WHO WE ARE

CARE Team, the Campus Assessment, Response & Evaluation Team.

TIPS AND GUIDELINES FOR FACULTY AND STAFF DEALING WITH DISTRESSED AND DISRUPTIVE STUDENTS

Guidelines for Interacting with Distressed Students

Anytime you are dealing with students in crisis situations, actively listen and convey your concern and willingness to help. When you communicate with a student in distress be direct, honest, clear and concise.

- Know your limits and the limitations of your role, you are not expected to act as a counselor or mental health professional.
- Give the student time to talk about their situation, don’t interrupt.
- Use a calm voice when talking with the student, even if their voice is raised or excitable.
- When meeting with the student, briefly acknowledge your observations and perceptions of their situation and express your concerns directly and honestly.
- Strange and inappropriate behavior should not be ignored, comment directly on what you have observed and share your concerns with the CARE team.
- If a student makes suicidal statements; remain calm, offer to walk them over to the Counseling Center if Downtown or contact police on either campus immediately to assess the student’s safety. Then follow up with a CARE report.

Frequently Asked Questions: ucdenver.edu/CARE

ADDITIONAL RESOURCES

Auraria Police Department (Downtown)
303-556-5000
ahec.edu/acpd.htm

CU Denver Police Department (Anschutz)
303-724-4444
ucdenver.edu/police

Student Mental Health Services (Anschutz)
303-724-4716
ucdenver.edu/life/services/student-health/mental-wellness

Counseling Center (Downtown)
303-556-4372
ucdenver.edu/counselingcenter

Student Conduct and Community Standards
303-556-2444
ucdenver.edu/standards

Office of Case Management
303-352-3579
ucdenver.edu/CSM

University of Colorado
Denver | Anschutz Medical Campus

WHAT YOU CAN DO

If you encounter a student who appears to be in distress, who has made threatening comments or gestures, or who appears to be exhibiting unusual behaviors, and the situation is not urgent, contact the CARE team at ucdenver.edu/CARE. If the situation is imminent call 911 from any campus phone or contact appropriate campus police.

Disruptive Behavior

Disruptive behavior is any behavior that interrupts office functions or interferes with an instructor’s ability to conduct class, or the ability of other students to profit from the instruction.

- Clearly articulate classroom expectations concerning behavior and participation.
- Inform the student that expectations are not being met and that the behaviors are disrupting the learning and teaching taking place in the class or are disruptive to the professional services being provided in the office.
- Give the student an opportunity to address/correct the behavior.
- Hold the student accountable for failure to correct behavior and ask them to leave the class or office if the behavior continues. (Any time a student is asked to leave a class or office because of behavior please communicate this in writing to the Office of Community Standards and Wellness and your Department Chair or Associate Dean.)
- Document the concerns in writing and communicate with the student, Department Chair, Community Standards and/or Associate Dean. Submit a student of concern report online at ucdenver.edu/CARE

Report all concerning behaviors to the CARE Team at ucdenver.edu/CARE
WHAT WE DO

Purpose
The purpose of the team is to assess whether individuals pose a risk to themselves or others and to intervene where necessary. The team is also dedicated to identifying and providing assistance to those in need. The team takes a preventative approach to risk assessment by offering resources, referrals, and support to both the individual in need and their associates.

WHAT TO REFER
This list identifies common examples of behaviors that should be referred to the CARE Team by submitting a concern at ucdenver.edu/CARE.

- Clear signs of distress
- Erratic behavior
- Paranoia
- Threatening words or actions*
- Violent or aggressive behavior*
- Classroom disruptions
- Excessive absenteeism
- Lack of responsiveness
- Lack of emotional expression
- Relationship violence
- Alienation/isolation from others
- Writings that convey clear intentions to harm oneself or others
- Suicidality, including threats, gestures, ideations, and attempts
- Observed self-injurious behavior (such as cutting or burning)
- Extreme rudeness or insubordination toward university officials, staff, faculty, or administrators
- Postings on social media outlets that are threatening*
- Overreaction to changes in policies/procedures

Behaviors that must be reported to the police, per the University of Colorado Denver | Anschutz Threatening Behavior Policy, are marked with an asterisk.*

HOW TO CONTACT US
To share a concern visit: ucdenver.edu/CARE
To request a presentation email: shareaconcern@ucdenver.edu

University of Colorado Denver | Anschutz Medical Campus

MISSION STATEMENT
The Campus Assessment, Response & Evaluation (CARE) Team is committed to improving campus safety and student success by proactively and collaboratively managing situations and individuals that pose, or may reasonably pose, a threat to the safety and wellbeing of the campus community. The team coordinates with students, faculty, and staff as well as concerned others, using objective and thoughtful approaches to identifying, assessing and intervening with individuals of concern.