



NATIONAL
LOUIS
UNIVERSITY

ASSISTING STUDENTS IN ***DISTRESS***

SEE SOMETHING. SAY SOMETHING. DO SOMETHING

RESPONSE PROTOCOL

Follow the chart below to best determine who to contact when faced with a distressed or disruptive student.

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

YES

The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm or a medical emergency.



Call 911 or Campus Security/Facilities. Submit incident report at nl.edu/letusknow

**NOT
SURE**

The student shows signs of distress but I am unsure how serious it is. My interaction has left me feeling uneasy and/or concerned.



Stay calm and avoid making the student uncomfortable. Offer counseling services to student. Submit incident report to nl.edu/letusknow.

NO

I'm not concerned for the student's immediate safety, but the student is having personal or academic issues and could use more support/resources.



Offer to connect student with counseling services.

Faculty: Send an EAB Alert (Referral to Mental Health Counseling)

QUICK RESOURCES

FACILITIES/SECURITY

Chicago, Illinois: 312.261.3333

Lisle, Illinois: 630.874.4444

Wheeling, Illinois: 847.947.5555

Tampa, Florida: 813.397.2144

REQUEST AN APPOINTMENT FOR COUNSELING

312.261.3636 or 847.947.5656

counseling@nl.edu

SUBMIT INCIDENT REPORT

nl.edu/letusknow

COUNSELING & WELLNESS CENTER

Chicago & Wheeling Campus

EMERGENCY

911



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SUICIDAL BEHAVIORS

In recent years, there has been an increase in suicidal behaviors among certain age groups in our society. Young adults are one such identified group. For this reason, NLU is dedicated to providing an environment that provides for the physical, emotional, and psychological well-being of its constituents. If you see something that concerns you, say something.

CONFIDENTIALITY AND FERPA

FERPA (Family Educational Rights and Privacy Act) permits communication about a student of concern in connection with a health and safety emergency.

Information regarding the details of all suicidal ideation, overt intention, plans and minor or major attempts must be referred to the Counseling & Wellness Center. Confidentiality, for all reasons other than imminent preservation of life, will be strictly maintained by the Counseling & Wellness Center.

ACADEMIC FACTORS

- Sudden decline in quality of work or grades
- Repeated absences
- Bizarre content in writings or presentations
- Repeated classroom disruptions

PSYCHOLOGICAL FACTORS

- Self disclosure of distress (relationship/ family issues, grief, Suicidal thoughts, etc.)
- Excessive tearfulness, panic, irritability, or apathy
- Verbal abuse
- Concern from peers

SAFETY RISK FACTORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing
- Your gut feeling that there is a safety risk

PHYSICAL FACTORS

- Marked changes in physical appearance, grooming, hygiene, or weight
- Excessive fatigue or sleep disturbances
- Intoxication, disorientation, or smelling of alcohol



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GUIDELINES FOR INTERVENTION

Contact the Counseling & Wellness Center or Facilities/Security for consultation on the seriousness of the situation, and strategies for how to best support you and the student. Act sooner rather than later. Don't hesitate to call 911 in an emergency.

REMEMBER: SAFETY FIRST!

If you are concerned for your own or others safety, do not hesitate to call 911 or Facilities/Security

Chicago, Illinois: 312.261.3333

Lisle, Illinois: 630.874.4444

Wheeling, Illinois: 847.947.5555

Tampa, Florida:

813-286-8087

813-397-2144

DISTRESSED STUDENT

- Let the student know you are concerned about them and would like to help
- Give them information about personal counseling at Health Services and offer to walk them over
- Allow the student to discuss their thoughts and feelings, which often helps relieve pressure
- Avoid offering lots of advice or solutions
- Ask about suicide directly: "Are you thinking about suicide/killing yourself?"
- Stay safe and maintain the boundaries of your professional role

DISRUPTIVE STUDENT

- Ensure the safety of yourself and those present
- Use a calm, non-confrontational approach to defuse and de-escalate the situation
- Set limits by explaining how the behavior is inappropriate; if the behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave
- Call Facilities/Security if there is a safety risk

Immediately file an incident report at nl.edu/letusknow



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RESOURCES

CAMPUS RESOURCES

Police Non-Emergency

City of Chicago: 312.746.6000

Village of Lisle: 630.271.4200

Village of Wheeling: 847.459.2632

District Police Emergency

911

Counseling Appointment

312.261.3636 or 847.947.5656

(Leave a message)

counseling@nl.edu

Virtual Care Group

Activate your account today for FREE virtual telehealth, telemedicine, & life coaching.

thevirtualcaregroup.com/nlu

University Incident Report

nl.edu/letsuknow

Counseling & Wellness Center

counseling@nl.edu

Counselors (Intern/Licensed) will be available for brief, informal, free and confidential (in-person) sessions/consultations



LOCAL RESOURCES

Community Counseling Centers of Chicago

1.773.769-0205 (ask to speak to a crisis worker)

Need Mental Health Support?

Illinois Warm Line:

1.866.359-7953

(TTY): 1.866.880-4459

Mon-Fri: 8am-5pm

**Additional list of resources
is available at nl.edu/wellness**

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CRISIS HOTLINES

THE 988 SUICIDE & CRISIS LIFELINE

988

24-hour Crisis Text Line

Text "START" 741741

24-Hour Crisis Prevention for LGBTQ+ Youth

1.866.488-7386 or Text "START" to 678678

Lifeline ofrece

24/7, gratuito servicios en español, no es necesario hablar ingles si usted necesita ayuda.
1.888.628-9454

Veterans Crisis Line

Dial 988 then Press 1 or Text "START" to 838255

24-hour crisis lifeline for the Deaf, Hard of Hearing, Hearing Loss

TTY – Dial 711 then 988