

## EMERGENCY/CRISIS – Life Threatening Situations Call 911 first, then 303-871-3000 (on campus x1-3000)

### Pioneers CARE (Communicate, Assess, Refer, Educate)

Pioneers CARE outreach program helps find solutions for students experiencing academic, social and crisis situations including mental health concerns. Members of the University community can submit a Pioneers CARE report for a student who might benefit from services. Pioneers CARE administrators review these reports to understand each student issue and the on- and off-campus resources. When a student is involved in a crisis situation or needs support, the Pioneers CARE administrator steps in to connect with the student, determine the best resource on campus to help find a solution and develop a plan of action leading towards his/her success

➔ Refer a student online at <http://carereport.du.edu>

When working with the student, try identifying signs or stressors. These signs may include but are not limited to the following situations:

- Academic difficulty
- Difficulties with family/home environment
- Difficulties with adjusting to the college experience
- Excessive or unexplained absences
- Financial concerns
- Mental health issues
- Physical health issues
- Relationship issues
- Self-harm concerns
- Unable to locate a student
- Witness to an incident

If you know of a student who is experiencing any of the above signs or stressors, we encourage you to submit a Pioneers CARE report through the online reporting system: <http://carereport.du.edu>

### Consultation & Assessment Team (CAT)

The University of Denver's Consultation & Assessment Team (CAT) is comprised of campus administrators who meet frequently to monitor and respond to student crises. The CAT meets when an issue arises that requires multiple University resources, or when information sharing is needed to ensure that the students' needs are met.

### RESOURCES

Campus Safety Emergency	303-871-3000 (or x1-3000 from a campus phone)
Non Emergency	303-871-2334 (or x1-2334 from a campus phone)
Pioneers CARE	303-871-2400 (or x1-2400 from a campus phone)
Health and Counseling Center (HCC)	303-871-2205 (or x1-2205 from a campus phone)
*To reach the Counselor On-Call after hours contact Campus Safety	303-871-3000
Title IX Coordinator	303-871-7436 (or x1-7436 from a campus phone)
Center for Advocacy, Prevention, and Empowerment (CAPE)	303-871-3853 (or x1-3853 from a campus phone)
*If a student is in crisis contact the Counselor On-Call	303-871-3000

Submit a student referral at:  
<http://carereport.du.edu>

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Developed by The Office of Graduate Studies and Student Outreach & Support  
For additional copies of this folder contact Student Outreach & Support



## SEXUAL ASSAULT RESOURCES

Student Conduct serves our University community by holding students accountable for their behavior. Wherever possible Student Conduct 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 can be found at: [www.du.edu/studentconduct](http://www.du.edu/studentconduct)

The Center for Advocacy, Prevention, and Empowerment (CAPE) provides programs and resources that promote healthy relationships, teach non-violence and equality, and foster a respectful and safe environment for all members of the University community. CAPE also supports survivor healing by providing advocacy and support for victims of sexual violence, stalking, sexual harassment, and relationship violence. All services are confidential and free of charge. For further information contact the program director at: 303-871-3853.

**CAPE Helpline**  
The CAPE Helpline is a hotline available after hours for members of the University of Denver community for issues related to gender-based violence. This includes sexual assault, relationship violence or stalking. Through the CAPE Helpline, trained advocates assist survivors, and any family or friends, to cope with the physical, psychological, judicial and/or legal aftermath of gender-based violence. All calls to the CAPE Helpline are free and confidential.

**To reach the CAPE Helpline, call the Emergency & Crisis Number (303-871-3000) and ask to speak to the CAPE advocate on call.**

*NOTE: Calling for an advocate does not obligate reporting anything to the police, except when there is a significant public safety concern.*

FERPA does not prohibit the disclosure of personal or classroom behavioral observations of students. FERPA allows us all the discretion to release this information to Pioneers CARE.

Some concerns have been expressed by faculty and staff on campus that they are reluctant to share any information with the appropriate personnel on campus if the student advised them, verbally or in writing, that they were seeing a mental health or other medical professional. Note that anything expressed verbally by a student is not part of the "educational record," and can be shared. If the student has advised a staff or faculty member of this in writing, it can still be shared with someone with "an educational need to know" as described by FERPA regulations, which would include appropriate personnel on campus.

FERPA does not prohibit disclosure of personal observations to appropriate campus personnel about students of concern or to Pioneers CARE. You do not have to determine if this is an emergency that will be considered a threat of health or safety. You can consult with other appropriate personnel on campus for additional perspective, suggestions, resources, referral or assistance.

