



## ACADEMIC YEAR 2025-2026

### SUPPORTING STUDENTS OF CONCERN

*Don't let uncertainty stop you from taking action- reach out! This guide has been developed to help you **Recognize, Respond, Refer, and Reach Out** about student behavior. Your observations and actions aid PSU's ability to effectively support students in need and in crisis. You're not in this alone! You can consult with these colleagues, who serve on the University Behavioral Intervention Team, for guidance:*

*Counseling Center Director, Dr. Rob Orf*

*Executive Director for Student Advocacy, Well-Being and Crisis Intervention, Matthew Toms*

*Title IX Coordinator, Janette Wiggett*

*Academic Student Advocate, Dr. David Zehr*

*University Police Chief, Steve Lefebvre*

#### **Consider supporting your students' well-being and success by:**

- Incorporating "Welcoming Rituals", or efforts to create connections between students at the start of class (e.g., an activity that acquaints students with each other)
- Encouraging social connections between students in your class (e.g., have students answer questions collaboratively)
- Highlighting the student support resources included in your syllabi and checking in during stressful times (e.g., mid semester, before finals)
- Adding a stretch break at the beginning and middle of class to help students regulate their emotions and increase their ability to maintain focus
- Designing flexible syllabi (e.g., allow for students to drop an exam grade)
- Encouraging students to check in with themselves or others by using the Self-Assessment Tools at <https://www.plymouth.edu/counseling-center/mental-health-resources/self-helpResource>

### WHAT IS A CRISIS?

- Has the student tried recently to harm themselves or someone else?
- Is the student in the process of harming themselves or someone else?
- Is the student threatening to harm themselves or someone else?
- Is the student experiencing severe distress?

### HOW TO RESPOND TO A STUDENT IN CRISIS:

- Stay safe
- Trust your instincts
- De-escalate and support
- Set limits on disruptive/destructive actions
- Listen thoughtfully and carefully
- Share what you know
- Consult to coordinate a timely response
- Follow up later to see how the student is doing, if appropriate

### IS THE STUDENT IN IMMEDIATE DANGER?

**Yes: Call University Police at 603-535-2330 or 911**

**No: Call the Counseling Center at 603-536-2461 (9am-4pm Monday-Friday, Fall & Spring semesters, most Tuesdays & Wednesdays, Summer semester)**

**For 24-hour support in a crisis, refer students to call: NH Rapid Response at 833-710-6477**

| Concern  | Recognize   | Respond  | Refer   | Reach Out  |
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| A feeling of “not sure what, but something’s wrong”  | <ul style="list-style-type: none"> <li>Disturbing content in paper/emails</li> <li>Decline in academic performance</li> <li>Excessive absenteeism</li> <li>Behavior seeming irrational or bizarre</li> <li>Sudden change in demeanor</li> <li>Significant changes in appearance, behavior, or personal hygiene</li> </ul>   | <ul style="list-style-type: none"> <li>Express concern and care</li> <li>Give an example of the student’s behavior</li> <li>Listen to and believe student’s responses</li> <li>Be supportive and encouraging if the student agrees to get help</li> </ul>  | <b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br><b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b><br><a href="https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being">https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being</a> | <b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br><b>Crisis: Campus Police: (603) 535-2330 or 911</b>  |
| <b>Depression, self-harm, suicidal risk</b><br><i><b>*Call 911 if there is a threat to students’ safety or the safety of others*</b></i>                                 | <ul style="list-style-type: none"> <li>Decline in academic performance</li> <li>Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others</li> <li>Fresh cuts, scratches, or other wounds</li> <li>Withdrawal from activities and friends</li> <li>Statements of hopelessness ( e.g., “Everyone is better off without me”)</li> </ul> | <ul style="list-style-type: none"> <li>Express concern and care</li> <li>Always take suicidal statements, thoughts, or behaviors very seriously</li> <li>If you suspect a student may be suicidal, express concern and refer</li> <li>When possible, make a direct connection to the counseling center by walking with student</li> <li>If you make a referral, completing a CARE form supports integrated response</li> </ul> | <b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a>   | <b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a>   |
| <b>Misconduct, inappropriate behavior, and classroom disruption</b><br><i><b>*Call 911 if there is a threat to students’ safety or the safety of others*</b></i>         | <ul style="list-style-type: none"> <li>Inappropriate outbursts or persistent interruptions, continued arguing, use of threats</li> <li>Throwing items, refusing to leave, preventing others from leaving</li> <li>Showing or stating the presence of a weapon</li> </ul>  | <ul style="list-style-type: none"> <li>Express concern and care</li> <li>Explain the impact of student’s behavior on the group or class</li> <li>Outline your expectations and help student explore options and alternatives</li> </ul>  | <b>Frost House/Conduct Office: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a>   | <b>Consultation: Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br><b>Crisis: University Police: (603) 535-2330 or 911</b> |
| <b>Crime victimization; hazing</b>   | <ul style="list-style-type: none"> <li>Fearful, nervous, or angry</li> <li>Withdrawn from activities and friends</li> <li>Visible injuries or bruises</li> <li>Cuts, brands, or scars with a distinct pattern (e.g., letters or symbols)</li> <li>Unusual absence of or damage to personal items (e.g., laptop, cellphone)</li> </ul>   | <ul style="list-style-type: none"> <li>Express concern and care</li> <li>Remain calm</li> <li>Listen to and believe a student’s responses</li> <li>Avoid criticizing or minimizing the situation</li> </ul>  | <b>Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a>   | <b>Consultation: Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br><b>Crisis: University Police: (603) 535-2330 or 911</b> |
| <b>Escalated interpersonal conflict, bullying, harassment</b><br><i><b>*You are required to report disclosures of sexual harassment to the Title IX Coordinator*</b></i> | <ul style="list-style-type: none"> <li>Internet flaming, trolling, name-calling, or harassment</li> <li>Communications that continue after being told to stop</li> <li>Verbal abuse</li> <li>Sudden isolation or out casting from a team, club, or social group</li> </ul>  | <ul style="list-style-type: none"> <li>Express concern and care</li> <li>Identify resources for safety planning</li> <li>Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Twitter, Facebook,</li> </ul>   | <b>Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Reporting at PSU Page:</b><br><a href="https://www.plymouth.edu/reporting-psu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immedi">https://www.plymouth.edu/reporting-psu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immedi</a>                       | <b>Consultation: Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a>  |

