# Quick Reference Guide: Responding to Student Distress

## Scenario

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Suggested Response</th>
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| Student expresses a direct and imminent threat to themselves or others through speech, writing, or otherwise | Refer to Campus Safety  
Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911. |
| Student communicates overt suicidal or homicidal thoughts, plan, and/or intent | Refer to Campus Safety  
Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911. |
| Student acts in a disruptive, bizarre, or highly irrational way | Refer to Campus Safety  
Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911. |
| Student is acting dangerously (appears to be unreasonably angry, hostile, or aggressive, and/or makes an overt threat to you or others) | Refer to Campus Safety  
Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911. |
| Student needs transportation to hospital or support | Refer to Campus Safety  
Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911. |
| Student is noticeably withdrawn, upset, disruptive, or disengaged in class | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| Student tells you in person, via email, or by phone that they are stressed out and don’t know what to do | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| Student comes to your office hours in tears or visibly distraught and you think they need attention today | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| Student seems safe but remains upset/agitated | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| Student exhibits considerable anxiety, depression, or other emotional disturbance of no immediate harm | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| You require consultation about how to help the student | Refer to Student Counseling Center  
During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call campus safety for the Counselor on Call who will check on the student. |
| Student's ability to attend class or get work done is likely affected by an external situation (e.g., death in the family; mental and/or physical health concern; personal crisis; financial strain) | Refer to Student Development Specialist  
Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu. |
| Student starts to miss multiple classes | Refer to Student Development Specialist  
Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu. |
| Student exhibits a noticeable change in mood, behavior, appearance, or speech | Refer to Student Development Specialist  
Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu. |
| Student displays a change in interpersonal interactions | Refer to Student Development Specialist  
Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu. |
| Student has serious grade problems and/or makes repeated requests for special consideration | Refer to Student Development Specialist  
Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu. |
| Student fails to follow or otherwise pushes the limits with classroom rules and/or expectations | Faculty & Student Engagement  
Discuss your concerns privately with the student in non judgmental terms. Listen to what the student says and respect the student’s value system. If necessary, review any expectations of classroom behavior and assure they know what actions to take. |
| Student seems intrusive and has difficulties with personal boundaries or space | Faculty & Student Engagement  
Discuss your concerns privately with the student in non judgmental terms. Listen to what the student says and respect the student’s value system. If necessary, review any expectations of classroom behavior and assure they know what actions to take. |
| Student exhibits excessively anxious behavior that disrupts classroom management | Faculty & Student Engagement  
Discuss your concerns privately with the student in non judgmental terms. Listen to what the student says and respect the student’s value system. If necessary, review any expectations of classroom behavior and assure they know what actions to take. |