## 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 immenently reckless, disordered, dangerous, or threatening -- including self-harm
  - Call 911 or Campus Safety at 303-871-3000

- **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](http://sos.du.edu)

- **NO** *(Submit Referral)*
  - 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
  - If **DAYTIME** consultation is needed: Call the Office of Student Outreach & Support at 303-871-2400.
  - If **AFTER HOURS** consultation is needed: Call Campus Safety at 303-871-3000

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### Daytime Resources

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Safety (Emergancy)</td>
<td>303-871-3000</td>
</tr>
<tr>
<td>Non Emergency</td>
<td>303-871-2334</td>
</tr>
<tr>
<td>Student Support Consultation</td>
<td>303-871-2400</td>
</tr>
<tr>
<td>Health &amp; Counseling Center (HCC)</td>
<td>303-871-2205</td>
</tr>
<tr>
<td>Cultural Center (Spiritual Services)</td>
<td>303-871-4488</td>
</tr>
<tr>
<td>Title IX</td>
<td>303-871-7016</td>
</tr>
<tr>
<td>Equal Opportunity</td>
<td>303-871-7726</td>
</tr>
<tr>
<td>CAPE Center for Advocacy, Prevention, and Empowerment</td>
<td>303-871-3853</td>
</tr>
</tbody>
</table>

### After Hours Resources

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselor On-call or CAPE Advocacy</td>
<td>303-871-2205</td>
</tr>
<tr>
<td>or CAPE Advocacy</td>
<td>(Press “1”)</td>
</tr>
<tr>
<td>Colorado Crisis Services</td>
<td>844-493-8255</td>
</tr>
<tr>
<td>(or text “TALK” to 38255)</td>
<td></td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>800-273-8255</td>
</tr>
</tbody>
</table>

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## 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.

**SOS Referral Received**

- Disruptive Classroom Policy
- Equal Opportunity
- Title IX
- Campus Safety
- CARE Team

**Campus Partners (Including but not limited to):**

- Disability Services Programs (DSP)  
- Academic Advising  
- Learning Effectiveness Program (LEP)  
- Veterans Services  
- Culture, Access & Transitions  
- Health & Counseling Center  
- Housing & Residential Education  
- Financial Aid  
- Registrar’s Office  
- Collegiate Recovery Community (CRC)  
- Center for Advocacy, Prevention, and Empowerment (CAPE)  
- International Student Scholar Services (ISSS)

Please understand that reporting not only helps support students, it also serves as documentation that the University activated appropriate protocols to address concerning behavior that may have safety implications for individuals and the campus community. This type of documentation is very important given liability issues.
The University of Denver’s Crisis Assessment Risk Evaluation (CARE) Behavior 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. Our CARE team promotes 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. Individualized Assessment
2. Mandatory Withdrawal
3. Voluntary withdrawal options

CARE team members work with individual students to assess the situation, support the student, and determine the best course of action to ensure safety and well-being. The CARE team provides a range of resources and services, including immediate support, counseling, and coordination with other campus partners to address the needs of students and the community.

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