



# Promoting, Protecting, and Restoring Student Health and Well-Being

## University Health Services

333 East Campus Mall, 7th floor  
608-265-5600

**24-Hour Mental Health Crisis Services: 608-265-5600 (Option 9)**

### Mental Health Services

- Individual, couple/partner, and group counseling
- 24-hour crisis services
- Let's Talk consultations throughout campus
- Alcohol and other drug assessment and treatment
- Stress management services
- Disordered eating assessment and treatment
- Behavioral health consultations
- Case management services
- Psychiatric services
- Consultations for students, faculty, staff, and parents who are concerned about a student

**Our staff includes:** clinical social workers, psychologists, counselors, psychiatrists, nurse practitioners, case managers, and wellness providers (massage therapists, nutritionists, exercise specialists)

More details at:

[www.uhs.wisc.edu/services/counseling](http://www.uhs.wisc.edu/services/counseling)



	Recognize	Respond	Refer		Recognize	Respond	Refer
<b>Mental Health</b>	<p><b>Academic</b></p> <ul style="list-style-type: none"> <li>Poor performance and preparation</li> <li>Excessive absences or tardiness</li> <li>Repeated requests for special consideration</li> <li>Unusual or changed patterns of interaction</li> <li>Disruptive or avoidant behavior</li> <li>Problems with peers, faculty, staff, or family members</li> <li>Exaggerated emotional response that is inappropriate for the situation</li> </ul> <p><b>Changes in Behavior/Appearance</b></p> <ul style="list-style-type: none"> <li>Depressed or lethargic mood</li> <li>Hyperactive mood or speech</li> <li>Swollen or red eyes</li> <li>Change in personal hygiene or dress</li> <li>Dramatic weight gain or loss</li> <li>Strange or bizarre behavior indicating loss of contact with reality</li> </ul> <p><b>Suicidal/Homicidal References</b></p> <ul style="list-style-type: none"> <li>Verbal or written references to suicide or death</li> <li>Overt references to suicide or homicide</li> <li>Feelings of hopelessness or helplessness</li> <li>Severe psychological pain</li> <li>Suicidal and/or homicidal threats</li> </ul>	<ul style="list-style-type: none"> <li>Talk to the student in private</li> <li>Express concern and interest</li> <li>Listen to the student's experience</li> <li>Avoid criticizing or sounding judgmental</li> <li>Remember, even if the problem does not seem urgent to you, it may be very important to the student</li> <li>Give hope that it will get better and that there are people who can help</li> <li>If references are made to suicide or dying, ask the student about it. Asking will not make their risk more likely, it actually decreases the risk</li> <li>Example: "Are you thinking about hurting or killing yourself or others?" or "With all you mentioned about _____, are you thinking about suicide?"</li> </ul>	<p><b><u>Urgent Response</u></b>  <b>University Police Department</b>  <b>Emergency:</b> 911  <b>Non-Emergency:</b> 608-264-COPS (2677)  <a href="http://www.uwupd.wisc.edu">www.uwupd.wisc.edu</a></p> <p><b><u>Less Urgent Response</u></b>  <b>University Health Services Mental Health Services</b>            333 East Campus Mall            7th Floor            Drop in M-F between 9am and 4pm for an initial consultation            608-265-5600 (option 2)  <a href="http://www.uhs.wisc.edu">www.uhs.wisc.edu</a>  <b>Crisis After Hours:</b>            608-265-5600 (option 9)</p>	<b>Victimization</b>	<ul style="list-style-type: none"> <li>Overt emotional response or withdrawal when sexual violence, dating violence, stalking, or child abuse are topics of class discussion</li> <li>Sudden change in academic performance</li> <li>Visible bruises on face, throat, arms, or legs</li> <li>Sudden change in demeanor (for example, a formerly assertive student becomes withdrawn, or a formerly easy-going student appears angry all the time)</li> <li>Asks not to be grouped with a particular student in group projects or assignments</li> <li>Expresses fear of another student in the same class</li> <li>Student communication indicates having been a victim of a sexual assault, stalking, hazing, hate crime, or other crime</li> </ul>	<ul style="list-style-type: none"> <li>Listen to and believe what the student tells you</li> <li>Say things like, "I'm glad you are safe now" and "I'm glad that you trusted me enough to tell me" or "I'm sorry this happened to you" or "This wasn't your fault"</li> <li>Do not ask for details of what happened</li> <li>Do not minimize what happened. Avoid saying things like, "Are you sure? That person seems so nice" or "It's not that big of a deal" or "It happens all the time"</li> <li>Do not blame the student            For example, do not ask, "Why" questions like, "Why did you drink so much," or "Why didn't you run away?" These questions can cause significant emotional harm</li> <li>Do not pressure the student to report the crime to the police or report it for her/him</li> </ul>	<p><b>University Health Services Mental Health Services</b>            333 East Campus Mall            7th Floor            Drop in M-F between 9am and 4pm for an initial consultation            608-265-5600 (option 2)  <a href="http://www.uhs.wisc.edu">www.uhs.wisc.edu</a>  <b>Crisis After Hours:</b>            608-265-5600 (option 9)  <b>Dean of Students Office</b>            608-263-5700  <b>Rape Crisis Center</b>            608-251-RAPE (7273)  <b>Domestic Abuse Intervention Services</b>            608-251-4445            or 800-747-4045  <b>University Police Department</b>            911            or 608-264-COPS (2677)  <b>EVOC (End Violence on Campus)</b>  <a href="http://www.evoc.wisc.edu">www.evoc.wisc.edu</a></p>
	<b>Medical</b>	<p><b>Emergency Care</b></p> <ul style="list-style-type: none"> <li>Loss of consciousness</li> <li>Breathing difficulty (shortness of breath)</li> <li>Bleeding that won't stop</li> <li>Sudden onset of pain</li> <li>Seizures</li> <li>Obvious physical injury</li> </ul> <p><b>Acute Illness/Injury</b></p> <ul style="list-style-type: none"> <li>Appears ill</li> <li>Asks for medical advice</li> <li>Minor injury</li> <li>Shares concerns about a potentially communicable disease (e.g., tuberculosis, pertussis, meningitis)</li> </ul>	<p><b>Emergency Care</b></p> <ul style="list-style-type: none"> <li>Do not move an injured person (unless they are in immediate danger)</li> <li>Reassure and attempt to calm the injured/ill person</li> <li>Immediately call for help</li> <li>Stay with person until help arrives</li> </ul> <p><b>Acute Illness/Injury</b></p> <ul style="list-style-type: none"> <li>Talk to the student in private</li> <li>Refer student to UHS</li> <li>Avoid giving medical advice</li> <li>Contact UHS for concerns about communicable diseases</li> <li>Public health officials often conduct an investigation and contact exposed persons when a communicable disease is identified</li> </ul>		<p><b><u>Emergency Care</u></b>  <b>University Police Department</b>  <b>Emergency:</b> 911  <b>Non-Emergency:</b> 608-264-COPS (2677)  <a href="http://www.uwupd.wisc.edu">www.uwupd.wisc.edu</a></p> <p><b><u>Acute Illness/Injury or Communicable Disease Concerns</u></b>  <b>University Health Services Medical Services</b>            333 East Campus Mall            5th Floor            M T R F &gt;&gt; 8:30am-5pm            W &gt;&gt; 9am-5pm            608-265-5600  <a href="http://www.uhs.wisc.edu">www.uhs.wisc.edu</a>  <b>After Hours:</b>            608-265-5600 (option 1)</p>	<b>Additional Concerns</b>	<p><b>Harassment</b></p> <ul style="list-style-type: none"> <li>Phone calls, text messages, or any type of continued communication after the person has been told to stop</li> </ul> <p><b>Disorderly Conduct</b></p> <ul style="list-style-type: none"> <li>Inappropriate outbursts or persistent interruptions</li> <li>Continued arguing beyond the scope of academic debate</li> </ul> <p><b>Disruptive or Threatening Conduct</b></p> <ul style="list-style-type: none"> <li>Throwing items in anger</li> <li>Brandishing a weapon</li> <li>Refusing to leave classroom</li> <li>Refusing others the option to leave</li> </ul> <p><b>Academic</b></p> <ul style="list-style-type: none"> <li>Overwhelmed by a problem at the University</li> <li>Debilitated by a family emergency or life experience</li> <li>Academic difficulty due to physical, psychological, or learning disability</li> <li>Student communication indicates need for disability accommodations</li> <li>Unable to function academically and needs a break from school</li> </ul>

