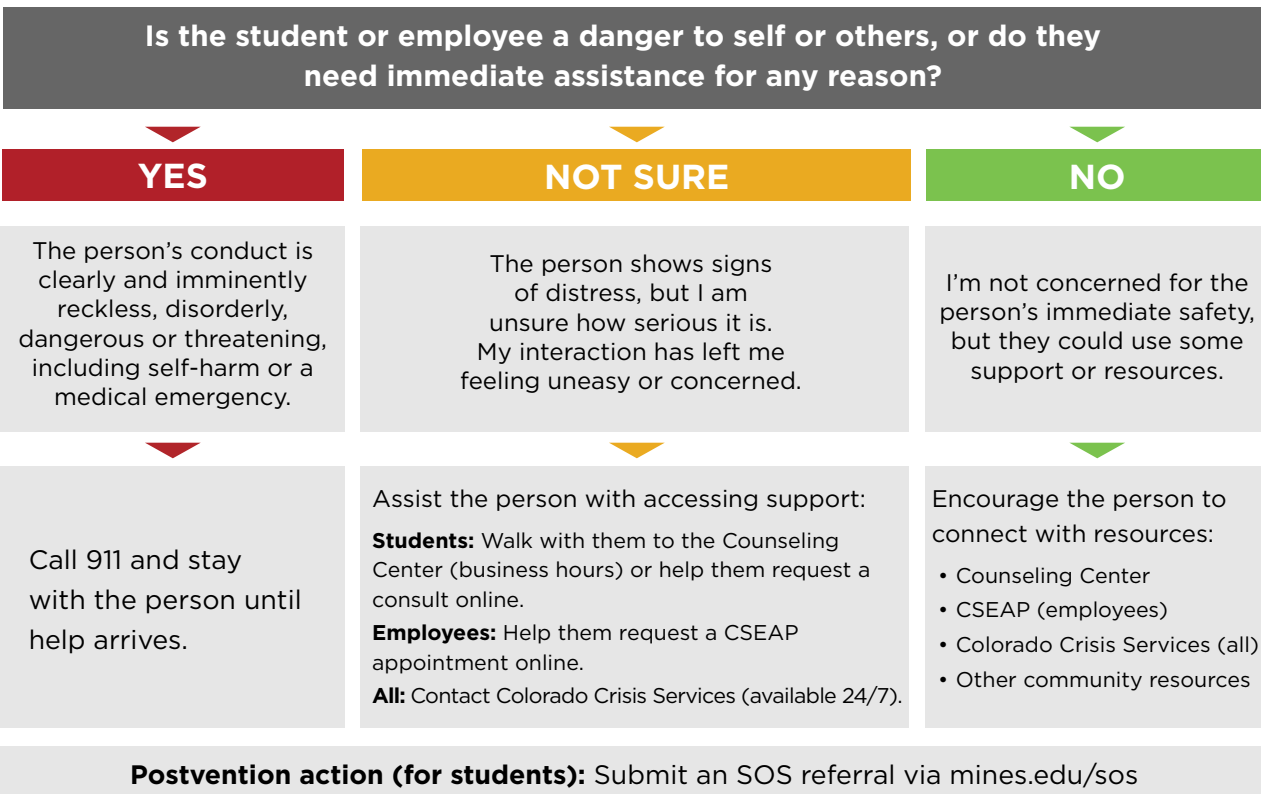




RESPONSE PROTOCOL

Follow the chart below to best determine who to contact when faced with a student or colleague who is distressed, disruptive or in crisis.



QUICK RESOURCES

- Emergency Response** 911
- Colorado Crisis Services** (844) 493-8255
(available 24/7)
- Counseling Center** (303) 273-3377
(during typical business hours)
- Student Outreach & Support** mines.edu/sos
(typically responds within one business day)
- Colorado State Employee Assistance Program** (800) 821-8154
(during typical business hours)

Early intervention is preferable to crisis intervention.



INDICATORS OF DISTRESS

**SEE SOMETHING
SAY SOMETHING
DO SOMETHING**

A person's behavior, especially if it changes over time, may be an indicator of distress or "a cry for help." You might be the first person to recognize signs of distress, especially if you have frequent or prolonged contact with a student or colleague.

Trust your instincts if someone leaves you feeling worried, alarmed or threatened.

