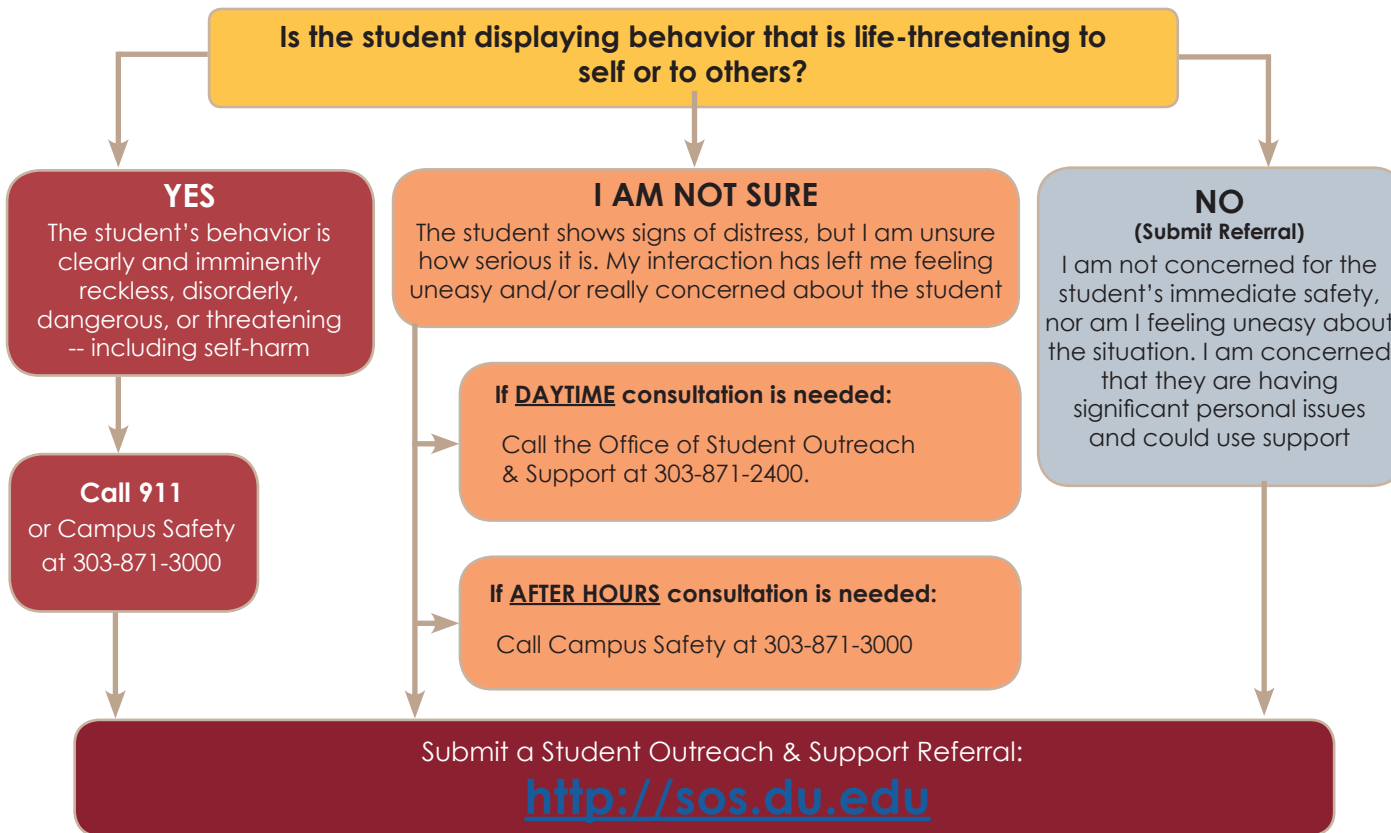


## EMERGENCY/CRISIS

Life Threatening Situations Call 911 first, then 303-871-3000 (on campus x1-3000)

### Emergency Crisis Referral Decision Tree

Follow the chart below to determine who to contact when faced with a distressed or disruptive student:



### DAYTIME RESOURCES

(From campus phones dial x1+ last four digits)

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

### AFTER HOURS RESOURCES

<b>Campus Safety</b> Emergency	<b>303-871-3000</b>
<b>Counselor On-call or CAPE Advocacy</b>	<b>303-871-2205</b> (Press "1")
<b>Colorado Crisis Services</b>	<b>844-493-8255</b> (or text "TALK" to 38255)
<b>National Suicide Prevention Lifeline</b>	<b>800-273-8255</b>

For questions regarding this folder contact Student Outreach & Support 303-871-2400

