Students in Distress: Faculty & Staff Guide

Mild Risk (non-urgent)
A student who:
- is agitated, very sad, highly anxious, lacks motivation or concentration
- Sleeping, drinking, hungover in class
- Showing dramatic weight change
- Has a sudden change in typical behavior
- Has marked changes in academics
- May have experienced a recent notable stressor (loss, assault, etc.)

Mild risk involves mental health concerns 
without risk of suicide

Steps to Take:
Refer student to resources available:
Counseling Services: 715-836-5521
Academic Skills: 715-836-2200
Student Health Services: 715-836-5360

Notify Dean of Students through online form:
www.uwec.edu/DOS/

If you are still concerned or want assistance:
Consult with UWEC Counseling Services about next steps at: 715-836-5521

Moderate Risk
A student who:
- demonstrates bizarre behavior or speech
- is disruptive to the learning environment
- shows erratic moods, behaviors, academic performance

Safety is not an immediate concern
For assistance, call UWEC Counseling Services (836-5521).

Steps to Take:
Notify Dean of Students Office:
Online Form: www.uwec.edu/DOS/

Refer Student to Counseling Services:
715-836-5521

Provide the student with mental health crisis line and resources.

High Risk (urgent)
A student who:
- makes verbal or physical threats to harm oneself or others
- is exhibiting violent or overtly dangerous behavior

Safety of Student or Others is an Immediate Concern:
CALL 9-911

Steps to Take:
Refer student to resources available:
Counseling Services: 715-836-5521
Academic Skills: 715-836-2200
Student Health Services: 715-836-5360

Notify Dean of Students through online form:
www.uwec.edu/DOS/

How to Show Support

Questions you can ask:
How can I best support you right now?
When you have experienced difficulties in the past, what has helped?

Things you can say:
You are not alone in this. I’m here for you.
While I might not understand exactly how you feel, I care about you and I want to help.
Share information about campus resources including the Dean of Students office, Counseling Services, Academic Skills Center.

Listen without judgment:
Remain patient and accepting. Even if the stressor seems trivial to you, it’s not for the student. The conversation might seem negative and uncomfortable, but talking is always a positive step.

It’s not about saying exactly the right words. The important thing is showing that you care.

After Hours Consultation:
Northwest Connections Mental Health Crisis Line: 1-888-552-6642
UWEC Police after hours: 715-577-9045
National Suicide Prevention Lifeline: 1-800-273-TALK
Is student at risk for suicide?
- Saying they wish they were dead
- Talking about wanting to kill themselves
- Talking about a suicide plan
- Has access to lethal means

NOTE: If you are able, get a colleague for support at this point.

NO

Mild / Moderate Risk

Refer student to Dean of Students and/or Counseling Services.
Complete DoS online form.
(see previous page)

If you are still concerned:
Consult with UWEC Counseling Services about next steps at:
715-836-5521

Guidelines for Responding to At-Risk Students via email:

Thank the student for reaching out to you.
Sincerely express your concern for the student.
Direct the student toward appropriate campus resources depending on issue: including Counseling Services & Dean of Students office.
Include the 24-hour mental health crisis line:
Northwest Connections 1-888-552-6642
Suicide Prevention Lifeline: 1-800-273-8255
Encourage the student to continue to reach out for help and support.

Always Notify:
Dean of Students office at: 836-5626
or with online form www.uwec.edu/DOS/
&
Your direct supervisor.
*If desired, contact EAP services to help yourself debrief the experience.

During Business Hours: 8:00 - 4:30
Walk student to UWEC Counseling Services at Old Library 2122
Or
Dean of Students Office at Schofield Hall 240
If you are unable to walk with student to Counseling Services, call campus police at 715-836-2222. Stay with student until help arrives.

After Hours or if student unwilling to walk to Counseling Services:
From Campus Phone Call: 9-911
From off-campus phone call: 911

Stay with student until help arrives.
(see other page for tips to show support during this time)