### Mental Health Issues

**Recognize**
- References to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in papers or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

**Respond**
- Express concern and interest
- Avoid criticizing or sounding judgmental
- Express concern and interest
- Remember, even if the problem does not seem urgent

**Refer**
- Urgent Response: Contact University Police at 911
- Less Urgent Care: Student Health Services (SHS)
  - (813) 974-2331 (Including appointments and nurse after hours)
  - www.shs.usf.edu

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### Medical Issues

**Recognize**
- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won’t stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

**Respond**
- If unconscious, call 911 and send staff for nearest AED (if available)
- Do not move an injured person (unless they are in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Immediately call for help
- Stay with person until help arrives

**Refer**
- Urgent Care: Contact University Police at 911
- Less Urgent Care: Student Health Services (SHS)
  - (813) 974-2331 (Including appointments and nurse after hours)
  - www.shs.usf.edu

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### Misconduct Issues

**Recognize**
- Harassment: Phone calls, text messages or any type of communication continued after the person has been told to stop
- Disorderly Conduct: inappropriate outbursts or persistent interruptions; continued arguing beyond the scope of academic debate

**Disruptive or Threatening Conduct:**
- Throwing items in anger
- Refusing to leave classroom
- Refusing others the option to leave
- Brandishing a weapon

**Respond**
- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Help student explore options and alternatives and outline your expectations
- Threatening behaviors should not be tolerated and immediate action should be taken

**Refer**
- Urgent Response: Contact University Police at 911
- Less Urgent Circumstances, Consult:
  - Professor, Department Chair, or College Dean
  - Office of Student Rights & Responsibilities
  - (813) 974-9443
  - Academy for Teaching & Learning Excellence
  - (813) 974-1841

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### Crime Victimization

**Recognize**
- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Significant changes in mood, appearance, or behavior
- Appears to be afraid of another student in the same class

**Respond**
- Listen to and believe what the student tells you
- Do not ask for details of what happened
- Do not minimize what happened
- Do not pressure the student to report the crime or take other action. Instead, ask if you can contact Victim Advocacy to meet with the student and stress that Victim Advocacy services are confidential
- Do not make promises of anonymity or confidentiality
- Certain crimes must be reported by college officials, if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact Victim Advocacy at (813) 974-5756, to provide immediate, confidential assistance to the student and contact Student Rights and Responsibilities at (813) 974-9443 to help you determine if the situation must be reported.

**Refer**
- Business Hours: Victim Advocacy & Violence Prevention (assistance is confidential)
  - (813) 974-5756
- After Hours: Victim Advocacy & Violence Prevention Victim Helpline
  - (813) 974-5757
A Quick Guide for Helping Students

For Guidance or Advice

> Seek assistance here:

- Student shows signs of worry, anxiety, expressions of sadness hopelessness.
- Student exhibits a pattern of withdrawal from participation or excessive absences.
- Student shows signs of irritability and conflict with others.
- Student exhibits confused patterns of thinking or communicating.
- Student’s oral or written expression show signs of distress, self-harm, and/or suicidal/homicidal ideation.

- Student communication indicates having been a victim of stalking, hazing or other crime.
- Student communication reflects sexual assault, sexual harassment, domestic violence or relationship or dating violence.

- Student is missing (during business hour).
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is dehydrated or overwhelmed by a family emergency.

- 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 is having academic difficulty due to chronic medical, physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.

Acting on Concern

- Student does something significantly out of character.
- Student acts peculiar or alarming.
- Student demonstrates a change in academic performance, personality, grooming, etc.
- Student needs assistance connecting with resources
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

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.
- Student is missing (after normal business hours).

NOTE: Regardless of the situation, contact any of the above offices for support or information. For more information on helping distressed students, visit www.usf.edu/sos.

Emergency Contacts At-a-Glance

EMERGENCY ........................................... 911

Campus Resources:

Student Outreach & Support ................. (813) 974-6130
Counseling Center ............................... (813) 974-2831
Dean of Students ............................... (813) 974-6677
Student Health Services ..................... (813) 974-2331
Student Rights & Responsibilities .......... (813) 944-4309
Students with Disabilities Services ......... (813) 974-4309
University Police Department ............. (813) 974-2628
Victim Advocacy & Violence Prevention ..... (813) 974-5756
Office of the Provost ........................... (813) 974-2154
Student Affairs Administration ............. (813) 974-5533
USF Information Hotline (Recorded Message) .... (800) 992-4231

After Hours Resources:

Counseling Center ............................... (813) 974-2831
University Police Department (office phone) .......................... 911
University Police Dispatcher (cell phone) .... (813) 974-2628
Victim Advocacy & Violence Prevention ..... (813) 974-5757