

Intervening in Emergencies or Otherwise Assisting

If a student appears to be out of control or is acting in a strange manner these guidelines may help.

- Remain calm and in control
- Set clear limits on behavior
- Identify the problem
- Offer your assistance
- Inform student of campus resources
- Be respectful but firm
- Be direct and repeat yourself if needed
- Convey support and understanding
- Ask if there are family or friends that can be called
- Always contact University Police in the event of a dangerous situation

Making a Referral to the Student Counseling Center

- Encourage the student to contact Counseling immediately on their cell phone
- Offer to have the student call Counseling immediately on your phone
- Make the call yourself while the student is with you
- Express to the student that Counseling is often helpful
- Bring the student personally to Counseling

How to Deal with Suicidal Ideation

In dealing with potential suicide try to find out the following:

- Is there a suicide plan?
- If so, how will it happen?
- Where and when will attempt be made?
- Have they ever attempted suicide before?
- Have family or close friends attempted suicide?
- Call University Police and Counseling

Ways to Achieve Effective Communication

- Talk to the student in private
- Listen carefully to make sure you fully understand
- Praise the person for confiding in you
- Specifically acknowledge the student's distress and empathize
- Do NOT be negative and judgmental
- Make use of campus resources

Dealing with Disruptive Students

Sometimes a student's behavior will become disruptive and endanger others or interfere with classroom functioning. In these situations remember you have the right to control the class for the good of all involved.

The securing of a safe environment is always the TOP priority. You should call the University Police whenever you feel there is a threat of violence or unlawful behavior. This includes a student's refusal to leave after being asked to do so.

**Take all threats of violence seriously.
Err on the side of caution and safety.
Contact University Police.**

Students in Distress A Guide for FAU Faculty and Staff

Interacting with and Assisting Distressed Students

Any member of the FAU community may come into contact with a student in a state of severe distress. It is important to know how to identify the distress and how to interact with and deal with these behaviors. This brochure provides helpful ways to respond. We have also provided a clear list of campus resources available to assist in dealing with difficult situations.

Signs of Psychological Distress

- Obvious bizarre or strange behavior
- References to harming self or others
- Persistent sadness or crying
- Nervousness, agitation, impaired speech, exaggerated movements
- High irritability or aggressive behavior
- Marked deterioration of hygiene or appearance
- Disorientation
- Signs of drug and/or alcohol use
- Persistent drowsiness or lethargy



Students in Distress: A Guide for FAU Faculty and Staff

A = University Police

B = Student Counseling Center

C = Dean of Students Office

D = Student Health Services

E = Office of Students with Disabilities

F = Victims Advocate Office

FIRST ACTION = 1

FURTHER ACTION = 2

WORKING WITH STUDENTS WHO:	A	B	C	D	E	F
Poses an immediate danger to self or others	1	2	2			
Talks about suicide or homicide		1	2			
May have a disability					1	
Exhibits behavior that seems out of touch with reality		1	2			
Shows signs of alcohol or drug use		1	1	2		
Seems overly emotional, e.g. aggressive, depressed, anxious, dependent, demanding, suspicious		1	2			
Is having difficulty because of illness or death in family		1	1			
Appears to have a medical problem, e.g. seizure, fainting, fatigue, sleep, illness			2	1	2	
Has a serious problem with test preparation		1				
Appears to have an eating disorder or disordered body image		1	2	1		
Continuously disrupts class and refuses to stop	1	2	1			
Has a chronic illness, e.g. asthma, diabetes				1		
Is a victim of violence, stalking, intimidation	1	2	2	2	1	1
Displays anger or hostility inappropriately	2	1	1			

Department	Boca Campus	Broward Campuses	Jupiter Campus	Treasure Coast Campus
University Police	911	911	911	911
Student Counseling Center	561.297.3540	954.236.1216	561.799.8621	772.873.3305
Dean of Students Office	561.297.3542	954.236.1235	561.799.8521	772.873.3305
Student Health Services	561.297.3512	954.236.1556	561.799.8690	772.873.3305
Office of Students with Disabilities	561.297.3880	954.236.1222	561.799.8585	772.873.3305
Victims Advocate Office	561.297.0500	561.297.0500	561.297.0500	561.297.0500