

# WHERE TO MAKE A REFERRAL

## DEAN OF STUDENTS

First point of contact for students, faculty and staff to share your concerns about the student except in case of an emergency situation. If you are unsure of what resource to refer to, the Dean of Students staff will ensure the student is referred to the needed resource(s) e.g. one or more of the services listed below.

Location: Gilchrist Hall 118, call 319-273-2332 or complete online form "Report a Student Concern" at deanofstudents.uni.edu

## COUNSELING CENTER\*

Group, individual, or couples counseling, crisis counseling, support groups, and workshops. Counselors on-call available during business hours in the Counseling Center.

Location: Student Health Center 103, call 319-273-2676 (after hours press option 2 to speak with a crisis counselor), email: counseling@uni.edu, or website: counseling.uni.edu

## STUDENT ACCESSIBILITY SERVICES

UNI students with disabilities should register with Student Accessibility Services (SAS) to access support and determine eligibility for accommodations.

Location: 007 ITTC, call 273-2677 (deaf or hard of hearing use Relay 711), email accessibilityservices@uni.edu, or website: sas.uni.edu

## STUDENT WELLNESS SERVICES

Serving students as individuals and groups through free Wellness Coaching and other programs to support the health, well-being and success of students.

Location: Student Health Center 62, call 319-273-3423, email wellness@uni.edu, or website: studentwellness.uni.edu

## DIVERSITY, INCLUSION AND SOCIAL JUSTICE

Diversity, Inclusion & Social Justice at UNI houses the Center for Multicultural Education, Gender & Sexuality Student Services and Military & Veteran Student Services. We serve as advocates for minoritized students along with being a hub for diversity education for all students at UNI. Along with providing peer to peer mentoring for students we partner with UNI departments to offer financial aid assistance, advising and counseling programs each month. Our staff also offers assistance for students who feel they have been victim to bias related experiences.

Location: Maucker Union 109, call: 319-273-2250, email: dis@uni.edu or website: cme.uni.edu, lgbt.uni.edu, military.uni.edu

## PANTHER PANTRY

The Panther Pantry has been developed to serve students that are impacted by food insecurity. During regular pantry hours of operation, any UNI student can stop by the Panther Pantry and take whatever they may need. There is no limit to the amount of food an individual can take or how often they can use the pantry.

Location: Lower level Maucker Union, call the Office of Student Life 319-273-2683, email: pantherpantry@uni.edu, or website: pantherpantry.uni.edu

## SUCCESS COACHING

Students on academic alert, probation, or who have been re-admitted after suspension are invited to participate in individualized coaching focused on helping them move back into good standing. Coaching sessions are customized to address individual student needs, and include academic support, connection to campus resources, assistance with appeals for financial aid eligibility, and guidance in developing and following academic and personal success plans

Location: 118 Gilchrist Hall, call: 319-273-2332, email: success-coaching@uni.edu

or website: success.uni.edu

## COURSE-EMBEDDED PEER MENTORING

Approximately 85% of first-year students enroll in a first-year only section of at least one general education course during the first semester. First-year only sections are supported by a peer mentor, who works closely with the faculty member to build classroom community, engage students outside the classroom, provide transition support, and connect students to campus resources and opportunities.

Location: 118 Gilchrist Hall, call: 319-273-2332, email: peer-mentoring@uni.edu or website: success.uni.edu

## ACADEMIC ADVISING

The Office of Academic Advising serves as the academic center for exploratory students, first-year students in select majors, students changing majors, and students reassessing their current academic situation. The staff and peer advisors in the Office of Academic Advising can help individuals to explore academic majors and connect to careers, relate career goals to academic programs and opportunities, serve as a resource for student's transitions to college, and interpret institutional requirements and processes/procedures.

