

# COYOTE RESOURCE GUIDE

---

SUPPORT FOR FACULTY, STAFF AND  
PEERS WORKING WITH A STUDENT IN  
NEED OF ASSISTANCE



UNIVERSITY OF  
SOUTH DAKOTA

University of South Dakota Student Counseling Center (SCC)

[usd.edu/SCC](https://usd.edu/SCC)

# RESPONSE PROTOCOL

Follow the chart below to determine who to contact when working with a student who needs assistance.

## ASK YOURSELF: IS THE STUDENT A DANGER TO SELF OR OTHERS?

**YES**

The student's conduct is clearly and/or imminently reckless, disorderly, dangerous or threatening, including self-harm behavior.

**Call 911 or Campus Police  
605-658-6199**

**Report the Concern to  
CARE Team**

[link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)

After-hours/weekend phone crisis consultation for students and staff available by calling 211. USD also has 24-hour crisis response available by calling UPD (605-658-6199)

**I'M NOT  
SURE**

The student shows signs of distress, but I am unsure how serious it is. My interaction left me feeling uneasy/concerned for the student.

**During Business Hours**

Call the SCC to help student schedule an appointment (605-658-3580) or sign up for a Same Day Appointment on our website.

**After-hours and Holidays**

Call 211 and file CARE Team Report [link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)

**NO**

I am not concerned for the student's immediate safety, but the individual is having significant academic or personal issues and could use support.

**During or After  
Business Hours**

Help the student request or self-schedule an appointment online on our website. We do have Same Day Appointments available as well.

**Refer Students to  
Campus Resources.**

*See resource guide on next page.*

# CONNECTING STUDENTS WITH SERVICES

## What does the Student Counseling Center offer?

### GROUP APPOINTMENTS

Different groups are offered each semester. Visit our website to see which groups are currently being offered.

### SAME DAY APPOINTMENTS

One-time appointment with a counselor. This appointment consists of short focus-based therapy.

### COUPLES COUNSELING

Using Gottman's theory we offer couples a place to work through marital or relationship issues.

### INDIVIDUAL COUNSELING

One-on-one counseling for eight sessions a semester.

SCAN THE QR CODES BELOW TO SIGN UP FOR ANY OF THE APPOINTMENTS ABOVE



Same Day & Groups

Individual & Couples



# CONFIDENTIALITY AND HIPAA

While specific student records and information within offices are confidential by law (meaning information cannot be shared without consent or legal exception), we can always receive information and provide support through general consultation.

## SAFETY FIRST

If a student is in crisis and needs immediate support outside of business hours, please call UPD at 605-658-6199. They will connect you with our on-call counselor.

## WHAT TO WATCH FOR:

### ACADEMIC INDICATORS

- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentation
- You find yourself doing more personal than academic counseling during academic hours

### PHYSICAL INDICATORS

- Marked changes in physical appearance
- Excessive fatigue/sleep disturbance
- Intoxication, hungover, smelling of alcohol
- Disoriented
- Slurred or garbled speech

### SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Implying or making direct threat to harm self or others
- Communicating threats via email, text, social media or phone calls

### PSYCHOLOGICAL INDICATORS

- Self disclosure of personal distress
- Excessive tearfulness, panic reactions, irritability, unusual apathy
- Verbal abuse (taunting, badgering, intimidation)
- Expressions of concern about student by peers

# SEE SOMETHING. SAY SOMETHING. DO SOMETHING.

## SEE

### OBSERVE

Since you may have frequent and/or prolonged contact with a student, you are in a unique position to see a noticeable change or distress in a student.

Become familiar with symptoms of distress and attend to their occurrence.

### TRUST YOUR INSTINCTS

If you feel uneasy about a student, contact the Dean of Students office or file a CARE Team referral. Early intervention can prevent more serious problems from developing.

### INITIATE CONTACT (BE PROACTIVE)

Don't ignore strange, inappropriate or unusual behavior. Talk to the student privately, indicating concern in a direct matter-of-fact manner.

