
The Student who may be Suicidal

- Call 911 if the student is in immediate danger to him/herself
- Talk to the student in private
- Express care & concern
- Avoid confidentiality
- Contact Counseling Services or University Police

Responding to Substance Abuse

- Treat the situation as serious
- Share your concern & encourage the student to seek professional help
- Contact the Dean of Students if this behavior is exhibited in the classroom

Survivors of Sexual Assault

- Talk to the student in private
- Listen without conveying judgment & beware of the student's anger & shame
- Refer the student to Health or Counseling Services for immediate care
- Inform the student of filing a report with University Police or OEA

Students in Abusive Relationships

- Talk to the student in private
- Recognize fear & vulnerability, possibly through nonverbal communication
- Avoid blaming the student for his/her judgment or downplaying the situation
- Encourage the student to connect with loved ones & seek professional help

Important Resources

- **SIUE Counseling Services**
 - SSC 0220
 - 618-650-2842—Press “1” for Counseling
- **University Police**
 - Emergencies—911
 - Non-Emergencies—618-650-3324
- **Student Affairs—Dean of Students**
 - RH 2306
 - 618-650-2020
- **Office of Equal Opportunity, Access, & Title IX Coordination (OEA)**
 - RH 3310
 - 618-650-2333

Counseling Services

Helping Students in Distress Handbook

SIUE

The Student who is Demanding

- Talk to the student in a safe & comfortable space
- Remain calm & in control of the situation
- Enforce clear boundaries & limits at the beginning of the situation
- Be prepared for manipulative requests & behaviors
- Do not hesitate to consult with the Dean of Students

The Student who is Severely Disoriented or Psychotic

- Allow a safe environment to talk to the student
- If highly impaired, call 911
- Consult with Counseling Services
- Recognize that psychosis can involve extreme emotion or lack thereof and/or intense fear possibly to the point of paranoia

The Student who is LGBTQ

- Encourage the student to seek out a Safe Zone Ally
- (www.siue.edu/lgbt/safezoneallies.html)
- Be supportive & empathic
- Avoid giving advice or minimizing the situation

The Student who is Depressed

- Talk to the student in private
- Be supportive & express concern
- Listen carefully to the student's feelings & experiences
- Encourage the student to seek Counseling Services
- Be willing to consider or offer flexible arrangements, if applicable

The Student who is Anxious

- Talk to the student in private
- Remain calm & understanding
- Focus on relevant information, speaking clearly & concisely
- Reference "*calm.com*" to help the student practice anxiety-reduction

The Student who is Aggressive or Violent

- Assess your level of safety—call 911 if you feel in danger
- Stay calm & enforce boundaries
- Consult with the University Police or Counseling Services

Responding to Students with Disabilities

- Talk to the student in private
- Refer the student to Disability Support Services (618-650-3726)
Be open to accommodating for the student's needs

Responding to Student Emergencies

- Move the student to a quiet & secure place
- Do not leave the student alone
- Listen attentively
- When contacting a campus resource, be sure to have this information available, including name, location, student description, circumstances, & needed assistance

Referring a Student to Professional Help

- Speak in a direct, concerned, & caring manner
- Be clear in your concerns about why counseling would be helpful, when student appears resistant
- Educate yourself about the services & procedures of Counseling Services
- Consult with a clinician when deciding if a referral is appropriate
- Counseling Services is bound by confidentiality, so no information regarding student's health will be divulged without a signed consent form.