

# RESOURCES

These may be helpful referrals for students you are assisting and supporting.

**Counseling & Psychological Services (CAPS) \*** 734-764-8312 caps.umich.edu **Concern:** Student mental health  
Part of University Health & Counseling (UHC). Provides counseling and psychotherapy, preventative and educational programming, consultation, community engagement and outreach, and online resources to promote emotional well-being.

**Student Accessibility & Accommodation Services (SAAS) / Services for Students with Disabilities (SSD)** 734-763-3000 ssd.umich.edu **Concern:** Student disability access and accommodations: Academics  
Provides academic accommodations and support services, such as assistive technology, academic coaching, scholarships/funding, for students with disabilities.

**Equity, Civil Rights, & Title IX (ECRT)** 734-763-0235 ecrt.umich.edu **Concern:** Reporting discrimination and/or harassment, sexual misconduct  
Provides support, resources, and education to promote a safe and non-discriminatory learning, living, and working environment for all members of the university community.

**Office of Student Conflict Resolution (OSCR)** 734-936-6308 oscr.umich.edu **Concern:** Conflict resolution, *Statement of Student Rights & Responsibilities* violations  
Promotes a safe and scholarly community in which students navigate conflict in a peaceful, socially just, and self-reflexive manner through conflict resolution services and restorative justice interventions of *Statement* violations.

**Office of Financial Aid (OFA)** 734-763-6600 finaid.umich.edu **Concern:** Financial insecurity, financial aid eligibility  
Offers grants, scholarships, loans, and federal work-study funds to eligible entering and continuing students.

**University Health Service (UHS) \*** 734-764-8320 uhs.umich.edu **Concern:** Physical, Mental, and Sexual Health, Addiction Medicine, Eating and Body Image  
Part of University Health & Counseling (UHC). Provides integrated, evidence-based, and comprehensive clinical care. Nurse advice is available 24/7.

**Wolverine Wellness \*** 734-763-1320 uhs.umich.edu/wolverine-wellness **Concern:** Health and Well-being, Alcohol/Drug Use or Recovery  
Campus well-being and health promotion offering well-being coaching, training, consultations, harm reduction resources, and recovery support.

**Office of the Ombuds \*** 734-763-3545 ombuds.umich.edu **Concern:** Student complaints about the functioning of the university  
A confidential resource that offers informal dispute resolution services, provides resources and referrals, and helps students consider options available to them.

**Sexual Assault Prevention & Awareness Center (SAPAC) \*** 734-764-7771 (office), 734-936-3333 (24 hour crisis line) sapac.umich.edu **Concern:** Survivor support  
Provides educational and supportive services for the university related to sexual assault, intimate partner violence, sexual harassment, and stalking.

**Well-being Collective**  
Critical incident response and student support in the Dean of Students Office is connected to the Well-Being Collective, which is a collaborative effort focused on making U-M a better place to live, work, and learn for students, faculty and staff by implementing a system-wide approach to supporting well-being across campus. Additional information about the Well-being Collective, including tools & resources, and how to get involved can be found by scanning the QR code below.



\* Indicates a confidential resource

# WHAT SHOULD I DO?

EVERY SITUATION AND STUDENT IS UNIQUE

IT'S AN EMERGENCY



**CALL 911** for situations that require immediate assistance.

IT'S A CONCERN



For a student exhibiting concerning behavior or for a concern for a student's well-being, contact the Dean of Students Office.

## M STUDENT LIFE DEAN OF STUDENTS

### Contact



**Phone:** 734-764-7420  
**Email:** deanofstudents@umich.edu  
**Campus Location:** 3100 Michigan Union  
**Office Hours:** Mon.-Fri. 8:00 AM-5:00 PM  
**Website:** deanofstudents.umich.edu

### Who We Serve

**Student:** One-on-one support, care, and assistance  
**Student Group(s) or Organization(s):** Support, care, and assistance  
**Faculty & Staff:** Advice and consultation  
**Parents & Families:** Information sharing, advice, and consultation

### How the Dean of Students Office Can Help

The Dean of Students Office (DOS) works with students, student groups, faculty/staff, and parents/families whenever a critical incident occurs. A critical incident is an emergent need, situation, or life event that is impacting a student and is affecting their academic and personal well-being and success at U-M. DOS provides direct support and assistance to students who experience a critical incident, consults and connects with campus partners to gather more information and coordinate a response to a particular situation, and/or creates connections with campus and community resources that could be most helpful.

### Confidentiality & Privacy

Information shared with a Dean of Students Office staff member, either verbally or in writing, will remain private. However, this information does not fall under the same confidentiality/privilege levels of a health care provider, psychotherapist/counselor, or other confidential campus resource. A Dean of Students Office staff member may need to consult with others in order to provide the best possible assistance to the student and have an obligation to report to the university information related to sexual misconduct and certain crimes. Confidential services are available at a variety of offices and are indicated on the resource list on the back of this folder.

# WHEN IN DOUBT, REACH OUT.

Understanding a student's level of distress is helpful when determining the type of response that may be needed. Below are levels of distress and ways you can help a student who is exhibiting concerning behaviors.