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|  |   | etc.); save copies of all communications including texts, voicemails, and pictures  | <a href="#">ate,supportive%20response%20to%20all%20incidents.</a>  | <p>Use the above contact information or go to:</p> <p><a href="https://www.plymouth.edu/reportingpsu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immediate,supportive%20response%20to%20all%20incidents.">https://www.plymouth.edu/reportingpsu#:~:text=Emergencies%3A%20Incidents%20that%20require%20immediate,supportive%20response%20to%20all%20incidents.</a></p> <p><b>Crisis: University Police: (603) 535-2330 or 911</b></p>   |
| <p><b>Discriminatory harassment, bias incident</b></p> <p><i>*There may be no clear responsible party*</i></p> | <ul style="list-style-type: none"> <li>• Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, or genetic information</li> <li>• Defacement or destruction of property, posters, signs, or pictures; graffiti or vandalism; pictures, cartoons, or targeted symbols associated with hate</li> <li>• Threatening call(s), email(s), or social media post(s)</li> </ul> | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Listen to and believe student's responses</li> <li>• Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</li> <li>• Encourage student to save any photos, communications, or other evidence</li> <li>• Do not remove any evidence (e.g. erase writing on a whiteboard, etc.)</li> </ul> | <p><b>Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>Reporting at PSU Page:</b><br/> <a href="https://cm.maxient.com/reportingform.php?PlymouthStateUniv&amp;layout_id=65">https://cm.maxient.com/reportingform.php?PlymouthStateUniv&amp;layout_id=65</a><br/> <b>Counseling Center: (603) 536-2461</b><br/> <a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br/> <b>IDEA Center:</b><br/> <b>(603) 535-2365</b><br/> <a href="https://www.plymouth.edu/idea-center">https://www.plymouth.edu/idea-center</a></p> | <p><b>Consultation:</b><br/> <b>Idea Center: (603) 535-2365</b><br/> <b>Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>Bias Incident Reporting Form:</b><br/> <a href="https://cm.maxient.com/reportingform.php?PlymouthStateUniv&amp;layout_id=65">https://cm.maxient.com/reportingform.php?PlymouthStateUniv&amp;layout_id=65</a><br/> <b>CARE Form:</b><br/> <a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br/> <b>Crisis: University Police: (603) 535-2330 or 911</b></p> |
| <p><b>Actual or suspected medical issues</b> (<i>chronic illness, eating disorders, etc.</i>)</p>              | <ul style="list-style-type: none"> <li>• Frequent or extended absences</li> <li>• Noticeable weight loss or gain</li> <li>• Hair loss; pale or gray skin tone</li> <li>• Unusual or secretive eating habits; obsession with the fat/caloric content of food</li> </ul>  | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Listen to and believe student's responses</li> <li>• Recommend medical intervention</li> </ul>   | <p><b>Health Services: (603) 535-2350</b><br/> <a href="https://www.plymouth.edu/health-services">https://www.plymouth.edu/health-services</a><br/> <b>Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b><br/> <a href="https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being">https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being</a></p>  | <p><b>Consultation: Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>CARE Form:</b><br/> <a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br/> <b>Crisis: University Police: (603) 535-2330 or 911</b></p>  |
| <p><b>Food or housing insecurity</b></p>   | <ul style="list-style-type: none"> <li>• Frequent or extended absences</li> <li>• Decline in academic performance</li> <li>• Noticeable weight loss or gain</li> <li>• Student is distracted, struggling to concentrate or keep up with assignments</li> </ul>  | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Listen to and believe student's responses</li> <li>• Recommend student explore resources</li> </ul>  | <p><b>Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b><br/> <a href="https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being">https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being</a><br/> <b>Student Support Foundation:</b></p>   | <p><b>Consultation:</b><br/> <b>Frost House: (603) 536-2206</b><br/> <a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br/> <b>CARE Form:</b><br/> <a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br/> <b>Crisis: University Police: (603) 535-2330 or 911</b></p>  |

