

How to Help a Student in Distress

Use the decision tree to help determine the next best steps when you interact with a student potentially in distress or crisis. For questions or concerns using this visual, contact Student Well-Being.

See the reverse side for contact information and resources.

What does this look like?

- Tells you they have a plan to end their life
- Talks about suicide threats
- Extremely emotionally distraught, very depressed, angry, or anxious
- Has access to lethal means (pills, gun, etc)
- Begins putting affairs in order, like giving away possessions or making amends
- Talks about the future without them in it

What can you say to help?

- “Thank you for telling me. I know that it’s difficult and took courage”
- “There are resources on campus that can help you- let’s (walk to/call) (resource) together.”
- “I care about you. Your life matters, even if it doesn’t feel that way right now.”
- “I am worried about you, so I am going to call (resource) and stay with you the whole time, okay?”
- “Do you have lethal means on you right now?” (if yes, call 911)
- Listen to their concerns without judgement or downplaying their concerns. Suicidal threats should ALWAYS be taken seriously.

Is the student in immediate danger of harming themselves or others?

YES

NO/UNSURE

Are you still with the student?

YES

NO

Are you still with the student?

YES

NO

Are they calm enough to listen and talk to you?

YES

NO

Call 911 so University Police can locate the student. Follow any instructions they give and provide any relevant details.

Submit a UCARE referral as soon as you are able or contact Student Support and Community Standards, as they will determine the next best step and coordinate with other department services.

If during university hours*: call and/or walk the student over to Student Well-Being.

If outside of university hours*: call 911 and ask that a University Police Officer respond.

Call 911. Give them your location and a quick run down of the situation. DO NOT leave this student alone.

If during university hours*: call and/or walk the student to Student Well-Being
If outside of university hours*: provide online and community resources (see reverse side) and offer non-judgmental support.

After the initial situation is stabilized, submit a UCARE referral to provide supplemental information and ensure there is follow-up with the student.

*University hours: Monday-Friday 8:00am - 5:00pm

How to Help a Student in Distress: Resources

Campus Services

- **Student Well-Being**
 - wellbeing.mst.edu
 - wellbeing@mst.edu
 - 573.341.4211
 - 204 Norwood Hall
 - Hours: Monday-Friday, 8am-5pm
- **University Police Department**
 - police.mst.edu
 - police@mst.edu
 - 911 (emergencies; University Police will be dispatched)
 - 573.341.4300 (non-emergencies)
 - 205 W 12th Street
 - Hours: Open 24/7

Online and Community Services

- **UCARE Referral**
 - go.mst.edu/ucare-refer
- **Well-Being Quick Reference Guide**
 - wellbeing.mst.edu/resources/well-being-quick-reference-guide
- **Crisis and Suicide Prevention Resources**
 - wellbeing.mst.edu/resources/crisis
- **Health and Well-Being Resource Directory**
 - wellbeing.mst.edu/resources/directory
- **988 Suicide Prevention Lifeline**
 - Call or text 988, available 24/7
- **Compass Health Hotline**
 - 888.237.4567
- **Phelps Health Hospital Emergency Department**
 - 573.458.7800
 - 1000 W 10th Street



UCARE Referral



Well-Being Quick Reference Guide



Crisis Resources