Location: 102 Gilchrist Hall, call 319-273-3406, email: academic-advising@uni.edu or website: advising.uni.edu

# EMERGENCY REFERRAL GUIDE

**IN AN EMERGENCY, DIAL 911.**

## EMERGENCY NUMBERS

UNI Police . . . . .	. 319-273-2712
24-hour Sexual Assault Support . . . . .	. 888-557-0310
24-hour Relationship Violence Support . . . . .	. 800-208-0388
24-hour UNI Counseling Center . . . . .	. 319-273-2676

## MEDICAL ASSISTANCE

UNI Student Health Clinic . . . . .	. 319-273-2009
MercyOne Hospital (24 hours) . . . . .	. 319-268-3000
UnityPoint Allen Hospital (24 hours) . . . . .	. 319-235-3941
MercyOne Medical Center (24 hours) . . . . .	. 319-272-8000

## SUICIDE PREVENTION HOTLINES AND TEXT LINES

National Suicide Prevention Lifeline . . . . .	. 1-800-273-8255
Lifeline Chat . . . . .	. <a href="https://suicidepreventionlifeline.org/chat/">https://suicidepreventionlifeline.org/chat/</a>
National Suicide Prevention Lifeline for hearing impaired . . . . .	. TTY by dialing 1-800-799-4889
National Suicide Prevention Lifeline Chat feature . . . . .	. <a href="https://suicidepreventionlifeline.org/chat/">https://suicidepreventionlifeline.org/chat/</a> <i>IS AVAILABLE 24/7 ACROSS THE U.S.</i>
Lifeline ofrece 24/7, gratuito servicios en español, no es necesario hablar ingles si usted necesita ayuda. . . . .	. 1-888-628-9454
Crisis Text line . . . . .	. Text HELLO to 741741 Free, 24/7. <i>CONFIDENTIAL SERVICE</i>
Depression Text line . . . . .	. Text CONNECT to 741741 Free, 24/7 <i>CONFIDENTIAL SERVICE</i>
Veterans Crisis Phone Line. . . . .	. 1-800-273-8255 and Press 1
Veterans Crisis Text chat . . . . .	. Text HELLO to 838255
The Trevor Project LGBTQ Crisis Hotline . . . . .	. 1-866-488-7386
Trans Lifeline . . . . .	. 1-877-565-8860

## SEXUAL ASSAULT SUPPORT AND RESOURCES

Title IX Officer . . . . .	. 319-273-2846
Title IX Deputy Coordinator for Athletics . . . . .	. 319-273-2556
Riverview Center and UNI Campus Coordinator . . . . .	. 563-231-1285
Waypoint Services Crisis Line and Relationship Violence Advocate (24 hours) . . . . .	. 800-983-2533
Amani Community Service (African-American Community) . . . . .	. 888-983-2533
Monsoon Asians and Pacific Islanders in Solidarity . . . . .	. 866-881-4641
Iowa Victim Service Call Center . . . . .	. 800-770-1650 or text "iowahelp" to 20121

## RECOGNIZING SIGNS OF DISRUPTIVE, EMERGENT, OR DANGEROUS SITUATIONS

### SAFETY RISK INDICATORS

- Disruptive behavior such as the following, but not limited to: unprovoked anger or hostility, aggressive/combatative behavior, or verbally/physically threatening.
- Making implied or direct threats to harm self or others.
- Documented academic assignments and activities dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideation or violent behaviors.
- Evidence of abuse of alcohol and/or other drugs.
- Unresponsive to de-escalation attempts.

- Immediate safety concern related to suicidal thoughts or behaviors.
- Behavior with high risk of harm to self and/or others.
- Violent or destructive behavior.
- Medical emergency, including drug or alcohol poisoning.

### WHAT TO DO FOR A DISRUPTIVE STUDENT IN DISTRESS

- Ensure your safety and the safety of others in the environment.
- Use a calm, non-confrontational approach to defuse/ de-escalate the situation.
- Set limits by explaining how the behavior is disruptive.

- If the disruptive behavior persists, ask the student to leave or remove yourself.
- Call the Dean of Students at 319-273-2332 to report concerns related to student behavior which are not urgent/ dangerous.

### WHERE TO REPORT URGENT / DANGEROUS SITUATIONS

- Call UNI Police at 319-273-2712 to report immediate safety concerns.
- Call 911 in the case of medical, fire, and other large-scale emergencies.

