



RESPONSE PROTOCOL

Follow the chart below to best determine who to contact when faced with a student or colleague who is distressed, disruptive or in crisis.

Is the student or employee a danger to self or others, or do they need immediate assistance for any reason?

YES

The person's conduct is clearly and imminently reckless, disorderly, dangerous or threatening, including self-harm or a medical emergency.

Call 911 and stay with the person until help arrives.

NOT SURE

The person shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy or concerned.

Assist the person with accessing support:
Students: Walk with them to the Counseling Center (business hours) or help them request a consult online.
Employees: Help them request a CSEAP (Colorado State Employee Assistance Program) appointment online.
All: Contact Colorado Crisis Services (24/7).

NO

I'm not concerned for the person's immediate safety, but they could use some support or resources.

Encourage the person to connect with resources:

- Counseling Center
- CSEAP (employees)
- Colorado Crisis Services (all)
- Other community resources

Postvention action (for students): SUBMIT A PACK CARES REFERRAL

<https://www.csupueblo.edu/pack-cares/index.html>



QUICK RESOURCES

Emergency Response 911

Sheriff's Office (719) 549-2373

Colorado Crisis Services
(available 24/7) **1 (844) 493-8255**

Counseling Center
(Schedule an Appointment)
(24/7 line) **(719) 549-2838**

Colorado State Employee Assistance Program (CSEAP)
(303) 866-4314
(during typical business hours)

Student Outreach & Support: PACK CARES
(typically responds within one-two business day)
Early intervention is preferable to crisis intervention.





INDICATORS OF DISTRESS

**SEE SOMETHING
SAY SOMETHING
DO SOMETHING**

A person's behavior, especially if it changes over time, may be an indicator of distress or "a cry for help." You might be the first person to recognize signs of distress, especially if you have frequent or prolonged contact with a student or colleague.

Trust your instincts if someone leaves you feeling worried, alarmed or threatened.

MANDATORY REPORTING

Any conduct that might violate CSU Pueblo's policy on Discrimination (including Title IX Sex Discrimination), Protected Class Harassment, and Retaliation must be reported to the Office of Institutional Equity (OIE). Conduct that falls under this policy is sexual assault, domestic violence, stalking, sex harassment and discrimination, and retaliation. To submit a report, please visit OIE webpage [Any sexual misconduct, intimate partner abuse, stalking, and protected-class discrimination or harassment, or related retaliation must be reported to the Office of Institutional Equity & Title-IX \(csupueblo.edu/title-ix\). Confidential resources are available.](#)

CONFIDENTIALITY AND FERPA

FERPA (Family Educational Rights and Privacy Act) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student may be shared with college administrators, campus police, the counseling center, or other CSU Pueblo faculty and staff who need to know in order to promote student and campus safety.

ACADEMIC/WORK INDICATORS

- Sudden decline in quality of work or grades
- Avoiding friends or social situations
- Problems concentrating or learning
- Repeated absences
- Bizarre content in writings or presentations
- Repeated classroom disruptions

SAFETY INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing
- Your gut feeling that there is a safety risk

EMOTIONAL INDICATORS

- Self disclosure of distress (relationship/family issues, grief, suicidal thoughts, etc.)
- Excessive tearfulness, worry, anxiety, panic, fear, irritability or apathy
- Extreme mood change - extreme highs and lows
- Verbal abuse
- Concern from peers

PHYSICAL INDICATORS

- Marked changes in physical appearance, grooming, hygiene or weight.
- Excessive fatigue or sleep disturbances.
- Intoxication, disorientation or smelling of alcohol



GUIDELINES FOR INTERVENTION

Contact the Counseling Center, Colorado State Employee Assistance Program (CSEAP), Colorado Crisis Services, or Office of Campus Safety for consultation on the seriousness of the situation, as well as strategies for how to best support the person.

Act sooner rather than later, and remember-safety first! If you are concerned for your own safety or the safety of others, do not hesitate to call 911.

DISTRESSED BEHAVIOR

- Let the individual know you are concerned about them and would like to help.
- Allow them to discuss their thoughts and feelings, which often helps relieve pressure.
- Ask about suicide directly: "Are you thinking about suicide or killing yourself?"
- Avoid offering lots of advice or solutions.
- For students during business hours, give them information about counseling services at the Wolf Pack Counseling Center and offer to walk them over.
- For colleagues (or students during non-business hours), tell them about CSEAP or Colorado Crisis Services and offer to make the initial call with them.

QUICK TIPS

If you're concerned about someone's well-being:

- Ask them if they're thinking about suicide.
- Really listen to their answer, and let them know you care.
- Refer them to the appropriate resources.

DISRUPTIVE BEHAVIOR

- Ensure the safety of yourself and those present.
- Use a calm, non-confrontational approach to defuse and de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate; if the behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Call 911 to reach Office of Campus Safety & Emergency Management if there is a safety risk.
- Immediately submit a referral with Student Outreach & Support at

**Pack CARES
Support**



**FACULTY
RESOURCE
GUIDE**



CAMPUS RESOURCES

Sheriff's Office

(719) 549-2373

Office of Campus Safety

Non-emergency:

(719) 583-6250

Emergency: 911

Wolf Pack Counseling Center

(719) 549-2838

CSU Pueblo Human Resources

(719) 549-2441

CSEAP

(303) 866-4314

(Colorado State Employee Assistance Program)

Dean of Students

(719) 549-2687

(Student Affairs)

Pack CARES Support

[https://www.csupueblo.edu/
pack-cares/index.html](https://www.csupueblo.edu/pack-cares/index.html)



FACULTY RESOURCE GUIDE

[https://
tinyurl.com/24v3kuay](https://tinyurl.com/24v3kuay)



The Red Folder is a comprehensive campus-wide initiative to encourage wellbeing - in all its dimensions - among all members of the Colorado State University Pueblo community, students, faculty and staff.

Together, we pledge to be a community where personal and collective wellness is prioritized and everyone is encouraged and empowered to be the best versions of themselves.

A copy of "Helping Thunderwolves in Distress" is available at <https://www.csupueblo.edu/campus-life/vpstudentaffairs/deanofstudents.html> along with other resources and helpful information.

COMMUNITY RESOURCES

ACOVA: Victim Assistance (ACOVA) provides on scene crisis intervention to victims of crime. To contact ACOVA, call 719-583-6434 or 719-553-2460.

Juniper Southern Colorado: offers a 24/7 confidential crisis hotline 719-549-0549.

Mariposa Center for Safety: Formerly known as the YWCA of Pueblo, offers emergency shelter/relocation services for victims of domestic violence. 24/7 crisis hotline 719-545-8195.

Colorado Crisis Services: (Available 24/7) (844) 493-TALK (8255) or text TALK to 38255 coloradocrisiservices.org.

Man Therapy: www.mantherapy.org.

Colorado Office of Suicide Prevention: www.coosp.org.

American Association of Suicidology: www.suicidology.org Safe2Tell safe2tell.org.

The Trevor Project: (for LGBTQ+ youth, available 24/7) (866) 488-7386.

Posada: 719-545-8776, www.posadopueblo.org, contact for emergency housing.

2-1-1 Colorado: Whether you are searching for housing availability, childcare, rent payment assistance, Colorado can connect you to critical resources simply by dialing 2-1-1 (or 866-760-64898).

Single Stop: CSU Pueblo partners with Single Stop, a confidential screener that provides immediate eligibility results for an array of federal, state, and local benefits.