Emergency Crisis Referral Decision Tree

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

Is the student displaying behavior that is life-threatening to self or to others?

YES

The student’s behavior is clearly and imminently reckless, disorderly, dangerous, or threatening -- including self-harm

Call 911 or Campus Safety at 303-871-3000

NO

I AM NOT SURE

The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student

Submit a Student Outreach & Support Referral: http://sos.du.edu

If DAYTIME consultation is needed:

Email the Office of Student Outreach & Support at sos@du.edu

If AFTER HOURS consultation is needed:

Call Campus Safety at 303-871-3000

I am not concerned for the student’s immediate safety, nor am I feeling uneasy about the situation. I am concerned that they are having significant personal issues and could use support

For questions regarding this folder contact Student Outreach & Support (sos@du.edu)

Version: August 2019
Circulated by the Office of Student Outreach & Support

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Daytime Resources

(Campus phones dial x1 + last four digits)

Campus Safety
Emergency 303-871-3000
Non Emergency 303-871-2334

Student Support Consultation sos@du.edu

Health & Counseling Center (HCC) 303-871-2205
Cultural Center (Spiritual Services) 303-871-4488

Title IX 303-871-7016
Equal Opportunity 303-871-7726
CAPE Center for Advocacy, Prevention, and Empowerment 303-871-3853

After Hours Resources

Campus Safety
Emergency 303-871-3000
Crisis Services (844-493-8255) or text “TALK” to 38255
National Suicide Prevention Lifeline 800-273-8255

Kognito’s Faculty & Staff Tool for Difficult Student Conversations

A 45-minute interactive role-play simulation that builds awareness, knowledge and skills about mental health and suicide prevention, preparing faculty and staff to help support students exhibiting signs of psychological distress, talk about concerns and, if necessary, connect with support services.

Access instructions: These simulations are available to all staff and faculty through Canvas. To access, look for a course titled, “Suicide Prevention Training.” All staff and faculty should be automatically enrolled. Directions for creating an account can be found through the Canvas course. Users will need to create an account as it is not tied to your PioneerWeb login.

SOS Referral Activation Process

The illustration below demonstrates how the SOS online referral system activates both the Behavioral Intervention policies and procedures and the Student Support Pathway.
Crisis Assessment & Risk Evaluation (CARE) Team

The University of Denver’s Crisis Assessment Risk Evaluation (CARE) Behavioral Intervention Team is committed to providing care and access to resources to create a safe and secure environment for our campus community to maintain their safety, health, and well-being. The CARE team takes a proactive, objective, supportive, and collaborative approach. The CARE team is dedicated to the prevention, identification, assessment, intervention, management of, and coordinated response to student situations and behaviors that may be disruptive or pose a risk of harm to the safety, health, and well-being of individuals and the campus community. The primary modes of intervention to address disruptive or concerning behavior include, but are not limited to, the following:

1. **Interim Support Strategies** including: Reasonable Accommodations, Behavioral Intervention Letters
2. **Individualized Assessment** to be determined by the CARE team
3. **Voluntary Withdrawal options** from the University (Leaves of Absence)
4. **Mandatory Withdrawal**

The University of Denver partners with Morneau Shepell to offer the My Student Support Program (My SSP). My SSP provides 24/7/365 remote counseling and case management support to students via the use of technology. All DU students are able to access direct digital content in addition to connecting international students with clinical advisors who speak their language and understand their culture.

By downloading the My SSP app, students can start an instant chat with a counselor (no appointment needed) or browse useful articles and videos geared towards the students’ experience. The app can be downloaded from either the Apple App Store or Google Play. Students may also call My SSP: 1-866-743-7732.

Student Rights & Responsibilities

www.du.edu/studentconduct

Student Rights & Responsibilities serve our University community by holding students accountable for their behavior. Wherever possible Student Rights & Responsibilities relies on a philosophy of education, personal development, and restorative practices to help students and the community make the most out of a challenging situation. The Honor Code policies can be found on the website at www.du.edu/studentconduct.