### LISTEN CAREFULLY

Allow the student time and latitude to express their thoughts and feelings. Refrain from expressing negative opinions. Don't minimize their concerns.

Students may struggle to articulate their distress. Don't be afraid to ask if they are suicidal.

## SAY

### KNOW YOUR LIMITS

Students in distress often require a great deal of time and energy. If you think or feel a student's problems are more than you can handle, trust your feelings.

### CLARIFY YOUR ROLE

When supporting a student, be frank with the student about your expertise and role.

Frame any decision to seek and accept help as an intelligent and wise choice. Emphasize that asking for help is a sign of strength.

Respect the student's privacy and autonomy without false promises of confidentiality.

### OFFER SUPPORT AND ASSISTANCE

Make reflective comments; repeat back to the student what they have said to clarify and demonstrate understanding.

Meet and talk privately to minimize embarrassment and defensiveness.

DON'T minimize the student's distress

DON'T challenge or argue

DON'T assume a student's motivation or behavior

DO keep your voice low and speak slowly

DO convey your concern and your desire for their well-being

- Clearly express your concerns focusing on the specific/observable behaviors in nonjudgmental terms.
- Offer supportive alternatives, resources, and referrals.
- Explore student's support systems on and off campus

If you have any concerns about self-harm, BE SURE to ask explicitly if the student has thoughts or plans to end their life or harm themselves.

## DO

### PREPARE

Before you are in a situation where you are dealing with a student who needs assistance:

- Have your resources at hand
- Know who to call for support in the moment
- Know how to make a referral
- Take QPR training

### DE-ESCALATE

Remain calm and non-threatening (consider the tone of your voice and posture/body position); people will often mirror your demeanor, minimizing escalation.

Acknowledge student concerns; people in distress need to hear/feel that they are being heard. In the event student is not de-escalating and you have safety concerns, remove yourself/others, and call for appropriate support.

### REFER

For safety concerns, remember to call UPD first.

Recommend services and provide student with realistic expectations.

Call the Student Counseling Center with the student to assist in making a connection or appointment. Remember the SCC offers Same Day Appointments every day from 1-3p.m.

When appropriate, make plans to follow up with the student on how the referral went.

### CONSULT

As part of supporting a student in distress, you may need additional support and guidance.

Either before, during, or after meeting with a student, file a CARE Team referral ([link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)) and follow up with department chair or leadership representative.

While it is generally recommended you consult openly with the student present, you may want to consult privately if there are safety concerns. If necessary, find someone to stay with the student while you consult with appropriate resources.

# REFERRAL EXAMPLE GUIDE

Below are some examples of situations that could arise and what action should be taken.

## SCENARIO

## CONTACT

Student is threatening or reporting a threat to the safety of themselves or others.



University Police Department 605-658-6199  
Vermillion Police Department 911

Student discloses they have been a victim of sexual assault, stalking, dating or domestic violence, sexual exploitation or harassment, or gender discrimination.



Title IX Coordinator  
605-658-3748  
Slagle 205

Student demonstrates any mental health concern: depression, anxiety, suicidal thoughts, a loss of touch with reality.



Student Counseling Center - 605-658-3580  
Suicide Hotline - 988

Student is considering withdrawing from USD, is debilitated/overwhelmed by personal/family situation, displays unhealthy or dangerous patterns of behavior, or is hospitalized or experiencing serious illness.



Dean of Students - deanofstudents@usd.edu  
605-658-3555  
USD CARE Team  
[link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)

Student reports having academic difficulty or a need for academic accommodation due to a physical, psychological, or learning disability.



Office of Accessibility - 605-658-3745

Student is struggling academically. Student is chronically late, missing class, and does not complete assignments.



Academic Advising- 605-658-3600  
USD CARE Team  
[link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)

Student violates the academic integrity policy, reports that they have been subjected to hazing/harassment/discrimination, violates local/state/federal law, violates any university policy, or causes a significant or ongoing disruption to the classroom.