**Health or Safety Emergency**  
*It is always appropriate to 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;" The Department of Education interprets FERPA to permit institutions to disclose information from education records to parents if a health or safety emergency involves their son or daughter.

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/general/ferpa\\_employee.pdf](http://www.du.edu/registrar/general/ferpa_employee.pdf)).

## WHAT ABOUT PRIVACY LAWS AND CONFIDENTIALITY?

(To see the University's FERPA policy visit [www.du.edu/registrar/general/ferpa\\_employee.pdf](http://www.du.edu/registrar/general/ferpa_employee.pdf))

## QUICK ACTION GUIDE: STUDENTS IN DISTRESS

Who to contact:

	Emergency 911	Campus Safety x1-3000	HCC x1-2205	Pioneers CARE Submit report online	Center for Advocacy, Prevention, & Empowerment x1-3000	Title IX x1-7436
<b>Working with an enrolled DU student who:</b>	<b>FIRST ACTION = 1 FURTHER ACTION = 2</b>					
Poses an <u>immediate</u> danger to self or others	1	2		2		
Talks about general, non-specific harm to self or others			1	1		
Exhibits behavior that seems out of touch with reality or overly emotional		1	1	2		
Is a victim (or witness) to general violence, intimidation or threatening behavior		1		2		
Is having difficulty because of personal/family issues			2	1		
Exhibits signs of depression, anxiety or other mental health issues			1	1		
Appears to have an eating disorder or disordered body image			1	1		
Is a victim (or witness) to sexual assault, domestic violence, dating violence or stalking		1	2	2	2	1
Shows signs of alcohol or drug use			2	1		
Is a victim (or witness) to discrimination				2		1

Submit a student referral at: <http://carereport.du.edu>

To consult about a student: **303-871-2400**

## WHEN SHOULD I REFER A STUDENT? Think of student issues/concerns as a stoplight.

A student may share with you academic, social or personal issues. When speaking with a student, ask open-ended questions to gain more information to determine whether the issue is a green light, yellow light or red light issue. If you feel comfortable, ask questions about the student's personal safety and the safety of others to further determine the severity of the issue. If you don't feel comfortable, contact the Counselor On-Call at the Health & Counseling Center 303-871-2205, or for after hours contact 303-871-3000, and the Counselor On-Call will assess the student over the phone to determine the level of the issue and an appropriate plan to help the student.

### GREEN | Situations You Can Handle

- No issues of risk to self or others are identified in your discussions with the student.
- Student is describing only one or two symptoms of distress (examples: can't sleep, can't focus).
- The issue is typically confined to one area of the student's life such as social life, academics, or family.
- The duration of the issue is less than a week in time.



Your Role: **Inform the student of the Pioneers CARE program**

1. Share with the student your desire for him/her to get connected to campus resources.
2. Tell the student you are going to file a Pioneers CARE report because of the issues shared and your concern. Explain the mission of DU's Pioneers CARE program: to reach out and support DU students who may be experiencing academic or personal difficulty.
3. Submit a Pioneers CARE report via the online reporting form, or call the Pioneers CARE administrator to consult or share information about the student.
4. The CARE Team will assess the situation and determine next steps/outreach for the student (and possibly follow-up with the reporting party).

### YELLOW | Situations Requiring Assistance

- There is a possibility of risk to self or others.
- The student is describing two or more symptoms of distress (examples: can't sleep, can't focus, can't eat, avoiding classes).
- The issue is affecting more than one area of the student's life such as social life, academics, job, personal.
- The duration of the issue is more than a week in time.



Your role: **Unsure About Risk**

You do not feel comfortable to determine if a risk issue is involved but are concerned:

1. Share with the student that you want to ensure his/her safety by having him/her briefly talk with the counselor on-call over the phone.
2. Immediately contact the Counselor On-Call at the Health & Counseling Center (303-871-2205), with the student in your office. Ask the counselor to assess the situation with the student.
3. If there is no imminent risk, discuss options for seeing a counselor. If the student expresses reservations about seeing a counselor, try to address these reservations and offer assistance with seeking services.
4. Submit a Pioneers CARE report via the online reporting form, or call the Pioneers CARE administrator to consult or share information about the student.
5. The CARE Team will assess the situation and determine next steps/outreach for the student and possibly follow-up with the reporting party.

