



Working with CLAS Students in Distress

As instructors and academic staff you play a crucial role in supporting student well-being. You're often the first to notice when a student is struggling. While emotional ups and downs are normal throughout the year, sometimes you might see a student acting differently or behaving in a way that raises concerns.

If you feel the student is an imminent risk to self or others contact:

- If the student is **on Campus**—Call University of Iowa Police Department (UIPD) at 319-335-5022
- If the student is **off Campus**—dial 911 for local law enforcement

Co-response options:

For both UIPD and Iowa City Police Department (ICPD), you can request that a mental health liaison co-respond with law enforcement

The presence of a non-uniformed co-response support person can greatly help deescalate situations and provide a more robust crisis response

Your Responsibilities are:

- To be sensitive to mental health concerns
- To encourage students to seek help
- To connect students with campus resources

If the student has shared significant mental health concerns with you, please do the following:

- **Provide a supportive response** acknowledging the student's concerns.
- **Please copy** (using CC) the following offices in your response to the student. If shared via email, make sure to include the student's original email in your reply.
 - *For undergraduate students:*
 - clas-undergrad@uiowa.edu
 - emily-hurst@uiowa.edu
 - dos@uiowa.edu
 - *For graduate students:*
 - christopher-cheatum@uiowa.edu
 - roland-racevskis@uiowa.edu
 - dos@uiowa.edu

Sample email response

Feel free to tailor to your needs and language:

"Thank you for sharing with me. I am sorry to hear you are struggling with XXX and want to connect you with the support you need. I am including CLAS UP, the CLAS Student Care Manager, and the Dean of Students on this email to ensure you can connect."

If you are concerned about a student, but they have not directly shared concerns with you or it is not a significant mental health concern, please use the [CLAS UP Student Academic Concern Form](#).

Suggestions When Dealing with Distressed Students:

Do:

- Speak with the student privately; try to remain calm and be clear and direct
- Reflect back that you are glad they reached out for help and care about their well being
- Express concern in a non-judgmental terms
- If concerned about suicide, ask about directly; asking about suicide does not give someone the idea and people feel that you are really hearing them and wanting to help
- Focus on specific behaviors you have observed that concern you Take care of yourself; dealing with students in distress is demanding and draining work

Don't:

- Feel as if you must "solve" the problem for the student; instead: consult, refer, and follow up if appropriate
- Minimize the student's feelings
- Be afraid to ask about suicide
- Jump into "advice mode" and instead listen and reflect back what you are hearing

CLAS and Campus Resources:

CLAS Student Care Manager, Emily Hurst, LISW

emily-hurst@uiowa.edu, (319) 335-2633, 120 SH Monday-Friday
8am-4:30pm except for University Holidays

- Works with CLAS Students who might be struggling with behavioral health issues or in need of referrals/info on campus and off campus resources
- Works in tandem with SCA and CLAS UP to ensure both behavioral health needs and academic concerns are addressed
- Part of the Joint Response Team that includes Student Care and Assistance (SCA), Threat Assessment Team (TAT), and Residence Education, as well as the Early Intervention Team (EIT)

Student Care and Assistance (SCA)

dos-assistance@uiowa.edu, (319) 335-1162, 132 IMU Monday-Friday 8am-5pm except for University Holidays

- Report feeling overwhelmed by a personal or family emergency/concern
- Are having difficulty securing basic needs (food, shelter, utilities, etc.)
- Expresses an overall sense of struggling with difficulties of an unclear nature

University Counseling Services (UCS)

<http://counseling.uiowa.edu/> (319) 335-7294, 320 Westlawn
Monday-Friday 8am-5pm except for University Holidays

❖ Quick Access Appointments

- These are same day appointments for students in crisis; there are a limited number each day
- Call the front desk at 319-335-729 and ask for a Quick Access appointment or to speak with a clinician



24 Hour Resources Available to Students:

UI Support and Crisis Line - text, chat, or phone support for UI students AND staff

Call or Text: 844-461-5420

Chat: <https://mentalhealth.uiowa.edu/ui-support-and-crisis-line>

988 Suicide and Crisis Line and Chat

Call: 988

Chat: <https://988lifeline.org/>

Veterans Crisis Line Call : 988 and Press 1

Chat: <https://www.veteranscrisisline.net/>Text: 838255

Community Resources:

CommUnity Mobile Crisis Response

855-581-8111

24 hours a day, 7 days a week, 365 days a year

- Mobile Crisis can provide in-person response and support to students in a mental health crisis
- When dispatched, they will send two crisis counselors to meet with student where they are
- They can assess if the student needs a higher level of care and provide transportation if needed

CLAS Undergraduate Programs

CAMPUS AND COMMUNITY RESPONSE RESOURCES

CLAS Student Care Manager

Emily Hurst, LISW

emily-hurst@uiowa.edu, (319) 335-2633

120 SH

Works with CLAS Students who might be struggling with behavioral health issues or in need of referrals/info on campus resources

Student Care and Assistance (SCA)

(319) 335-1162

132 IMU

Assists University of Iowa undergraduate, graduate, and professional students experiencing crisis and emergency situations; SCA and Campus Safety co-sponsored therapy dog may also respond and provide support

Mobile Crisis Response

855-581-8111

<https://builtbycommunity.org/i-need-help/mobile-crisis>

Mental health counselors are dispatched to assist with a response when a person is experiencing a mental health crisis, or those supporting a person in crisis call for assistance. It is a voluntary service and the individual must consent to using the service

UI Support and Crisis Line

844-461-5420

<http://mentalhealth.uiowa.edu/ui-support-and-crisis-line>

24/7/365 text, chat, or phone support for all UI community members in partnership with CommUnity Crisis Services

CommUnity Support and Crisis Line

1121 S. Gilbert Court (Main Office)

1045 Hwy 6 East (Food Pantry)

319-351-0128

<https://builtbycommunity.org/>

Provides support for individuals facing emotional, food, or financial insecurity through crisis services and food bank resources

GuideLink Center

300 Southgate Ave

319-688-8000

<https://guidelinkcenter.org/>

Provides access to immediate, onsite assessment and stabilization for those 18+ years of age who are experiencing a mental health or substance use crisis

988 Suicide and Crisis Hotline

24/7/365 service offers call, chat, and text with caring crisis counselors.

Dial/Text 988

Chat: <https://988lifeline.org/chat/>

Veterans Crisis Line

24/7/365 confidential crisis support for veterans and their loved ones.

Dial 988 and Press "1"

Text 838255

Chat: <https://www.veteranscrisisline.net/get-help-now/chat/>

Threat Assessment Team (TAT)

319-384-2955

139 UCC

uitat@uiowa.edu

Supports campus safety by assessing, monitoring, and providing support for people exhibiting unusual distress, fixated grievance, or troubling behaviors through early identification and intervention

UI Police Department (UIPD)

319-335-5022

808 UCC

State-certified police officers who enforce state, local, and federal laws. UIPD responds to calls for service and investigates all criminal incidents that occur on university property

CLAS Undergraduate Programs