Student Rights & Responsibilities-605-658-3561  
SRR@usd.edu

# QUICK RESOURCE GUIDE

## REFERRAL, RESOURCES & INTERVENTION

### CARE Team

PH:605-677-5331

- Provides action and support to address the needs of students who are distressed.
- [link.usd.edu/CARE-Referral](http://link.usd.edu/CARE-Referral)

### Dean of Students MUC 218

PH: 605-658-3555

- Works with students on an individual basis to provide personal, social, and academic support to promote student success.

### Charlie's Cupboard UCE 114

PH: 605-658-3555

- Student-led campus food pantry open every week.

### Community Connection Center 9 Court St.

PH: 605-658-0118

- A one-stop-shop that addresses the needs of community members by coordinating the efforts of local organizations.

### Vermillion Food Pantry

- Open weekly but hours vary. Call 605-658-0118 to get availability.

### Opportunity Center MUC 204B

PH:605-658-3434

- Centralized hub for student success resources & leadership programming.

### Hotlines

- These can be used if there is a situation outside of normal business hours:

**Suicide Hotline - 988**

**Sexual Assault - 800-656-4673**

**Domestic Violence -**

**800-799-7233**

**Veterans - 800-173-8255 (press 1)**

**Substance Abuse - 800-662-4357**

**Child Abuse - 800-422-4453**

**Crisis text line -**

**Text HOME to 741741**

## HEALTH AND WELL-BEING

### Student Counseling Center

PH:605-658-3580

#### Dakota Hall/East Hall

- Licensed therapists
- 24 Hour crisis response 605-658-6199 (UPD)
- Offers groups, one-on-one, and couples Counseling.

### Counseling School & Psychological Services Center

PH:605-658-6638

#### Delzell Education Building

- Provides one-on-one Counseling.

### Psychological Services Center Union Building

PH:605-658-3720

- Provides one-on-one counseling as well as diagnostic assessments.

### Student Health

PH:605-677-3700

- Located off campus at Sanford Medical Clinic
- Nurse Line to ask questions 800-821-5167

### Office of Accessibility

PH:605-658-3745

- Can help with academic accommodations.

### Wellness Center

PH:605-677-8803

- Gym, classes, rock climbing wall
- Free to students

## POLICE & LAW ENFORCEMENT

### Title IX Office

Slagle Hall 205

PH: 605-658-3748

- Student wishes to file a complaint of sexual harassment or assault.
- Any questions regarding sexual assault or sexual harassment.

### Legal Aid

Philip Terwilliger,

Attorney at Law

[Terwilligerlaw@live.com](mailto:Terwilligerlaw@live.com)

PH:605-659-6688

Students should reach out to Philip Terwilliger directly.

### Student Rights & Responsibilities MUC 206

PH:605-658-3561

- Offers consultations to determine if a student's behavior warrants corrective action and clarification regarding USD's policies.

### University Police Department

Davidson Building

PH: 605-658-6199

### Vermillion Police Department

Main St.

### Non-Emergency

PH: 605-677-7070

Emergency  
PH: 911

## CULTURAL AND SOCIAL RESOURCES

### TRIO

North Commons 101

PH:605-658-6131

Email:[trioss@usd.edu](mailto:trioss@usd.edu)

- Provides opportunities for access and success in college.

### Gallagher International Center

PH:605-658-3599

- Provides assistance for international students.

### University Housing

PH:605-677-5663

- Can help with roommate issues or any issues regarding the struggles to adjust to life away from home.

### Student Veteran Resource Center

PH:605-658-3570

North Commons 103

### Native American Cultural Center PH:605-658-3587

- Serves as a welcoming community that embraces Native and Indigenous values to provide a homelike gathering space.

### USD Involved

[USDInvolved.usd.edu](http://USDInvolved.usd.edu)

- This website houses information about more than 180 student organizations and their events.

### Multicultural Center

MUC 219D

PH: 605-658-3557

- Caring community that embraces the uniqueness of our students, faculty and staff.

**SEE SOMETHING.**  
**SAY SOMETHING.**  
**DO SOMETHING.**



UNIVERSITY OF  
SOUTH DAKOTA

University of South Dakota Student Counseling Center (SCC)

[usd.edu/SCC](http://usd.edu/SCC)