## LEVELS OF DISTRESS\*

### MILD DISTRESS

Behaviors that do not disrupt others but may indicate something is wrong and assistance could be needed. Behaviors may include:

- Serious grade problems or a change from passing grades to poor performance.
- Excessive absences, especially if the student has previously demonstrated consistent attendance.
- Unusual or markedly changed patterns of interaction (e.g., avoidance of participation, excessive anxiety when called upon, domination of discussions).
- Trouble managing stress successfully (e.g., a depressed, lethargic mood; very rapid speech; swollen, red eyes; marked change in personal dress and hygiene; falling asleep during class).

### MODERATE DISTRESS

Behaviors that indicate significant emotional distress and/or reluctance or inability to acknowledge a need for help. Behaviors include:

- Repeated requests for special consideration such as deadline extensions, especially if the student appears uncomfortable or highly emotional while disclosing the circumstances prompting the request.
- New or repeated behavior that pushes the limits of decorum and that impacts others and/or the immediate environment.
- Unusual or exaggerated emotional responses that are obviously inappropriate to the situation.

### SEVERE DISTRESS

Behaviors that signify an obvious crisis and that necessitate emergency care. Examples include:

- **Highly disruptive behavior** (e.g. hostility, aggression, violence, etc.).
- **Inability to communicate clearly** (garbled, slurred speech; unconnected, disjointed, or rambling thoughts).
- **Loss of contact with reality** (seeing or hearing things which others cannot see or hear; beliefs or actions greatly at odds with reality or probability).
- **Inappropriate communications** (including threatening letters, e-mail messages, harassment).

## CONNECTING WITH A STUDENT OF CONCERN

Often a staff or faculty person will be one of the first persons to find out a student is having personal problems that are interfering with their academic success or personal well-being.

### How to help a student in mild or moderate distress

- Try to focus on an aspect of the problem that is manageable. Help the person recall constructive methods used in the past to cope; get the person to agree to do something constructive to change things.
- Do not promise not to tell anyone.
- Avoid easy answers such as "Everything will be alright."
- Be accepting and respectful of what is said. Respect the student's value systems, even if you don't agree.
- Trust your insight and reactions. Let others know your concerns.
- Attempt to address the person's needs and seek appropriate resources.
- Encourage the person to seek help. Refer them to campus resources like CAPS or the Dean of Students Office.

### How to help a student experiencing severe distress

- Remain calm.
- Find someone to stay with the student while the appropriate resources are contacted.
- Remember that it is NOT your responsibility to provide the professional help needed for a severely troubled/disruptive student. You need only to make the necessary call and request assistance.
- When a student expresses a direct threat to themselves or others or acts in a bizarre, highly irrational, or disruptive way, call the University of Michigan Police Department 734-763-1131 for immediate assistance.

\*Information from University of Michigan Counseling & Psychological Services (CAPS)

## CONSIDER

- Has the student exhibited this behavior previously? Is the behavior non-threatening?
- Is there a concern for the student's general well-being? Is the student exhibiting a high level of distress? Is their behavior impacting others?
- Is there an immediate threat to self and others? Have they shared specific or indirect plans of harm to self or others?

## RESPOND

- If there is an immediate threat, call 911. If there is a severe concern but it is not an emergency, call the University of Michigan Police Department **734-763-1131**.
- Meet with the student to check in and address the student's behavior. Connect the student with appropriate campus resources as necessary. See back of folder for options.
- When in doubt, refer to the Dean of Students Office (**734-764-7420**; [deanofstudents@umich.edu](mailto:deanofstudents@umich.edu)).

## If you are worried about a student's safety:

- In a private setting, voice your concerns to the student and describe the behavior or situation that is worrisome to you.
- If you are concerned the student may be feeling hopeless and is thinking about ending their life, ask if they are contemplating suicide. Asking about suicide does not lead the student to think or do more about it. It is important to remember talking about suicide is a warning sign that needs follow up. Seek help from one of the resources on campus for appropriate follow-up with the student.
- Offer yourself as a caring person until professional assistance has been obtained.
- Consult with others in your department/office about your experience.

Contact the Dean of Students Office at **734-764-7420** to discuss your concerns and develop a plan for additional follow-up and response. A DOS staff member can be reached via UMPD after regular business hours for emergency situations.

## If a student is in crisis after regular business hours:

### Dean of Students Office (DOS)

If an urgent situation has occurred for which immediate assistance is needed, you can connect with the Dean of Students Office staff member on call after regular business hours. Contact the University of Michigan Police Department (UMPD) at **734-763-1131** and ask to speak with the DOS staff member on call.

### Counseling & Psychological Services (CAPS)

After-Hours Phone Line **734-764-8312 (Press 0)**

If you believe a student should connect with a mental health provider immediately, connect them with the CAPS After Hours Phone Line. This service is an extension of CAPS and can assist a caller in any mental health crisis situation. Counselors can assist in accessing CAPS or other campus resources. CAPS is part of University Health & Counseling (UHC)

### University of Michigan Police Department (UMPD)

**734-763-1131** or **911**

If you believe a student may harm themselves or others or is in an emergency situation for which immediate contact or assistance is necessary, call UMPD. UMPD can try to locate a student, make sure they are aware of campus and community resources, and transport them to the hospital if necessary.

### Sexual Assault Prevention & Awareness Center (SAPAC)

24-hr Crisis Line **734-936-3333**

If a student has been impacted by sexual misconduct, you can connect them with SAPAC which provides confidential crisis intervention, information, and referral for survivors and their friends and family members.