



ACADEMIC YEAR 2024-2025

SUPPORTING STUDENTS OF CONCERN

*Don't let uncertainty stop you from taking action- reach out! This guide has been developed to help you **Recognize, Respond, Refer, and Reach Out** about student behavior. Your observations and actions aid PSU's ability to effectively support students in need and in crisis.*

You're not in this alone! You can consult with these colleagues, who serve on the University Behavioral Intervention Team, for guidance:

*Counseling Center Director, Dr. Rob Orf
Managing Director for Student Affairs/Title IX Coordinator, Janette Wiggett
Academic Student Advocate, Dr. David Zehr
University Police Chief, Steve Lefebvre*

Consider supporting your students' well-being and success by:

- Incorporating "Welcoming Rituals", or efforts to create connections between students at the start of class
- Encouraging social connections between students in your class (e.g., have students answer questions collaboratively)
- Highlighting the student support resources included in your syllabi and checking in during stressful times (e.g., mid semester, before finals)
- Adding a stretch break at the beginning and middle of class to help students regulate their emotions and increase their ability to be focused on the course material
- Designing flexible syllabi (e.g., allow for students to drop an exam grade)
- Encouraging students to check in with themselves or others by using the Self-Assessment Tools at <https://www.plymouth.edu/counseling-center/mental-health-resources/self-helpResource> and the WellTrack Boost App

WHAT IS A CRISIS?

- Has the student tried recently to harm themselves or someone else?
- Is the student in the process of harming themselves or someone else?
- Is the student threatening to harm themselves or someone else?
- Is the student experiencing severe distress?

HOW TO RESPOND TO A STUDENT IN CRISIS:

- Stay safe
- Trust your instincts
- De-escalate and support
- Set limits on disruptive/destructive actions
- Listen thoughtfully and carefully
- Share what you know
- Consult to coordinate a timely response
- Follow up later to see how the student is doing, if appropriate

IS THE STUDENT IN IMMEDIATE DANGER?

Yes: Call University Police at 603-535-2330 or 911

No: Call the Counseling Center at 603-536-2461 (8am-4pm Monday-Friday, Fall & Spring, most Tuesdays & Wednesdays, Summer)

For 24-hour support in a crisis, refer students to call: NH Rapid Response at 833-710-6477

Concern	Recognize	Respond	Refer	Reach Out
<p>A feeling of “not sure what, but something’s wrong”</p>	<ul style="list-style-type: none"> • Disturbing content in paper/emails • Decline in academic performance • Excessive absenteeism • Behavior seeming irrational or bizarre • Sudden change in demeanor • Significant changes in appearance, behavior, or personal hygiene 	<ul style="list-style-type: none"> • Express concern and care • Give an example of the student’s behavior • Listen to and believe student’s responses • Be supportive and encouraging if the student agrees to get help 	<p>Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center</p>	<p>CARE Form/Frost House: https://www.plymouth.edu/frost-house/care-program Crisis: Campus Police: (603) 535-2330 or 911</p>
<p>Depression, self-harm, suicidal risk <i>*Call 911 if there is a threat to students’ safety or the safety of others*</i></p>	<ul style="list-style-type: none"> • Decline in academic performance • Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others • Fresh cuts, scratches, or other wounds • Withdrawal from activities and friends • Statements of hopelessness (e.g., “Everyone is better off without me”) 	<ul style="list-style-type: none"> • Express concern and care • Always take suicidal statements, thoughts, or behaviors very seriously • If you suspect a student may be suicidal, express concern and refer • When possible, make a direct connection to the counseling center by walking with student • If you make a referral, completing a CARE form supports integrated response 	<p>Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center</p>	<p>CARE Form: https://www.plymouth.edu/frost-house/care-program</p>
<p>Misconduct, inappropriate behavior, and classroom disruption <i>*Call 911 if there is a threat to students’ safety or the safety of others*</i></p>	<ul style="list-style-type: none"> • Inappropriate outbursts or persistent interruptions, continued arguing, use of threats • Throwing items, refusing to leave, preventing others from leaving • Showing or stating the presence of a weapon 	<ul style="list-style-type: none"> • Express concern and care • Explain the impact of student’s behavior on the group or class • Outline your expectations and help student explore options and alternatives 	<p>Frost House/Conduct Office: (603) 536-2206 https://www.plymouth.edu/frost-house Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center</p>	<p>Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Crisis: University Police: (603) 535-2330 or 911</p>
<p>Crime victimization; hazing</p>	<ul style="list-style-type: none"> • Fearful, nervous, or angry • Withdrawn from activities and friends • Visible injuries or bruises • Cuts, brands, or scars with a distinct pattern (e.g., letters or symbols) • Unusual absence of or damage to personal items (e.g., laptop, cellphone) 	<ul style="list-style-type: none"> • Express concern and care • Remain calm • Listen to and believe a student’s responses • Avoid criticizing or minimizing the situation 	<p>Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house</p>	<p>Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Crisis: University Police: (603) 535-2330 or 911</p>
<p>Escalated interpersonal conflict, bullying, harassment <i>*You are required to report disclosures of sexual harassment to the Title IX Coordinator*</i></p>	<ul style="list-style-type: none"> • Internet flaming, trolling, name-calling, or harassment • Communications that continue after being told to stop • Verbal abuse • Sudden isolation or out casting from a team, club, or social group 	<ul style="list-style-type: none"> • Express concern and care • Identify resources for safety planning • Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Twitter, Facebook, etc.); save copies of all 	<p>Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house Reporting at PSU Page: https://www.plymouth.edu/reporting-psu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immedi</p>	<p>Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program</p>

