Refer

INCLUSION & INSTITUTIONAL EQUITY:

Harassment - Discrimination - Pregnancy

410-704-0203 - Towson.edu/Inclusionequity

**STUDENT CONDUCT &
CIVILITY EDUCATION:**

Disruptive Behavior - Academic Integrity

410-704-2057 - Towson.edu/Studentconduct

COUNSELING CENTER:

Non-Life Threatening Mental Health Concern

410-704-2512 - Towson.edu/Counseling

STUDENT OUTREACH & SUPPORT:

Long-term illness - Basic Needs -
General Concern

410-704-2055 - Towson.edu/SOS

TU POLICE:

Urgent Safety Concern

410-704-4444

SOS Tip Sheet

Supporting Students in Distress
"Recognize - Respond - Refer"

TU **TOWSON UNIVERSITY**

For more information on how to support students visit:
TOWSON.EDU/SOS

TU **TOWSON UNIVERSITY®** | **Student Outreach & Support**
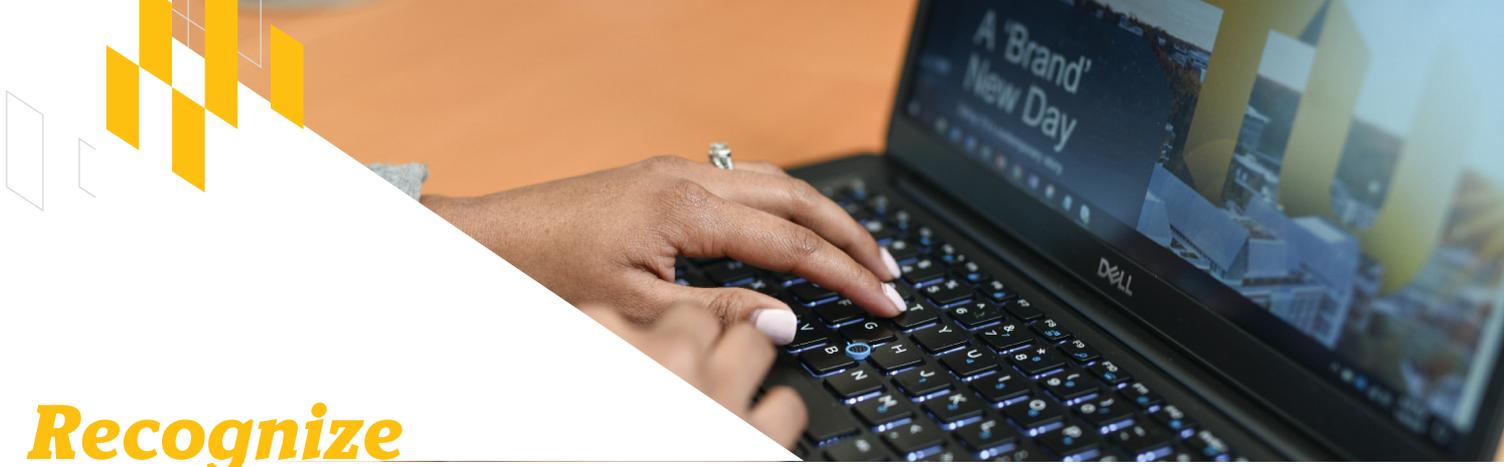
Recognize

SIGNS OF DISTRESS

Psychological :

- Tearfulness
- Anxiety/Panic
- Disproportionate responses
- Disorientation

Academic :

- Sudden decline in performance
- High-absenteeism
- Non-responsive
- Inappropriate disruptions

Behavioral :

- Concerning communication via email
- Inappropriate outbursts
- Erratic mannerisms
- Dissociation with reality

Physical :

- Poor hygiene
- Dramatic weigh change
- Ongoing appearance of illness
- Visible signs of bruising/cuts

Respond

KNOW YOUR ROLE

- **Consult never counsel.** Your role is to acknowledge concerns and provide empathy, not to provide therapy.
- **Refer**. The objective of acknowledging concerns is to identify appropriate referrals.
- **Safety first**. Credible or urgent concerns for your safety or the safety of a TU community member should always be directed to TUPD or BCPD at 410-704-4444 or 911.

Sample Language:

- "I've noticed ___, I'm concerned and wanted to check in. Help me understand what's going on."
- "You've mentioned that you are struggling with ___, I have a friend in Student Affairs who can help. Is it ok if I connect you two?"
- "I appreciate that ___ is challenging, but it's never too late to seek help. There are many people at Towson who can support you."
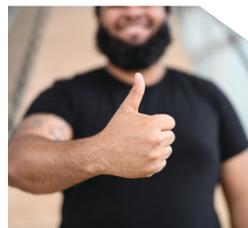
QUICK TIPS:

Be Proactive - Avoid Judgment

Convey Hope - Refer Early