Responding to Student Crises and Concerns
A Guide for UMD Employees

UMD
UNIVERSITY OF MINNESOTA DULUTH
Driven to Discover

Threatening Behavior
Mental Health Crisis
Illness or Injury

IF
• you observe or are dealing with threatening behavior (including threats of self harm) or a student who appears to be experiencing a mental health crisis
• you see or are dealing with other unusual situations in which a student (or students) is behaving in an aggressive manner
• you witness a medical emergency

THEN
• notify the UMDPD
• notify your supervisor or department head

Call 911

Concerning Behaviors

IF
• you observe concerning behavior from a student (in your class, in a group setting, in written assignments, etc.)
• you are not concerned about an imminent threat or emergency

THEN
• Call Counseling Services for a consultation
• OR notify UMD's Student Care Team (SCT) by contacting the office of the Vice Chancellor for Student Life—http://www.d.umn.edu/student-life/sbmc/

Counseling Services or SCT

Students in Distress

IF
• you are assisting a student who is experiencing psychological or emotional distress

THEN
• refer the student to Counseling Services
• OR consult with a Counselor or Case Manager in Counseling Services
• OR consider helping the student make an appointment with Counseling Services (located in Health Services)

Call Counseling Services
**Campus Climate Incidents**

**IF**
- you see or are dealing with incidents or issues that harm campus climate

**THEN**
- consider filing an online report
- OR contact a member of the Campus Climate Response Team (CCRT)

**Report Online or Contact the CCRT**

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**Sexual Misconduct, Assault, or Harassment**

**IF**
- you receive a report or are informed of an incident

**THEN**
- inform either Student Conduct (OSC) or HR&EO
- AND help the student find support
  - **Women's Resource and Action Center—WRAC**
    - [http://www.d.umn.edu/mlrc/wrac/x6292](http://www.d.umn.edu/mlrc/wrac/x6292)
  - **Program to Aid Victims of Sexual Assault—PAVSA**

**OSC or HR&EO**
**WRAC or PAVSA**

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**Student Privacy**

- Information that UMD maintains about a student is considered the student's education record.
- Federal and State laws and U of M policy provide guidance as to the privacy of student records.
- In general, a student’s record can’t be released to a third party outside of UMD without the student’s written consent.
- However, information CAN be shared with others who have a legitimate educational interest in the information. That includes all of the offices listed to the right (with the exception of EAP).
- For questions about student records, contact the University Registrar (x8887) or Student Life

**Sharing information**
within the University is critical to the wellbeing of our students and the safety of our University community!

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**Resources**

- **Counseling Services**
- **Employee Assistance Program (EAP)**
  Services provided by The Sand Creek Group, LTC
  [http://sandcreekeap.com](http://sandcreekeap.com) 888.243.5744
- **Human Resources and Equal Opportunity**
  [http://www.d.umn.edu/umdhr/x7161](http://www.d.umn.edu/umdhr/x7161)
- **Office of Student Conduct**
  [http://www.d.umn.edu/conduct/x7255](http://www.d.umn.edu/conduct/x7255)
- **Office of the Vice Chancellor for Student Life**
- **UMDPD**
  [http://www.d.umn.edu/police/dial 911](http://www.d.umn.edu/police/dial 911)

**We’re here to help!**