HOW TO HELP: EXPECTED, CONCERNING, URGENT BEHAVIORS

EXPECTED BEHAVIOR is an appropriate response to a stressful situation. It is not disruptive to the community, doesn't pose a risk, doesn't come up often or for longer periods of time, and doesn't need clinical intervention (though it can be offered). Examples:

- Anger, frustration: circumstantial and appropriate expression
- Occasional fatigue/exhaustion
- Occasional overwhelm, sadness, crying
- Short-term sleep difficulties
- Homesickness, adjustment difficulty, culture shock
- Loneliness/not "fitting in"

WHAT TO DO:

- Make time to listen (active listening, validation, not "fixing" or "advising").
- Help student resolve their own problem by helping them identify their options.
- Enquire about their support system (on and off campus), and coping skills.
- Empower them with positive encouragement.

CONCERNING BEHAVIOR can be disruptive or can impact functioning for oneself or others. Coping skills are lacking and symptoms/behavior are more severe, persisting over two weeks or more. Behavior poses a threat to well-being. It will likely get worse without intervention but it is not an emergency. Professional help is indicated and should be encouraged. Examples:

- Repeated crises
- Significant changes in hygiene
- Persistent sleep problems
- Excessive absences/plummeting grades
- Social isolation
- Difficulty relating to peers
- Alcohol/drug abuse or escalating use
- Extreme or persistent fatigue/depressed mood
- Difficulty controlling behavior/emotions
- Over-exercising/disordered eating
- Significant anxiety, panic attacks

WHAT TO DO:

- Talk directly with them as soon as possible or identify another person with whom they would prefer to talk (RA, HD, a friend or family member).
- Question them about thoughts of self-harm or suicide.
- Ask open-ended questions and restate what you heard, for clarification.
- Listen to responses – no judgement.
- Help them connect with resources: counseling center (ext. 1034) Hopeline text (741741), parent/family/support system, etc.
- Provide their name to the Lakeland Intervention Team (LIT) – can be anonymous on website: https://lakeland.edu/lakeland-intervention-team or call/email an LIT member, such as the counseling center director, at ext. 2388.

URGENT BEHAVIOR warrants IMMEDIATE action and referral/assistance. Examples:

- Threats of harm or actual harm to self or others
- Suicidal plans, expressed intent to die
- Seeing or hearing things that aren't there, or paranoia
- Rambling/ranting in a nonsensical way

- Intense despair, non-verbal, e.g. curled up and unable to respond; uncontrollable crying; hyperventilation
- Report of a threat to their safety, e.g. death threats, threats to harm
- If anything about the situation seems threatening or dangerous

WHAT TO DO:

- Let someone else know you are talking with them if possible, in case you need help.
- Call campus safety ext. 1126.
- Threats to self-harm: Call local Vistacare Mobile Crisis (920-459-3151, free 24/7)) or National Suicide Prevention Lifeline: 1-800-273-TALK (8255).
- Call a support person for you and/or the student.
- Stay with them till assistance is found or find someone who can stay with them.

For clarification, or to consult confidentially about a student or staff member, please email the counseling center director: LiosatosA@lakeland.edu *or call* (920) 565-1034 ext. 2388.

EMERGENCY NUMBERS:

Vistacare Mobile Crisis is a local, free service that provides 24/7 crisis counseling, consultation, phone assessments, and in-person assessments at Lakeland University if needed. **920-459-3151.**

Campus Safety can attend to emergency situations on campus, including mental health emergencies. **Ext. 1126 or 920-565-1126.**

National Suicide Hotline: trained crisis counselors will listen, understand, provide support, and connect students to resources if necessary. Free, 24/7. Call or text **988.**

Hopeline: text **HELP to 741-741** to connect with a crisis counselor. Free, 24/7.

(Thanks to the CARE team at the College of the Holy Cross in MA for permission to use their work as a source).