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|   |   |   | <a href="https://www.plymouth.edu/student-life/community-impact/student-support-foundation">https://www.plymouth.edu/student-life/community-impact/student-support-foundation</a>   |   |
| <b>Sexual Misconduct: sexual assault, sexual harassment, stalking, dating/relationship violence, sexual exploitation</b><br><i><b>*You are required to report disclosures of sexual misconduct to the Title IX Coordinator*</b></i> | <ul style="list-style-type: none"> <li>• Disclosure of sexual assault</li> <li>• Threats to release private information/photos</li> <li>• Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment</li> <li>• Display of sexually suggestive pictures or cartoons in workspace, residence halls. or online</li> <li>• Fearful, anxious, or apologizes related to intimate partner's behavior</li> <li>• Mentions partner/other's possessiveness, jealousy, or violent behavior; may laugh it off</li> <li>• Visible injuries or bruises</li> <li>• Mishaps or injuries with illogical/no explanation</li> <li>• Crying or leaving class when sexual violence, domestic violence, stalking, or child abuse is the topic</li> </ul> | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Listen to and believe student's responses</li> <li>• Remain calm</li> <li>• Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</li> <li>• Identify resources for safety planning</li> <li>• Help student contact a confidential advocate from Voices Against Violence</li> <li>• Remind student of their option to report to law enforcement</li> <li>• Share your duty to report to Title IX Coordinator</li> </ul> | <b>Frost House/Title IX: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Reporting at PSU Page:</b><br><a href="https://www.plymouth.edu/frost-house/title-ix/reporting-incident">https://www.plymouth.edu/frost-house/title-ix/reporting-incident</a><br><b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br><b>uSafeUS: <a href="http://www.usafeus.org">www.usafeus.org</a></b><br><b>Voices Against Violence (off-campus partner): (603) 536-5999</b><br><b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b> | <b>Consultation: Title IX Coordinator: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Use the above contact information or go to:</b><br><a href="https://www.plymouth.edu/frost-house/title-ix/reporting-incident">https://www.plymouth.edu/frost-house/title-ix/reporting-incident</a><br><b>Crisis: University Police: (603) 535-2330 or 911</b>  |
| <b>Alcohol or other drug abuse</b>  | <ul style="list-style-type: none"> <li>• Appears intoxicated/high in class or at meetings/events</li> <li>• Excessive sleepiness or excessive energy</li> <li>• Decline in academic performance</li> <li>• References to alcohol or drug use in conversations, papers, projects, etc.</li> <li>• Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)</li> </ul>  | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Give an example of a time that the student's behavior has worried you</li> <li>• Be supportive and encouraging if the student agrees to get help</li> <li>• Offer to help the student make an appointment for alcohol and/or other drugs screening and intervention</li> </ul>   | <b>Health Services: (603) 535-2350</b><br><a href="https://www.plymouth.edu/health-services">https://www.plymouth.edu/health-services</a><br><b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br><b>Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b><br><a href="https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being">https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being</a>     | <b>Consultation: Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a><br><b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br><b>Crisis: University Police: (603) 535-2330 or 911</b> |
| <b>Family or personal tragedy, loss, or crisis (Illness or death of a family member, job loss, housing issues, natural disaster, breakup, legal difficulties, etc.)</b>   | <ul style="list-style-type: none"> <li>• Frequent or extended absences</li> <li>• Decline in academic performance</li> <li>• Mentions relationship, financial or other challenges</li> <li>• Difficulty concentrating and making decisions</li> <li>• Exhaustion/fatigue</li> </ul>   | <ul style="list-style-type: none"> <li>• Express concern and care</li> <li>• Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</li> <li>• Listen to and believe student's responses</li> </ul>   | <b>Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a>  | <b>Consultation: Frost House: (603) 536-2206</b><br><a href="https://www.plymouth.edu/frost-house">https://www.plymouth.edu/frost-house</a><br><b>CARE Form:</b><br><a href="https://www.plymouth.edu/frost-house/care-program">https://www.plymouth.edu/frost-house/care-program</a>   |

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|  | <ul style="list-style-type: none"> <li>• Excessive worry, sleeping/eating problems</li> </ul> | <ul style="list-style-type: none"> <li>• Be supportive and encouraging if the student agrees to get help</li> </ul> | <b>Office of Student Advocacy and Wellbeing: (603) 535-2405</b><br><a href="https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being">https://universitysystemnh.sharepoint.com/sites/OfficeofStudentAdvocacyandWell-being</a> | <b>Counseling Center: (603) 536-2461</b><br><a href="https://www.plymouth.edu/counseling-center">https://www.plymouth.edu/counseling-center</a><br><b>Crisis: University Police: (603) 535-2330 or 911</b> |
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