



UNIVERSITY OF
**DETROIT
MERCY**

Build A Boundless Future

RECOGNIZING STUDENTS IN DISTRESS

**A RESOURCE GUIDE FOR
FACULTY AND STAFF**

INTRODUCTION

It is common for students to feel distress at one time or another due to difficulties with adjustment, stress, anxiety, self-esteem, and relationship problems and may exhibit symptoms such as depression, eating disorders, substance abuse, and more. There are warning signs when symptoms of distress persist over time and may suggest that the problem may be a cause for concern.

A crisis is a situation in which an individual's usual style of coping is no longer effective, and the emotional or physiological response begins to escalate.

Knowing the severity of a student's distress is important to providing the best response and support.

You might be the first person to notice, or you might be the first person who is in a position to assist the student. It is not necessary that you take on the role of the student's counselor. It is important that you consult with campus resources that can speak directly with the student, or refer the student to an appropriate resource. If you encounter a student who exhibits worrisome behaviors, you can contact the appropriate resource(s) listed in this resource guide.

**If you believe the situation is an
emergency, contact the Public Safety
Department at 313-993-1234**

WHAT TO LOOK FOR

Distress can often look different to us as it is based on the interworking of the individual student. Look for noticeable changes in a person, relative to what you know about the individual. Try to identify groupings of indicators, and note frequency, duration, and severity — not just isolated symptoms. The following indicators of distress, although not an exhaustive list, are some of the most common signs of distress. Use these indicators as a guideline, along with the **"What To Do"** section of this document.

ACADEMIC INDICATORS OF DISTRESS:

- Sudden decline in quality of work and grades
- Repeated absences
- Disorganized performance
- Multiple requests for extensions
- Overly demanding of faculty and staff time and attention
- Disturbing content in writing or presentation (i.e. violence, death, etc.)
- Continuous classroom disruptions
- You find yourself doing more personal rather than academic counseling during office hours



PHYSICAL INDICATORS OF DISTRESS:

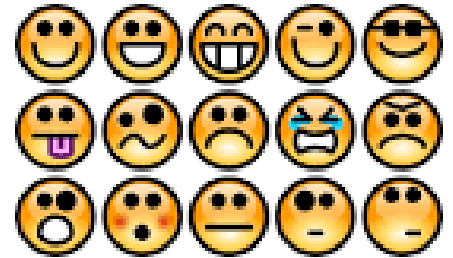
- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling of alcohol
- Disoriented or "out of it"
- Garbled, tangential, disconnected, or slurred speech
- Behavior is out of context or bizarre

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WHAT TO LOOK FOR

PSYCHOLOGICAL INDICATORS OF DISTRESS:

- Self-disclosure of personal distress such as family problems, financial difficulties, grief, or relationship issues
- Unusual/disproportional emotional response to events
- Excessive tearfulness; panic reactions
- Irritability or unusual apathy
- Verbal abuse (i.e. taunting, badgering, intimidation)
- Expression of concern about the student by their peers
- Delusions and paranoia



SAFETY CONCERNS:

- Unprovoked anger or hostility
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair
- Acting out, suicidal ideation, violent behaviors
- Physical violence (shoving, grabbing, assault, use of weapon)
- Implying or making direct threat of harm to self (self-injury or suicidal thoughts)
- Communicating threats via email, text message, social media
- Stalking or harassing

If you believe the situation is an emergency, contact the Public Safety Department at 313-993-1234

WHAT TO DO:

Follow the chart to determine who to contact when faced with a distressed or disruptive student.

Is the student's behavior clearly and imminently risky, dangerous or threatening, including self-harm behavior?

YES

**Call Public Safety
313-993-1123**

I'M NOT SURE

The student shows signs of distress, and I'm not sure they have the ability to cope. "I'm concerned about this student."

Complete the BIT Care Form:
udmercy.edu/care.

Or contact the Dean of Student's Office to assist with identifying appropriate offices to contact.

The main office number is
313-993-1028

NO

The student is struggling academically and/or personally and could use some support.