		communications including texts, voicemails, and pictures	ate,supportive%20response%20to%20all%20incidents.	Use the above contact information or go to: https://www.plymouth.edu/reporting-psu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immediate,supportive%20response%20to%20all%20incidents. Crisis: University Police: (603) 535-2330 or 911
Discriminatory harassment, bias incident <i>*There may be no clear responsible party*</i>	<ul style="list-style-type: none"> Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, or genetic information Defacement or destruction of property, posters, signs, or pictures; graffiti or vandalism; pictures, cartoons, or targeted symbols associated with hate Threatening call(s), email(s), or social media post(s) 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Encourage student to save any photos, communications, or other evidence Do not remove any evidence (e.g. erase writing on a whiteboard, etc.) 	Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house Reporting at PSU Page: https://cm.maxient.com/reportingform.php?PlymouthStateUniv&layout_id=65 Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center IDEA Center: (603) 535-2365 https://www.plymouth.edu/idea-center	Consultation: Idea Center: (603) 535-2365 Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house Bias Incident Reporting Form: CARE Form: https://www.plymouth.edu/frost-house/care-program Crisis: University Police: (603) 535-2330 or 911
Actual or suspected medical issues (<i>chronic illness, eating disorders, etc.</i>)	<ul style="list-style-type: none"> Frequent or extended absences Noticeable weight loss or gain Hair loss; pale or gray skin tone Unusual or secretive eating habits; obsession with the fat/caloric content of food 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Recommend medical intervention 	Health Services: (603) 535-2350 https://www.plymouth.edu/health-services Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house	Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Crisis: University Police: (603) 535-2330 or 911
Food or housing insecurity	<ul style="list-style-type: none"> Frequent or extended absences Decline in academic performance Noticeable weight loss or gain Student is distracted, struggling to concentrate or keep up with assignments 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Recommend student explore resources 	Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house Student Support Foundation: https://www.plymouth.edu/student-life/community-impact/student-support-foundation	Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Crisis: University Police: (603) 535-2330 or 911
Sexual Misconduct: sexual assault, sexual harassment,	<ul style="list-style-type: none"> Disclosure of sexual assault Threats to release private information/photos 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses 	Frost House/Title IX: (603) 536-2206 https://www.plymouth.edu/frost-house	Consultation: Title IX Coordinator: (603) 536-2206

<p>stalking, dating/relationship violence, sexual exploitation <i>*You are required to report disclosures of sexual misconduct to the Title IX Coordinator*</i></p>	<ul style="list-style-type: none"> • Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment • Display of sexually suggestive pictures or cartoons in workspace, residence halls. or online • Fearful, anxious, or apologizes related to intimate partner's behavior • Mentions partner/other's possessiveness, jealousy, or violent behavior; may laugh it off • Visible injuries or bruises • Mishaps or injuries with illogical/no explanation • Crying or leaving class when sexual violence, domestic violence, stalking, or child abuse is the topic 	<ul style="list-style-type: none"> • Remain calm • Avoid criticizing, blaming, sounding judgmental, or minimizing the situation • Identify resources for safety planning • Help student contact a confidential advocate from Voices Against Violence • Remind student of their option to report to law enforcement • Share your duty to report to Title IX Coordinator 	<p>Reporting at PSU Page: https://www.plymouth.edu/frost-house/title-ix/reporting-incident Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center uSafeUS: www.usafeus.org Voices Against Violence (off-campus partner): (603) 536-5999</p>	<p>https://www.plymouth.edu/frost-house</p> <p>Use the above contact information or go to: https://www.plymouth.edu/frost-house/title-ix/reporting-incident Crisis: University Police: (603) 535-2330 or 911</p>
<p>Alcohol or other drug abuse</p>	<ul style="list-style-type: none"> • Appears intoxicated/high in class or at meetings/events • Excessive sleepiness or excessive energy • Decline in academic performance • References to alcohol or drug use in conversations, papers, projects, etc. • Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.) 	<ul style="list-style-type: none"> • Express concern and care • Give an example of a time that the student's behavior has worried you • Be supportive and encouraging if the student agrees to get help • Offer to help the student make an appointment for alcohol and/or other drugs screening and intervention 	<p>Health Services: (603) 535-2350 https://www.plymouth.edu/health-services Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house</p>	<p>Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center Crisis: University Police: (603) 535-2330 or 911</p>
<p>Family or personal tragedy, loss, or crisis (<i>Illness or death of a family member, job loss, housing issues, natural disaster, breakup, legal difficulties, etc.</i>)</p>	<ul style="list-style-type: none"> • Frequent or extended absences • Decline in academic performance • Mentions relationship, financial or other challenges • Difficulty concentrating and making decisions • Exhaustion/fatigue • Excessive worry, sleeping/eating problems 	<ul style="list-style-type: none"> • Express concern and care • Avoid criticizing, blaming, sounding judgmental, or minimizing the situation • Listen to and believe student's responses • Be supportive and encouraging if the student agrees to get help 	<p>Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center</p>	<p>Consultation: Frost House: (603) 536-2206 https://www.plymouth.edu/frost-house CARE Form: https://www.plymouth.edu/frost-house/care-program Counseling Center: (603) 536-2461 https://www.plymouth.edu/counseling-center Crisis: University Police: (603) 535-2330 or 911</p>