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 imminently reckless, disorderly, 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

**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

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.

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.
SOS Referral and Case Management Process

**STUDENT SUPPORT PATH**

- Student completes Holistic Initial Assessment
- Case manager helps determine appropriate resources
- Case manager responds to reporting party and begins gathering info pertaining to the student
- Case is closed
- SOS follows up and re-assesses the student’s progress and needs
- Case manager reviews and assigns case
- Activates Student Outreach & Support Office
- Student action plan is created
- SOS Referral Submitted

**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:

- Mandatory Withdrawal
- Individualized Assessment to be determined by the CARE team
- Voluntary withdrawal options from the University (Leave of Absence)
- Internment Support Strategies, including but not limited to: Reasonable Accommodations, Behavioral Education, and Letters

**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]

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

If the student has applied a staff or faculty member in writing, it should be shared with someone with “an educational need to know”, which includes Pioneers Care 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 Pioneers Care 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 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 303-871-3877 or see the FERPA guide for DU employees: www.du.edu/registrar/media/documents/ferpa_employee.pdf.

**Veterans Behavioral Health Center**

www.du.edu/appo/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.

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

**Student Rights & Responsibilities**

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.

**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.

**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, (using the “Submit a Report” button)
2. **E-mail:** EqualOpportunity@du.edu or 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/studentsupport/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

**DU EMERGENCY GUIDE**

- Call 303-871-7726 for support
- Campus Safety: 911
- My SSP app: 1-866-743-7732
- Volunteers Behavioral Health Center: 303-871-7942
- www.du.edu/appo/services/sturm
- SOS Referral: http://sos.du.edu
- Title IX Coordinator: Call 303-871-7726
- FERPA guide: www.du.edu/registrar/media/documents/ferpa_employee.pdf