Complete the BIT Care Form:
udmercy.edu/care.
Or contact the Dean of Students Office.

udmercy.edu/care

If you believe the situation is an emergency, contact the Public Safety Department at 313-993-1234

STUDENT CONFIDENTIALITY AND THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Information about students' health and safety can be sensitive, and should be treated discreetly. However, the obligation to protect student information must also be balanced with the need for appropriate university officials to be able to communicate about students of concern and ensure they get the help and support they need.

What is FERPA?

- The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of personally identifiable information from students' education records. While this law generally prohibits the release of such information without the consent of the student, there are exceptions to FERPA that university officials can use.

Am I violating FERPA if I release information about a student's educational record?

- University of Detroit Mercy faculty and staff may disclose personally identifiable information from an educational record to appropriate individuals in connection with a **health and safety concern**.
- Information may be released to parents, police, or other Detroit Mercy personnel if knowledge of the information is necessary to protect the health and safety of the student or other individuals.
- FERPA also includes a broad exception that allows university officials to share information from students' education records with other school officials within Detroit Mercy who have "legitimate educational interests" in the information, e.g., if the official needs to review an education record in order to fulfill his or her professional responsibility.

Are observations of a student's behavior protected under FERPA?

- Observations of a student's conduct or statements made by a student are not educational records protected under FERPA.
- Concerning behavior should be shared with Detroit Mercy personnel when there is concern for a student's well-being. This information helps us determine what steps to take to best support the student.

What's the bottom line?

- If you're concerned about a student, err on the side of safety: communicate and consult with an appropriate colleague to ensure the student is getting the help and support they need.

CAMPUS RESOURCES

Dean of Students Office

McNichols Campus: Student Union, East end, 313-993-1028

We are deeply committed to providing students with a wide range of programs and services designed to assist in making a student's life at the University vibrant.

Please contact The Dean of Student's Office should you have a student of concern as the dean will assist with identifying appropriate offices to contact. The main office number is 313-993-1028.

Wellness Center

McNichols Campus: West Quad 313-993-1459

<http://www.udmercy.edu/life/health/>

The Personal Counseling Office is an appropriate and safe place for a student to express and explore thoughts and feelings with the hope of becoming a more confident, competent and integrated person. Any student experiencing significant emotional distress is encouraged to make an appointment with the personal counselor. Time-limited individual, group and family counseling is available.

Strict confidentiality is assured by rigid adherence to professional ethical standards and the State of Michigan professional regulatory requirements. The service is free to all enrolled Detroit Mercy students. Call Dr. Silveri, Erika, Kristen, Rachel or Natalie for an appointment.

Dr. Annamaria Silveri 313-993-1459	silveran@udmercy.edu
Rachel Radjewski 313-993-1170	bennettrn1@udmercy.edu
Erika Budson 313-578-0496	budsonel@udmercy.edu
Kristen Salem 313-993-1545	salemkf@udmercy.edu
Natalie Wicks 313-993-7187	wicksnk@udmercy.edu
Bailey Anderson School of Dentistry 313-494-6938	anderstb@udmercy.edu

University Ministry

McNichols Campus, Union, 106, 313-993-1560

Web: www.udmercy.edu/ministry

University Ministry assists the entire university community in living out its Mission, especially as it seeks to integrate the spiritual, ethical, and social development of students with their intellectual learning. All programs and activities are open to people of all faiths. While the Ministry offices does provide special services to the Catholic community, its mission is to support people of all faith traditions in their spiritual development.