Sexual Assault, Relationship Violence, Stalking & Sexual Harassment

The Center for Advocacy, Prevention, and Empowerment (CAPE) supports survivor healing by providing advocacy and support for victims of gender violence (sexual assault, relationship violence, stalking and sexual harassment). A CAPE advocate can assist survivors, and any family or friends, with the physical, psychological, judicial and/or legal aftermath resulting from gender violence.

All CAPE services are free and confidential. Contacting a CAPE advocate does not obligate reporting anything to the police or the University, except when there is a significant public safety concern.

**Domestic and International Student Support Program**

The University of Denver partners with Morneau Shepell to offer the My Student Support Program (My SSP). My SSP provides 24/7/365 remote counseling and case management support to students via the use of technology. All DU students are able to access direct digital content in addition to connecting international students with clinical advisors who speak their language and understand their culture.

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FERPA Related Info: Reporting Concerns for the Student as it Relates to Privacy Laws

[To see the University’s FERPA policy visit www.du.edu/registrar/privacy]

The University protocol directs faculty and staff to report to the SOS Referral system for any concern for a student. FERPA does not prohibit the disclosure of academic, social, and emotional concerns to SOS Referral.

If the student has apprised a staff or faculty member in writing, it should be shared with someone with “an educational need to know”, which includes SOS Referral and does constitute an “educational record.” Anything expressed verbally by a student is not part of the “educational record,” but still should be reported to SOS Referral to comply with DU’s culture of care and support.

What about Confidentiality?

Information reported to faculty and staff is not confidential; please refrain from guaranteeing it. The following resources offer strictly confidential services. Except in rare, extreme circumstances, nothing will be shared without the student’s explicit permission.

- DU Center for Advocacy, Prevention, and Empowerment (CAPE)
- DU Health and Counseling Center
- University Chaplain Services

Sharing information regarding a Health or Safety Emergency

Call 911 or Campus Safety in the event of an emergency.

FERPA allows the disclosure of information from the educational record, without the written consent of the student, under the following: “Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of the student or other persons. This exception is limited to the period of the emergency and does not allow for a blanket release of student records.”

For additional information on FERPA, contact the Office of the Registrar at 303-871-3897 or see the FERPA guide for DU employees: www.du.edu/registrar/media/documents/ferpa_employee.pdf.

Veterans Behavioral Health Center

www.du.edu/app/pdf/services/sturm

The Sturm Center is an off-campus, behavioral health center which provides psychotherapy (individual, couples, family, child/adolescent, group), and assessment services to Veterans, Service members and their families. Our therapists are trained and proficient in military culture. We accept Medicaid, Medicare, VA Choice, and sliding scale payments. Call 303-871-7942 to schedule an appointment.

Submit a student concern to the SOS Referral online system at: http://sos.du.edu

Title IX and Equal Opportunity

What does the Office of Equal Opportunity & Title IX do?

The Office of Equal Opportunity & Title IX enforces University policies that prohibit harassment, discrimination, and violence on the basis of:

- Race or color
- National origin
- Ethnicity or national origin
- Age
- Disability
- Religion
- Gender identity
- Sexual orientation
- Veteran status
- Sex and gender (including gender expression and identity, sexual orientation, and pregnancy)

Reporting Obligations

All employees have an obligation to report complaints of harassment, discrimination, and violence directly to the Office of Equal Opportunity & Title IX.

Report by... 1. Website: www.du.edu/equalopportunity (using the “Submit a Report” button) 2. Email: EqualOpportunity@du.edu or TitleIX@du.edu 3. Phone: Equal Opportunity: 303-871-7726; Title IX Coordinator: 303-871-7016

- Where there is immediate danger, employees should first contact Campus Safety or 911.
- Reports of sexual assault, stalking, relationship or dating violence, should be reported as soon as possible to the Title IX Coordinator.

Where a student or employee wishes to speak to someone without guaranteeing it, they may refer them to the Center for Advocacy, Prevention, and Empowerment (CAPE), the Health and Counseling Center, or the University Chaplain.

Professional Development and other Resources

For additional information on professional development opportunities and resources, visit: www.du.edu/studentlife/student-support/student_support

Resources available include:

- Resources for responding to and supporting students in distress
- Campus Connect suicide prevention training
- Classroom management post incident support
- Student Outreach & Support case management system
- CARE Team policies