BUZZ FOLDER

A quick reference guide on recognizing, responding to, and referring distressed students.

RECOGNIZE

RESPOND

REFER

HOW TO USE:

1. Recognize indicators of distress
   Common indicators are listed inside. Students may present with indicators not listed.

2. Respond appropriately
   Each situation is unique. Use the tips and decision tree inside to determine the most appropriate response.

3. Refer the student
   Use the list of resources inside to refer the student to the most appropriate campus resource.
1. **RECOGNIZE**

**Indicators of Distressed Students**

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

<table>
<thead>
<tr>
<th>Academic</th>
<th>Physical</th>
<th>Psychological</th>
<th>Safety Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sudden decline in quality of work and grades</td>
<td>Marked changes in physical appearance (e.g. poor grooming/hygiene or sudden weight loss/gain)</td>
<td>Self-disclosure of personal distress (e.g. family problems, financial difficulties, assault, discrimination, legal difficulties)</td>
<td>Verbal, written, or implied references to suicide, homicide, or assaulting behavior</td>
</tr>
<tr>
<td>Frequently missed classes and assignments</td>
<td>Strange or bizarre behavior indicating loss of contact with reality</td>
<td>Unusual/disproportionate emotional response to events</td>
<td>Unprovoked anger or hostility/physical violence (e.g. shoving, grabbing, assaulting, use of weapon)</td>
</tr>
<tr>
<td>Disturbing content in writing or presentations</td>
<td>Visibly intoxicated or smelling of alcohol or marijuana</td>
<td>Excessive tearfulness, panic reactions</td>
<td>Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence</td>
</tr>
<tr>
<td>Classroom disruptions</td>
<td>Rapid speech or manic behavior</td>
<td>Verbal abuse (e.g. taunting, badgering, intimidation)</td>
<td>Stalking or harassing</td>
</tr>
<tr>
<td>Consistently seeking personal rather than professional advice</td>
<td>Depressed or lethargic mood or functioning</td>
<td>Expression of concern about the student by peers</td>
<td>Communicating threats/disturbing comments via email, correspondence, texting or phone call</td>
</tr>
<tr>
<td>Multiple requests for extensions/special considerations (a change from prior functioning)</td>
<td>Observable signs of injury (e.g. facial bruising or cuts)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. RESPOND
Use these tips to determine the most appropriate response to a distressed student.

Stay Safe
Call the University Baltimore Police Department (410.837.4444) 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 immediately dangerous situation, take time to think through what might be most helpful.

Seek Consultation
You are not alone. Ask those around you for help. Consult with a colleague, call another office on campus for a referral or consult the Office of Student Support.

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

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).

Be Aware of Environment
Be thoughtful about limiting onlookers, sitting down and finding the most appropriate place to have a conversation.

Give Concrete Help
Help get them to the next step (e.g. contact the academic advisor with the student to make an appointment.). Help them call OSS or the SAP to schedule an appointment.

Mandated Reporting
In addition to referring a student to resources, sexual assault or abuse requires mandated reporting. For questions regarding mandated reporting, please contact the Office of Government and Public Affairs at 410.837.4533 or T9@ubalt.edu.
3. REFER

Follow the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.

**Emergency Services**
- **University of Baltimore Police Department**
  - 410.837.4444 or 911
- **Student Assistance Program**
  - 24/7 anonymous calling
  - Professional mental health support
  - 1.800.327.2251

**Campus Resources**
- **Academic Advising or Assistance**
  - Provide support in scheduling and answer general questions about academic progress
  - Support in understanding academic policies or other nuances of course scheduling

- **College of Arts and Sciences Advising Center**
  - 410.837.5351
  - Academic Center, Room 209

- **College of Public Affairs Advising Center**
  - 410.837.5359
  - Liberal Arts and Policy Building, Room 111

- **Freshman Advising**
  - 410.837.5915

- **Merrick Advising Center**
  - 410.837.4944
  - Business Center, Suite 142

- **School of Law Dean’s Office**
  - 410.837.4458
  - The John and Frances Angelos Law Center, Suite 716

- **Robert L. Bogomolny Library**
  - Academic Success Coaching
  - Tutoring, math support and Writing Center
  - Walk in or schedule appointments using the Appointment Tool in students MyUB Portal
  - RLB Library, 2nd Floor

**Diversity and Culture Center**
- Provides support and educational services for student of underrepresented communities or cultural backgrounds
  - 410.837.5744
  - Student Center, Room 302

**International Admissions and Services**
- Support for international students
  - Advice on cultural adjustment, resource awareness and Visa issues
  - 410.837.4756
  - Academic Center, Room 110

**Office of Student Support**
- Clinical Case Manager available for triage and referral
- Helps students facing adverse events (financial, death in family, medical/hospitalization)
- Report a possible violation of the student code of conduct
- Campus and policy navigation
  - 410.837.4755
  - Academic Center, Rooms 111 & 112

**Office of Disability and Access Services**
- Provides reasonable accommodations to students with disabilities for the classroom and campus life
- Advocacy and support for students
  - 410.837.4755
  - Academic Center, Room 111

**Office of Government and Public Affairs**
- Report and understand reporting options for sexual or gender-based harassment or misconduct
- Assistance in accessing resources and support services
  - 410.837.4533
  - Academic Center Room 114

**Care Team**
- Identify and report threats of risky or concerning behavior
- Assistance for student experiencing adverse events (financial, death in family, medical/hospitalization)
  - 410.837.4755
  - Academic Center, Rooms 111 & 112

---

**Is the student a danger to himself or others OR does the student need immediate assistance?**

<table>
<thead>
<tr>
<th><strong>Yes</strong></th>
<th>The student’s conduct is clearly dangerous or threatening, including self-harm or harm to others</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>I’m Not Sure</strong></td>
<td>The student is not with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drank).</td>
</tr>
</tbody>
</table>

---

**Campus Pantry**
- Provides food and supplies for students, staff and faculty

**Assistance Getting Connected**
- Assistance getting connected with other local resources for community members facing food insecurity
  - 410.837.4075
  - Student Center 2nd Floor, Room 202A

---

Adapted from Penn State, University Park Red Folder