Title XI

Coordinator and Deputy Coordinators

Marjorie Lang, Title IX Coordinator, 313-993-1802, langma@udmercy.edu,
Fisher Administration Center, 5th floor, McNichols Campus

Lanae Gill, Deputy Title IX Coordinator, Director of Residence Life, Shiple Hall,
Room 110, 313-993-1231, gilll@udmercy.edu

Megan Jennings, Deputy Title IX Coordinator, Associate Dean of Students,
School of Law, Law School, Room 131, 313-596-0209,
jenninmf@udmercy.edu

Juliette Daniels, Deputy Title IX Coordinator, Assistant Dean of Student
Services and Enrollment, School of Dentistry, Room 470, 313-494-6850,
danieljc@udmercy.edu

Netina Anding-Moore, Deputy Title IX Coordinator, Associate Director of Human
Resources, Fisher, Administration Center, 2nd floor, 313-993-1445,
andingnv@udmercy.edu

Adam Hollman, Assistant Director of Student Life-Programming, Student Center,
McNichols campus, 313-993-1154, hollmaap@udmercy.edu

Teri Kromrei, Associate Athletic Director, Calihan Hall, McNichols Campus, 313-
993-1700 kromretl@udmercy.edu

Emergency Resources

University of Detroit Mercy, Public Safety Department

24-hour Communication Center:

Emergency 313-993-1234

Non-Emergency 313-993-1234

Department Locations:

McNichols Campus: Student Union, East end

Riverfront Campus: First Floor, Southeast corner

Corktown Campus: Clinic Building, Main Entrance, First floor

Web address: www.udmercy.edu/publicsafety/

The mission of the University of Detroit Mercy Department of Public Safety is to provide a safe environment through effective and professional police services to a diverse population in an educational setting. The officers in Public Safety are as familiar to the students as their professors or resident advisors. This is accomplished through around-the-clock highly visible patrol, which includes marked vehicles, bikes and foot deployment. In addition, officers stress basic safety practices to all our students and encourage them to take advantage of the escort service, use the “buddy system,” and walk in well-lit areas.

Additional Resources:

Emergency Assistance

911 Police – Fire – Medical

University of Detroit Mercy Public Safety/Emergency Line —
313-993-1234

Call for help

University of Detroit Mercy Public Safety Escort Services

McNichols Campus — 313-993-1234

School of Law — 313-993-1234

School of Dentistry — 313-494-6706

TALK National Suicide Prevention Lifeline (24/7) — 800-273-TALK
(800-273-8255)

HELP Treatment Referral Hotline (Substance Abuse) — 800-662-HELP
(800-662-4357)

Crisis Text Line Get Help Now (24/7) — Text START to 741-741

Rape, Abuse, and Incest National Network Sexual Assault National Line
— 800-656-HOPE (800-656-4673)

Rape Victim’s Assistance Program at Detroit Police Department Crisis
Line — 313-833-1660

Collegiate Assistance Program (Nurse Line 24/7) — 877-643-5130

Center for Disease Control, National STD and AIDS Hotline — 800-CDC-
INFO (800-232-4636)

Online Resources

Prevention, Treatment, and Support Services

- [Alcoholics Anonymous](#)
- [Narcotics Anonymous](#)

- [National Institute on Alcohol Abuse and Alcoholism](#)
- [College Drinking-Changing the Culture](#)
- [National Institute on Alcohol Abuse and Alcoholism](#)

Additional Resources:

The agencies mentioned here are familiar with health insurance procedures.

Catholic Social Services of Wayne County <http://www.csswayne.org/> 9851 Hamilton Avenue, Detroit, MI 48202 313-883-2100

Services: Individual, group, family therapy for alcohol and/or drug abuse.

Clinton Counseling Center

2 Crocker Boulevard, Suite 103, Mt. Clemens MI 48043 586-468-2266

Services: Confidential individual, group and family counseling

Oakland Family Services

<https://www.oaklandfamilyservices.org/> 114 Orchard Lake Road, Pontiac MI 48341 248-858-7766

Services: Comprehensive alcohol and drug abuse programs, recovery groups, individual and family counseling. The following agencies are designated by the state as basic assessment and referral programs. Contact the agency located in your county and a counselor will help you in finding the type of assistance best for you.