Version: August 2019  
Circulated by the Office of Student Outreach & Support

### 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.



### Culture of Care & Support

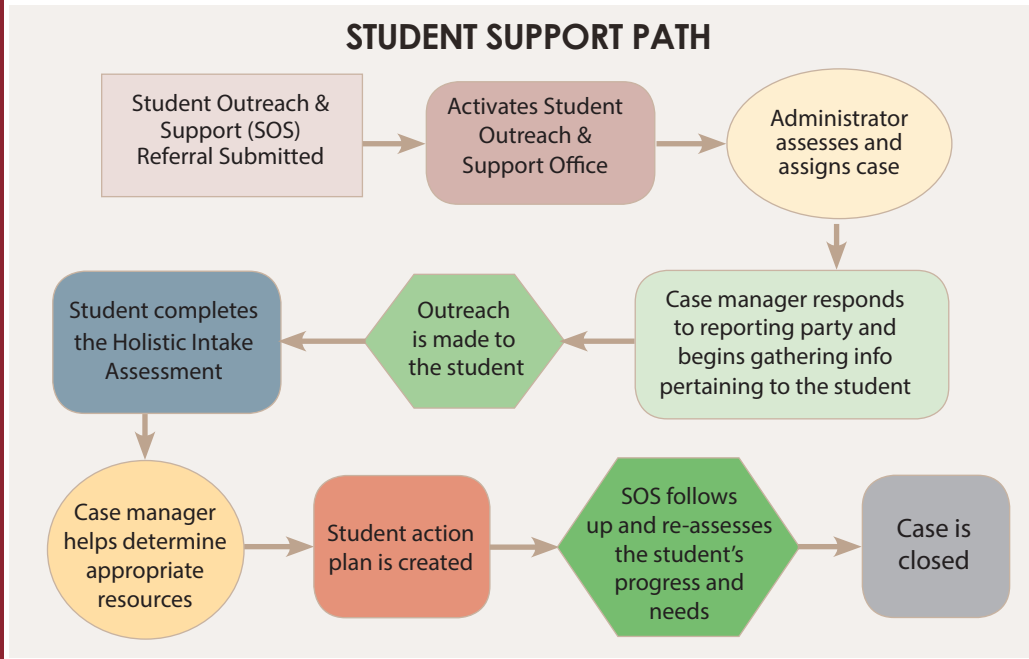
At the University of Denver, we engage in a Culture of Care & Support for individuals and the campus community to maintain their safety, health, and well-being.

Through our holistic collaboration we can work together to ensure that our students are connected to the appropriate resources to meet their goals and develop new skills in navigating challenging experiences.

We continue to evolve this culture by:

- Educating the students on the services available to support them
- Collaborating across departments
- Developing an environment where everyone understands their responsibility in noticing the well-being of those around them
- Helping the campus community learn the skills to know when and how to intervene
- Creating access and referrals to the appropriate university office or resource

## SOS Referral and Case Management Process

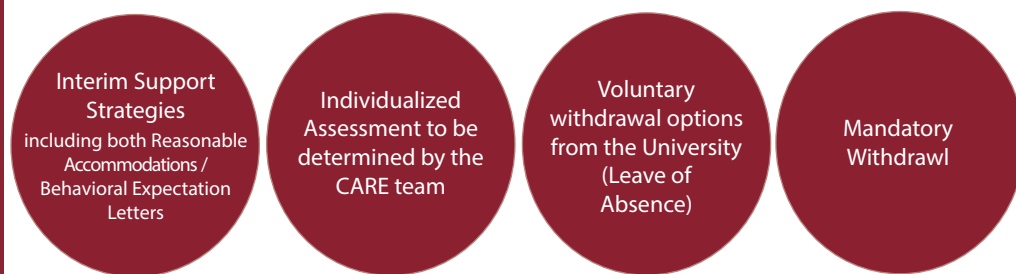


## Crisis Assessment & Risk Evaluation (CARE) Team

The University of Denver's Crisis Assessment Risk Evaluation (CARE) Behavioral 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, health, and well-being. The CARE team takes 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:



View full policies at [www.du.edu/studentlife/studentssupport/pioneers\\_care/assessment-team](http://www.du.edu/studentlife/studentssupport/pioneers_care/assessment-team)

Submit a student concern to the SOS Referral online system at: <http://sos.du.edu>

## Student Rights & Responsibilities

[www.du.edu/studentconduct](http://www.du.edu/studentconduct)

Student Rights & Responsibilities serves our University community by holding students accountable for their behavior. Wherever possible Student Rights & Responsibilities relies on a philosophy of education, personal development, and restorative practices to help students and the community make the most out of a challenging situation. The Honor Code policies can be found on the website at [www.du.edu/studentconduct](http://www.du.edu/studentconduct)

## Sexual Assault, Relationship Violence, Stalking & Sexual Harassment

The Center for Advocacy, Prevention, and Empowerment (CAPE) supports survivor healing by providing advocacy and support for victims of gender violence (sexual assault, relationship violence, stalking and sexual harassment). A CAPE advocate can assist survivors, and any family or friends, with the physical, psychological, judicial and/or legal aftermath resulting from gender violence.