## WHAT DOES TITLE IX MEAN TO ME?

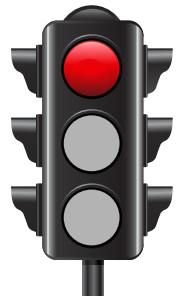
**Title IX Guidance:** Any institution receiving federal financial assistance is governed by Title IX, which prohibits discrimination in the course of any educational programming or activities based on an individual's gender, including but not limited to sexual harassment and violence. Institutions get into trouble when they are aware of complaints of sexual harassment or violence, but do nothing about it. If the University knows or reasonably should know about issues that create a hostile environment, Title IX requires that immediate action is taken to eliminate the harassment, prevent its reoccurrence, and address its effects.

**STEP 1:** Always remember as a faculty or staff member of the University community, you have a duty to report any complaint. Complaints: A complaint is an expression of concern that a Title IX violation may have taken place. It may be raised by virtually anyone, including the victim, a roommate, a teammate, a parent, or an employee. Likewise, the complaint can be received by any University employee. It need not be a formal or written document. The alleged harasser can be an employee, another student, or a third party visiting campus.

**STEP 2:** The University's duty is to the victim and the entire community. Information reported to you is not confidential. While you can promise to keep the matter private, meaning you will only share it with University personnel who have a need to know (such

### RED | Urgent Situations Requiring Immediate Assistance

- Issues of risk to self or others are identified in your discussions with the student.
- The student is describing three or more symptoms of distress (ex: can't sleep, can't focus, can't eat, avoiding classes).
- The issue is typically affecting more than two areas of the student's life such as social life, academics, job, personal.
- The duration of the issue is more than two weeks in time.



Your Role: Red light issues are on a continuum. Base your actions on the risk-types explained below.

#### Types of risk under a Red Light situation

Imminent Risk by student to hurt self or others

You are not sure that if you let the student leave your office that he/she will be safe:

1. Share with the student that you are concerned for his/her safety and plan to connect the student with the Health and Counseling Center immediately
2. Immediately contact the Counselor On-Call at the Health & Counseling Center (303-871-2205), with the student in your office.
3. Identify a plan with the Counselor that will ensure safety and ensure the student gets to the Health and Counseling Center to be assessed. You may be asked to walk the student to the HCC.
4. If the student attempts to leave, let him/her leave and contact campus safety to alert them of the situation.
5. Submit a Pioneers CARE report via the online reporting form, or call the Pioneers CARE administrator to consult or share information about the student.
6. The CARE Team will assess the situation and determine next steps/outreach for the student (and possibly follow-up with the reporting party).

Emergent risk by student to hurt self or others

The student has identified safety issues yet reports to you no immediate risk to act on these thoughts or ideas:

1. Share with the student your desire for him/her to get help concerning the issues identified. Discuss options for seeing a counselor and try to address any reservations. Assist them in seeking services.
2. Let the student know that because of the issues shared and your concerns, you will notify Pioneers CARE so someone can provide follow up outreach to ensure he/she is receiving the necessary support.
3. Submit a Pioneers CARE report via the online reporting form, or call the Pioneers CARE administrator to consult or share information about the student (Pioneers CARE 303-871-2400).
4. The CARE Team will assess the situation and determine next steps/outreach for the student (and possibly follow-up with the reporting party).

as the Title IX Coordinator), you cannot promise confidentiality (that you will tell no one) to an individual.

Reporting protocol: Complainants should be referred to the Title IX Coordinator. Campus Safety may also be contacted for initial reporting. These are sensitive matters that must be handled with discretion and as much privacy as possible, given your responsibility to report. However, you cannot promise confidentiality (that you will not share the information with anyone).

There are a limited number of University employees who can maintain confidentiality, including licensed mental health and medical professionals, and clergy. Reports made to other University employees must be referred to the Title IX Coordinator, who can discuss in greater detail the differing options for someone raising a concern including where they can receive confidential services and how much privacy they will have in an investigation, including options for anonymity, or choosing not to participate in an investigation. To ensure consistency and compliance with Title IX, the Coordinator and/or Campus Safety will address confidentiality issues and explain the prohibition against retaliation, discuss procedural or next step options, and provide resources. The Title IX Coordinator must be notified of every complaint.

**Step 3:** Always report possible Title IX violations to the Title IX Coordinator at 303-871-7481 immediately; this includes rape, relationship or dating violence, stalking, sexual harassment, and gender based discrimination.