



NOTRE DAME  
OF MARYLAND  
UNIVERSITY

1895

*A quick reference guide for recognizing,  
responding to, & referring distressed students*

Brought to you by Division of Student Life & Office of the Dean of Students



# 1. RECOGNIZE

## RECOGNIZE INDICATORS OF DISTRESS

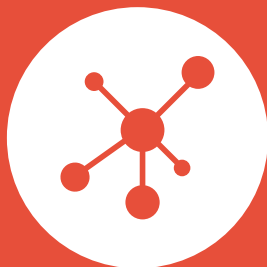
Common indicators are listed inside. Students may present with indicators not listed.



# 2. RESPOND

## RESPOND APPROPRIATELY

Each situation is unique. Use the tips and decision tree to determine the most appropriate response.



# 3. REFER

## REFER THE STUDENT

Use the list of resources to refer the student to the most appropriate campus resource.



# 1. RECOGNIZE

## INDICATORS OF DISTRESSED STUDENTS

Look for groupings, frequency, and severity of behaviors, not just isolated symptoms.

### ACADEMIC

- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Classroom disruptions
- Doesn't respond to repeated requests for contact/meetings

### SAFETY RISK

- Verbal, written, or implied references to suicide, homicide, assault or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of helplessness, isolation, rage, despair, violence, self-injury
- Stalking or harassing
- Communicating threats/disturbing comments via email, correspondence, texting or phone call

### PHYSICAL

- Marked changes in physical appearance (e.g., poor grooming/ hygiene or sudden weight loss/gain)
- Intoxication, disorientation, or smelling of alcohol
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g., facial bruising or cuts)

### PSYCHOLOGICAL

- Self-disclosure of personal distress (e.g., family problem, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic, irritability, or apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by peers



# 2. RESPOND

## USE THESE TIPS TO DETERMINE THE MOST APPROPRIATE RESPONSE FOR A DISTRESSED STUDENT.

**Mandatory Reporting:** In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding mandated reporting, please contact the Division of Student Life at [studentlife@ndm.edu](mailto:studentlife@ndm.edu)

### STAY SAFE

The welfare of the student and campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call 911 or Public Safety (ext. 6666).

### STAY CALM

Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions.

### TAKE YOUR TIME

If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

### SEEK CONSULTATION

You are not alone. Ask those around you for help. Consult with a colleague, call another office on campus (see resources).

### ASK DIRECT QUESTIONS

Don't be afraid to directly ask the student if they are having thoughts of harming themselves or others (by asking, you are not instilling the thought).

### GIVE CONCRETE HELP

Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call counseling services; help the student make an appointment with Student Life).



# 3. REFER

Following the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.

**IS THE STUDENT A DANGER TO THEMSELVES/OTHERS OR DOES THE STUDENT NEED SOME OTHER ASSISTANCE?**

**YES**

The student's conduct is clearly dangerous or threatening, including self-harm or harm to others. Call 911 or NMDU Public Safety 410-532-6666.

**NO**

I am not concerned for anyone's immediate safety, but the student is having significant academic and/or personal issues and could use some support. Refer student to campus resources, as appropriate.

**I'M NOT SURE**

The student is with me currently and shows signs of distress, but it is not clear how serious it is. I feel uneasy and/or really concerned about the student. You may call the Public Safety to consult with them about next steps. Public Safety may contact Student Life staff.

The student is not with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkept, unwashed, or under the influence of drugs or alcohol. Call Student Life or complete the Student Outreach & Support Form.

## EMERGENCY RESOURCES

**NDMU Public Safety**  
410-532-6666 or 911

**Baltimore Crisis Response**  
24/7 confidential service  
Specialized counselors  
410-433-5175

**TurnAround**  
Off-campus services for survivors of human trafficking, sexual and intimate partner violence  
Available 24/7  
Call 443-279-0379  
or text 410-498-5956  
1 N. Charles Street 1st Floor  
Baltimore, MD 21201

## URGENT RESOURCES

**Counseling Center**  
Crisis, consultation, and counseling services  
410-532-5384\* During business hours  
667-334-5577\* Crisis after hours  
counselctr@ndm.edu  
Theresa Hall, Room 016

**Case Management**  
Helps students facing adverse events (e.g., housing/financial distress, MH/medical/family emergencies) & coordinate care across campus  
Complete Student Outreach & Support Form  
410-532-5488  
MBK 218

**Student Conduct**  
Report possible violations of the student code of conduct (excludes sexual misconduct – see Title IX)  
Complete Incident Report Form  
410-532-5488  
MBK 218

## Student of Concern Committee

Report concerns about any student, including threatening or disruptive behavior  
Referrals to support services  
Complete Student Outreach & Support Form



SCAN ME

## ADDITIONAL RESOURCES

**Academic Support**  
To assist a student in getting additional support, raise a flag on Navigate

**Office of Accessibility**  
Provides reasonable accommodations to students with disabilities  
Theresa Hall, Room 008-009  
accessibility@nmd.edu

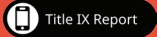
**Health Services**  
healthservices@ndm.edu  
Feely International Center Room 013-014

**Housing & Residence Life**  
residencelife@ndm.edu  
MBK 219

**Title IX**  
Report sexual or gender-based harassment or misconduct  
Investigates concerns; provides resources, support, and accommodations  
410-532-5109  
titleix@ndm.edu



# 3A. REFER



## USE THIS RESOURCE WHEN SUPPORTING A STUDENT EXPERIENCING A TITLE IX CONCERN.

Mandatory Reporting: In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding mandated reporting, please contact the Division of Student Life at [studentlife@ndm.edu](mailto:studentlife@ndm.edu).

## NON-CONFIDENTIAL REPORTING OPTIONS:

### Title IX Coordinator

Gregory FitzGerald, [gfitzgerald@ndm.edu](mailto:gfitzgerald@ndm.edu)

### Deputy Title IX Coordinator

Meaghan Davidson, Ed.D., [mdavidson@ndm.edu](mailto:mdavidson@ndm.edu)

### Deputy Title IX Coordinator

Terri Shrader, [tshrader@ndm.edu](mailto:tshrader@ndm.edu)

### Public Safety

410.532.6666

## CONFIDENTIAL REPORTING OPTIONS:

### Sexual Violence Resource Coordinator

Jessie Sell, [jsell@ndm.edu](mailto:jsell@ndm.edu)

### Counseling Center

[counselctr@ndm.edu](mailto:counselctr@ndm.edu)

### Off-campus Victim Advocacy Centers

### Designated Confidential Resource

Julia Campagna, [jcampagna@ndm.edu](mailto:jcampagna@ndm.edu)

## REMEMBER:

- Access for safety
- Listen without judgment
- Do NOT probe with unnecessary questions

*Confidential/Quasi-Confidential – will not report any identifying information to the Title IX Coordinator.*