All CAPE services are free and confidential. Contacting a CAPE advocate does not obligate reporting anything to the police or the University, except when there is a significant public safety concern.

**Daytime Advocacy and Support**  
Coordinator of CAPE: 303-871-3853  
Counselor on Call: 303-871-2205

**After-hours Crisis and Support**  
Counselor on Call: 303-871-2205

## Domestic and International Student Support Program

The University of Denver partners with Morneau Shepell to offer the **My Student Support Program (My SSP)**. My SSP provides 24/7/365 remote counseling and acculturation support to students via the use of technology. All DU students are able to access self-directed digital content in addition to connecting international students with clinical advisors who speak their language and understand their culture.

The My SSP program is offered at no cost to the student and aims to support the wellbeing and retention of domestic and international students studying at DU, by complementing already existing campus resources.

By downloading the **My SSP** app, students can start an instant chat with a counselor (no appointment needed) or browse useful articles and videos geared towards the students' experience. The app can be downloaded from either the [Apple App Store](https://www.apple.com/app-store) or [Google Play](https://www.google.com/play). Students may also call **My SSP: 1-866-743-7732**.



## FERPA Related Info: Reporting Concerns for the Student as it Relates to Privacy Laws

(To see the University's FERPA policy visit [www.du.edu/registrar/privacy](http://www.du.edu/registrar/privacy))

The University protocol directs faculty and staff to report to the SOS Referral system for any concern for a student. FERPA does not prohibit the disclosure of academic, social, and emotional concerns to SOS Referral.

If the student has apprised a staff or faculty member in writing, it should be shared with someone with "an educational need to know", which includes SOS Referral and does constitute an "educational record." Anything expressed verbally by a student is not part of the "educational record," but still should be reported to SOS Referral to comply with DU's culture of care mission.

### What about Confidentiality?

Information reported to faculty and staff is not confidential; please refrain from guaranteeing it. The following resources offer strictly confidential services. Except in rare, extreme circumstances, nothing will be shared without the student's explicit permission. For students requiring confidentiality please direct them to one of the following:

- DU Center for Advocacy, Prevention, and Empowerment (CAPE)
- DU Health and Counseling Center
- University Chaplain Services

### Sharing information regarding a Health or Safety Emergency

Call 911 or Campus Safety in the event of an emergency.

FERPA allows the disclosure of information from the educational record, without the written consent of the student, under the following: "Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of the student or other persons. This exception is limited to the period of the emergency and does not allow for a blanket release of student records."

For additional information on FERPA, contact the Office of the Registrar at 303-871-3897 or see the FERPA guide for DU employees: [www.du.edu/registrar/media/documents/ferpa\\_employee.pdf](http://www.du.edu/registrar/media/documents/ferpa_employee.pdf).

## Veterans Behavioral Health Center

[www.du.edu/gsp/services/sturm](http://www.du.edu/gsp/services/sturm)

The Sturm Center is an off-campus, behavioral health center which provides psychotherapy (individual, couples, family, child/adolescent, group), and assessment services to Veterans, Service members and their families. Our therapists are trained and proficient in military culture. We accept Medicaid, Medicare, V.A. Choice, and sliding scale payments. Call 303-871-7942 to schedule an appointment.

## Title IX and Equal Opportunity

### What does the Office of Equal Opportunity & Title IX do?

The Office of Equal Opportunity & Title IX enforces University policies that prohibit harassment, discrimination, and violence on the basis of:

- Race or color
- Ethnicity or national origin
- Age
- Religion
- Disability
- Genetic information
- Veteran status
- Sex and gender (including gender expression and gender identity, sexual orientation, and pregnancy)

### Reporting Obligations

All employees have an obligation to report complaints of harassment, discrimination, and violence directly to the Office of Equal Opportunity & Title IX.

### Report by...

1. Website: [www.du.edu/equalopportunity](http://www.du.edu/equalopportunity) (using the "Submit a Report" button)
2. E-mail: [EqualOpportunity@du.edu](mailto:EqualOpportunity@du.edu) or [TitleIX@du.edu](mailto:TitleIX@du.edu)
3. Phone: Equal Opportunity: 303-871-7726; Title IX Coordinator: 303-871-7016

- Where there is immediate danger, employees should first contact Campus Safety or 911.
- Reports of sexual assault, stalking, relationship or dating violence, should be reported as soon as possible to the Title IX Coordinator.

Where a student or employee wishes to speak to someone without reporting, you may refer them to the Center for Advocacy, Prevention, and Empowerment (CAPE), the Health and Counseling Center, or the University Chaplain.

## Professional Development and other Resources

For additional information on professional development opportunities and resources, visit: [www.du.edu/studentlife/studentssupport/student\\_support](http://www.du.edu/studentlife/studentssupport/student_support)

Resources available include:

- Resources for responding to and supporting students in distress
- Campus Connect suicide prevention training
- Classroom management post incident support
- Student Outreach & Support case management system
- CARE Team policies