



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

Tampa, Florida:

813-286-8087

813-397-2144

Chicago, Illinois: 312.261.3633

Lisle, Illinois: 630.874.4444

Wheeling, Illinois: 847.947.5555

SUBMIT INCIDENT REPORT

nl.edu/letusknow

EMERGENCY

911

TAMPA POLICE NON-EMERGENCY

813.231.6130

HILLSBOROUGH COUNTY SHERIFFS OFFICE NON-EMERGENCY

813.247.8200



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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

Tampa, Florida:

813-286-8087

813-397-2144

Chicago, Illinois: 312.261.3633

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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

Tampa Police Non-Emergency
813.231.6130

**Hillsborough County Sheriffs
Office Non-Emergency**
813.247.8200

District Police Emergency
911

University Incident Report
nl.edu/letsuknow

Counseling & Wellness Center
counseling@nl.edu

Virtual Care Group
Activate your FREE account today for virtual telehealth, telemedicine, & life coaching
thevirtualcaregroup.com/nlu

Additional Resources
nl.edu/wellness & ulifeline.org/nlu

This document was developed [in part] under grant no. 1H79SM080460-01 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.



LOCAL RESOURCES

**Gracepoint Mental Health General Line
and Outpatient Services**
813.272.2244

Gracepoint Adult Emergency Services
813.272.2958

Northside Mental Health Center
813.977.8700

Hispanic Services Council
813.936.7700

GLBT National Help Center
1-888-THE-GLNH (1-888-843-4564)
Monday thru Friday: 4:00 p.m. to
midnight Eastern 1:00 p.m. to 9:00 p.m. Pacific
Saturday: noon to 5:00 p.m. Eastern 9:00 a.m.
to 2:00 p.m. Pacific

CRISIS HOTLINES

Dial 211 or Suicide & Crisis Hotline
813. 234.1234
TDD/TTY
813.234.1234

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.
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