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.

| Is the student or employee a danger to self or others, or do they need immediate assistance for any reason? |
|--------------------------------------------------|------------------------------------------------|
| **YES**                                          | **NOT SURE**                                    |
| The person’s conduct is clearly and imminently reckless, disorderly, dangerous or threatening, including self-harm or a medical emergency. | The person shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy or concerned. |
| Call 911 and stay with the person until help arrives. | I’m not concerned for the person’s immediate safety, but they could use some support or resources. |
| **NO**                                           |                                                |
| Do one or more of the following:                 |                                                |
| Encourage them to visit the Counseling Center or CSEAP |                                                |
| Get more information from community resources    |                                                |
| Submit a CARE Report                             |                                                |

QUICK RESOURCES

- **Emergency Response**: 911
- **Colorado Crisis Services**: (844) 493-8255 (available 24/7)
- **Counseling Center**: (303) 273-3377 (during typical business hours)
- **CARE Team**: care.mines.edu (typical response in 24 hours)
- **Colorado State Employee Assistance Program**: (800) 821-8154 (during typical business hours)

Early intervention is preferable to crisis intervention.
HELPING OREDIGGERS IN DISTRESS

CAMPUS RESOURCES

- Mines Public Safety* (303) 273-3333
- Mines Counseling Center (303) 273-3377
- Mines CARE Team care.mines.edu
- Mines Title IX mines.edu/title-ix
- Mines Human Resources (303) 273-3250
- CSEAP (Colorado State Employee Assistance Program) (800) 821-8154

*Mines Public Safety is usually available by phone, but it is best to call 911 directly in an emergency. The regional dispatch center will contact Mines police officers over the radio.

COMMUNITY RESOURCES

- Colorado Crisis Services (844) 493-TALK (8255) or text TALK to 38255 coloradocrisisservices.org
- National Suicide Prevention Lifeline (800) 273-TALK (8255) or text HOME to 741741
- The Trevor Project (for LGBTQ+ youth, available 24/7) (866) 488-7386 thetrevorproject.org
- Jefferson Center for Mental Health (303) 425-0300 jcmh.org
- JCMH End Teen Suicide endteensuicide.org
- Man Therapy mantherapy.org
- Colorado Office of Suicide Prevention (303) 692-2539 coosp.org
- Suicide Prevention Resource Center sprc.org
- National Institute of Mental Health nimh.nih.gov
- American Association of Suicidology suicidology.org

EVERY OREDIGGER

Every Oredigger is a comprehensive campus-wide initiative aimed at promoting mental health, championing resiliency and preventing suicide at Colorado School of Mines. Through culture change, direct services, campus support and training, policy and procedure, communications and more, we pledge to be a community that encourages and supports the well-being of all.

Every Oredigger cares. Every Oredigger thrives. Every Oredigger succeeds. At Mines, we climb together.

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

SEE 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.

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.

<table>
<thead>
<tr>
<th>ACADEMIC/WORK INDICATORS</th>
<th>EMOTIONAL INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sudden decline in quality of work or grades</td>
<td>• Self disclosure of distress (relationship/family issues, grief, suicidal thoughts, etc.)</td>
</tr>
<tr>
<td>• Avoiding friends or social situations</td>
<td>• Excessive tearfulness, worry, anxiety, panic, fear, irritability or apathy</td>
</tr>
<tr>
<td>• Problems concentrating or learning</td>
<td>• Extreme mood changes - extreme highs and lows</td>
</tr>
<tr>
<td>• Repeated absences</td>
<td>• Verbal abuse</td>
</tr>
<tr>
<td>• Bizarre content in writings or presentations</td>
<td>• Concern from peers</td>
</tr>
<tr>
<td>• Repeated classroom disruptions</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAFETY INDICATORS</th>
<th>PHYSICAL INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unprovoked anger or hostility</td>
<td>• Marked changes in physical appearance, grooming, hygiene or weight</td>
</tr>
<tr>
<td>• Implied or direct threats to harm self or others</td>
<td>• Excessive fatigue or sleep disturbances</td>
</tr>
<tr>
<td>• Stalking or harassing</td>
<td>• Intoxication, disorientation or smelling of alcohol</td>
</tr>
<tr>
<td>• Your gut feeling that there is a safety risk</td>
<td></td>
</tr>
</tbody>
</table>
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 or Mines Public Safety at (303) 273-3333.

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.

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 Mines Public Safety if there is a safety risk at (303) 273-3333 (after hours, select option 5).
- Immediately file an incident report with the CARE Team at care.mines.edu.

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.

08/2019