual with assistance, while working to ensure effective safety outcomes for the campus community.

ILLNESS OR INJURY

Student Health *

(319) 335-8394 • studenthealth.uiowa.edu

Emergency Department, UIHC +~

(319) 356-2233 • uihc.org/emergency-medicine

UI QuickCare ~

(319) 384-8822 • uihc.org/ui-quickcare

Mercy Hospital Emergency Department +~

(319) 339-3600 • mercyiowacity.org/emergency-care

ACADEMIC ISSUES

Department Executive Officers (DEOs) and College Deans

provost.uiowa.edu

Graduate College, Academic Affairs Office

(319) 335-2144 • grad.uiowa.edu

RESOURCES AND SERVICES

International Student and Scholar Services

(319) 353-2700 • international.uiowa.edu/iss

Residence Education

(319) 335-3700 • housing.uiowa.edu

Academic Support and Retention

(319) 335-1497 • uc.uiowa.edu/retention

Student Wellness

(319) 335-8394 • studentwellness.uiowa.edu

Student Disability Services

(319) 335-1462 • sds.studentlife.uiowa.edu

Office of Institutional Equity ~

(319) 335-3555 • diversity.uiowa.edu/division/oie

Office of the Ombudsperson *~

(319) 335-3608 • uiowa.edu/ombuds

Multicultural and International Student Support and Engagement (MISSE)

multicultural.uiowa.edu

KOGNITO

Kognito is an online, interactive training that builds awareness, knowledge, and skills about mental health and suicide prevention. It prepares users to lead real-life conversations with fellow students and colleagues who are in distress and how to connect them with the support they need. More information and how to access the training can be found at mentalhealth.uiowa.edu/kognito.



* Confidential resources + 24 hour resources

~ Resources that serve employees