# Faculty & Staff Resource Guide

## Know Your Limits

While sometimes difficult to do, it is important that you realize the limits of your own responsibility when assisting distressed students. If you are involved in an intervention with a student:

- It does not mean you must (or can) resolve the student's difficulties
- You are not responsible for the student's emotional well-being

Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with Employee Assistance Office staff.

**Employee Assistance Office**  
 Room 226, Lowell Hall  
 610 Langdon Street  
 Madison, WI 53703  
**608-263-2987**

### If You Notice Behaviors Of Concern

- Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the University
- Student exhibits behavior that deliberately interferes with instruction or office procedures
- Student exhibits behavior that is lewd or indecent
- Student exhibits behavior that breaches the peace
- Student exhibits disruptive behavior in class, on campus, or in the community
- Student does something significantly out of character
- Student acts peculiar and this is cause for alarm
- Student displays unhealthy or dangerous patterns of behavior

### SEEK ASSISTANCE HERE

**Dean of Students Office**  
 70 Bascom Hall  
**608-263-5700**  
[www.students.wisc.edu](http://www.students.wisc.edu)

### For Immediate Action

- Student is threatening the safety of self or others
- Student is acting in a frightening or threatening manner
- Student is not leaving the classroom after being asked to leave
- Student is reporting or initiating a threat or bomb scare

### SEEK ASSISTANCE HERE

**University Police (UWPD)**  
**Emergency: 911**  
**Non-Emergency: 608-264-COPS (2677)**

You can also find personal wellness resources for faculty and staff at UWell located at: <http://uwell.wisc.edu/>

## Campus Resources

University Health Services (Medical and Mental Health).....	<b>608-265-5600</b>
Dean of Students Office.....	<b>608-263-5700</b>
McBurney Disability Services.....	<b>608-263-2741</b>
University Police Department.....	<b>608-264-2677</b>
Rape Crisis Center.....	<b>608-251-7273</b>

## After Hours Resources

University Health Services 24-Hour Mental Health Crisis Services....	<b>608-265-5600 (Option 9)</b>
University Police Department.....	<b>911</b>

**Note:** Regardless of the situation, contact any of the above offices for support or information.