

Protocol for helping distressed students

The following protocol was developed as a guide for staff and faculty to assist distressed or distressing students. Referral identifiers include, but are not limited to, the following:

STUDENT BEHAVIORS

- Excessive or inappropriate anger
- Behavioral or emotional change
- Withdrawal
- Change in hygiene or appearance
- Alcohol or drug abuse
- Expressing unusual thoughts
- Exhibiting unusual behaviors
- Decline in academic performance

FACULTY/STAFF REACTIONS

- Feeling uncomfortable or uneasy
- Feeling alarmed or frightened
- Feeling that something is not right
- Concern about student's ability to function
- Worry about student's comments or behavior

If the student's behavior represents an **IMMEDIATE** threat **CALL 911.**

If the threat is not immediate, but are you concerned the student may harm self or others call:

Monday–Friday, 8 a.m. to 5 p.m.:

Office of the Dean of Students, (865) 974-3179 **or** Counseling Center, (865) 974-2196

Evenings and weekends call:

Mobile Crisis (for students 18 & over), (865) 539-2409

Youth Villages (for students 17 & under), 1 (866) 791-9225 **or** (865) 560-2598

**If you have general concerns related to student health
or safety, call the Office of the Dean of Students,
(865) 974-3179, or the Counseling Center, (865) 974-2196.**