MANDATORY REPORTING

Any sexual misconduct, intimate partner abuse, stalking, and protected-class discrimination or harassment, or related retaliation must be reported to the Office of Institutional Equity & Title-IX (mines.edu/title-ix). Confidential resources are available.

CONFIDENTIALITY AND FERPA

FERPA (Family Educational Rights and Privacy Act) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student may be shared with college administrators, campus police, the counseling center, or other Mines faculty and staff who need to know in order to promote student and campus safety.

ACADEMIC/WORK INDICATORS

- Sudden decline in quality of work or grades
- Avoiding friends or social situations
- Problems concentrating or learning
- Repeated absences
- Bizarre content in writings or presentations
- Repeated classroom disruptions

SAFETY INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing
- Your gut feeling that there is a safety risk

EMOTIONAL INDICATORS

- Self disclosure of distress (relationship/family issues, grief, suicidal thoughts, etc.)
- Excessive tearfulness, worry, anxiety, panic, fear, irritability or apathy
- Extreme mood changes - extreme highs and lows
- Verbal abuse
- Concern from peers

PHYSICAL INDICATORS

- Marked changes in physical appearance, grooming, hygiene or weight
- Excessive fatigue or sleep disturbances
- Intoxication, disorientation or smelling of alcohol

GUIDELINES FOR INTERVENTION

Contact the Counseling Center, CSEAP, Colorado Crisis Services, or Mines Public Safety for consultation on the seriousness of the situation, as well as strategies for how to best support the person.

Act sooner rather than later, and remember—safety first! If you are concerned for your own safety or the safety of others, do not hesitate to call 911.

DISTRESSED BEHAVIOR

- Let the individual know you are concerned about them and would like to help.
- Allow them to discuss their thoughts and feelings, which often helps relieve pressure.
- Ask about suicide directly: “Are you thinking about suicide or killing yourself?”
- Avoid offering lots of advice or solutions.
- For students during business hours, give them information about counseling services at the Counseling Center and offer to walk them over.
- For colleagues (or students during non-business hours), tell them about CSEAP or Colorado Crisis Services and offer to make the initial call with them.

QUICK TIPS

If you're concerned about someone's well-being:

- Ask them if they're thinking about suicide.
- Really listen to their answer, and let them know you care.
- Refer them to the appropriate resources.

DISRUPTIVE BEHAVIOR

- Ensure the safety of yourself and those present.
- Use a calm, non-confrontational approach to defuse and de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate; if the behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Call 911 to reach Mines Public Safety if there is a safety risk.
- Immediately submit a referral with Student Outreach & Support at mines.edu/sos.

CAMPUS RESOURCES

Mines Public Safety	Non-emergency: (303) 273-3333 Emergency: 911
Mines Counseling Center	(303) 273-3377
Mines Student Outreach & Support	sos@mines.edu
Mines Title IX	mines.edu/title-ix
Mines Human Resources	(303) 273-3250
CSEAP (Colorado State Employee Assistance Program)	(800) 821-8154
YOU@MINES	YOU.MINES.EDU



Every Oredigger is a comprehensive campus-wide initiative to encourage wellbeing — in all its dimensions — among all members of the Colorado School of Mines community, students, faculty and staff.

Together, we pledge to be a community where personal and collective wellness is prioritized and everyone is encouraged and empowered to be the best versions of themselves.

A copy of “Helping Orediggers in Distress” is available at mines.edu/everyoredigger, along with other resources and helpful information.

COMMUNITY RESOURCES

Colorado Crisis Services (Available 24/7)	(844) 493-TALK (8255) or text TALK to 38255 coloradocrisisservices.org
National Suicide Prevention and Crisis Lifeline (Available 24/7)	988
The Trevor Project (for LGBTQ+ youth, available 24/7)	(866) 488-7386 thetrevorproject.com
Jefferson Center for Mental Health	(303) 425-0300 jcmh.org
Man Therapy	mantherapy.org
Colorado Office of Suicide Prevention	coosp.org
Suicide Prevention Resource Center	sprc.org
National Institute of Mental Health	nimh.nih.gov
American Association of Suicidology	suicidology.org
Safe2Tell	safe2tell.org
Porchlight Family Justice Center	(303) 271-6110 porchlight@jeffco.us