# RECOGNIZING SIGNS OF CONCERN

This guide is intended to help you when working with a student in distress. Some of the indicators listed below may be considered “normal” behaviors for students. If you do see a pattern or a sudden outburst of intensity of behaviors that are out-of-character and cause you concern, this guide will assist you in what to do and who to contact to help the student. For additional information, refer to the UNI “Prevention and Response to Critical Incidents” handbook at [safety.uni.edu](http://safety.uni.edu).

## BEHAVIORAL AND PSYCHOLOGICAL INDICATORS

- Sudden or dramatic improvement in mood and/or giving away valued items
- Isolation/withdrawal or expressions of concern about the student by their peers.
- Tearfulness, anxiousness, irritability, angry outbursts, verbal abuse (e.g. taunting, badgering, intimidation) or unusual apathy.
- Intense emotions, out-of-character responses, or disjointed thoughts.
- Hyperactivity or very rapid speech.
- Social media posts indicating distress.
- Self-disclosure of any personal distress; family problems, relationship difficulties, financial difficulties, depression, or grief.

## ACADEMIC INDICATORS

- Marked changes in academic performance and being unresponsive to repeated communication regarding the need for improvement; a decline in quality of work and grades.
- Excessive absences or attendance patterns that are out-of-character.
- Repeated requests for special consideration which is out-of-character for the student.
- Disturbing content in writing or presentations (e.g. violence, death).
- Continuous disruptive classroom behavior.

## PHYSICAL INDICATORS

- Marked changes in physical appearance, especially deterioration in grooming and hygiene, or weight loss or gain.
- Excessive fatigue/sleep disturbance.
- Intoxication, hangovers, or smelling of alcohol/marijuana.
- Disoriented or “out of it.”
- Out-of-character or atypical clothing choices for the weather (e.g. long sleeves in summer in attempt to cover bruising or cuts).

# WHAT TO DO FOR A STUDENT SHOWING SIGNS OF DISTRESS

## ASK, LISTEN, AND SUPPORT

- Speak with the student privately using a calm and non-confrontational tone. Make sure you have enough uninterrupted time to talk with the student. Trust your instincts. Ask open-ended questions about how the student is doing or say, “Tell me what is happening.”
- Explain what you have heard or observed that causes you concern. Say, “I’m concerned about...” or “I’ve noticed that...” Be specific about the behavior that worries you.
- Listen respectfully with an open mind and without judgment. Ask questions within reason to help understand the situation. See front of folder for a list of referrals/resources. Acknowledge thoughts and feelings. Validate the difficult circumstances or feelings expressed and convey your concern for the student’s well-being. Offer help by saying, “It sounds like you’re feeling... I can connect you with a resource on campus for help.”

## REFER

- Encourage help-seeking as a sign of strength. Recommend the student speak with a person on campus who is trained to help. Remember to offer after hours and 24-hour support service options as well.
- Involve the student in making the referral. Offer to make the call or visit an on-campus resource together.
- Should the student be reluctant to accept the referral, you may consider saying, “I respect your decision. I hope you will keep this option in mind.”
- If the student is not willing to connect with a resource and you are still concerned, consider taking one of the following steps:
  - Dean of Students - call 319-273-2332 or complete Seeking Student Assistance form online at [deanofstudents.uni.edu](http://deanofstudents.uni.edu). Dean of Students staff will reach out to provide support to the student and will follow up with you.
  - Counseling Center – call 319-273-2676. Information shared regarding the concern will not go beyond that office.
- Helping students in distress can be difficult and stressful. Should you yourself need someone to speak with, you can utilize the Employee Assistance Program (EAP) option by calling 800-327-4692 to schedule an appointment.

## FOLLOW-UP

- Continue to be supportive and inquire periodically about how the student is doing.
- Please remember that confidentiality limits the Counseling Center, Student Health Clinic and Student Wellness Services from providing information about a student without the student’s written consent.
- If the student’s situation persists, attempt to ask, listen and support the student again, followed by making another referral.