Wayne County

Detroit Department of Health Bureau of Substance Abuse

Health Services Technical Assistance Addiction Treatment Services, Inc. 1151 Taylor, Building 1, Detroit MI 48202 313.876.4070

Wayne and Monroe Counties (excluding Detroit)

Downriver Community Conference – Central Diagnostic & Referral Unit 15100

Northline Road Southgate MI 48195 734-283-9444 or 800-686-6543

Macomb County

Office of Substance Abuse Services Community Assessment Referral and Education

31900 Utica Road,

Fraser MI 48026

586-541-2273 or 877-484-8884

Oakland County

Oakland County Health Division Office of Substance Abuse 250 Elizabeth Lake

Road, Suite 1570, Pontiac MI 48341

248-858-5200 or 888-350-0900 ext. 85200

For the most current information, visit the Michigan Department of Community Health website at <https://www.michigan.gov/mdhhs> and click on "Mental Health and Substance Abuse."

WHAT TYPE OF COUNSELING APPOINTMENT IS APPROPRIATE?

Level 1: **Emergency**

Level 1: Emergency

Student is at ***IMMEDIATE RISK***:

- Plan/intent of taking their own life or someone else's life
- Student has taken recent steps to end their life or harm someone else

Level 2: **Urgent**

Level 2: Urgent

Student is dealing with ***personal crisis*** that needs rapid attention such as:

- Suicidal or homicidal thoughts
- Recent sexual assault or other significant trauma
- Death of a significant person in their life
- Psychotic thinking (hallucinations, delusions)

Level 3: **Standard Appointment**

Level 3: Standard Appointment

Student is ***seeking ongoing counseling*** services for concerns such as:

- Crying spells/tearfulness
- Anxiety/stress/panic attacks/depression
- Relationship concerns/break ups
- Self-image/eating and body image concerns
- Academic difficulties
- Adjustment/homesickness
- Self-esteem/self-confidence
- Trouble making life decisions

Level 4: **Consultation**

Level 4: Consultation

Student not interested in therapy but would like to talk to a therapist about:

- Concern for a friend
- Needing a referral for community provider (for medication or counseling)

- **Level 1** & **Level 2** should be walked over to the Wellness Center and will be seen by a therapist as soon as someone is available.
- **Level 3** & **Level 4** will need to call 313-993-1459, option 2, to schedule an appointment. For concerned faculty and staff regarding student, it is best to call with the student present to get appointment scheduled as a "warm handoff". These students do not need to be walked over to Counseling Services

All Services in the Wellness Center are Confidential

The Wellness Center staff recognizes the importance of privacy and safety as the basis of effective therapy. We do not share information about students seeking help in the Wellness Center with anyone without written permission. Safeguarding information shared by students in the context of the counselor-client relationship is an ethical and legal responsibility of all Detroit Mercy clinicians.

Student Care and Concern Team Behavior Intervention Team (BIT)

udmercy.edu/care

The link above offers any member of the university community, faculty, staff, vendors and students the opportunity to share their specific concerns regarding a student whom they feel may have concerning behavior.

This completed form will be sent to the BIT team to review and discuss the best possible resource available to help the student.



Student Care and Concern Team/Behavior Intervention Team (BIT)

Faculty, staff, students and others may refer a student who may be struggling with academic, personal, or emotional difficulties or who may be exhibiting concerning behavior.

Reports are reviewed and processed by the Office of the Dean of Students during business hours only. If there is an **IMMINENT THREAT** to anyone's personal safety or if there is an **EMERGENCY IN PROGRESS**, please **DO NOT FILE A REPORT** until after having first called Public Safety at 313-993-1124 (or ext. 1233 from a campus landline)

If you would like to contact the Office of Dean of Students directly, please contact 313-993-1028.

Your Information

Please complete this form as comprehensively as you can, including all information that is known to you. While anonymous reports are accepted, you are **STRONGLY** encouraged to provide your name and contact information in order to allow us to most effectively address the concerning behavior.

Enable additional features by [logging in](#).

Your Full Name:

Your Relationship to Student:

Your Phone Number:

Your Detroit Mercy Email:

Please chose... (Required):

Should you have additional questions, please contact the Dean of Students Office at 313-993-1028.

udmercy.edu/care