

COYOTE RESOURCE GUIDE

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



UNIVERSITY OF
SOUTH DAKOTA

SIoux FALLS

University of South Dakota Student Counseling Center – Sioux Falls (SCC)

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

Report the Concern to CARE Team

link.usd.edu/CARE-Referral
After-hours/weekend phone crisis consultation for students and staff available by calling 211.

USD also has 24-hour Support line called Coyote Care. Coyote Care can be reached by calling 833-569-1686

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 Coyote Care and file CARE Team Report
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 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-SF offer?

SAME DAY APPOINTMENTS

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

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

Individual



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 **Coyote Care**.

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 nonjudging 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 911 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 Tuesday from 1-4p.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) 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
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
605-658-3665
Slagle 206

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



Student Counseling Center - 605-658-3580
Coyote Care - 833-569-1686

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.



Director of Academic & Student Support -
Aaron Anthony Aaron.Anthony@usd.edu
ph. 605-274-9511
USD CARE Team
link.usd.edu/CARE-Referral

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



Disability Services - 605-658-3745

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



Academic Advising - 605-274-9500
USD CARE Team
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

Academic Advising

PH: 605-274-9514
Location: FSC1 220
Email: USDSF-Advising@usd.edu
Website

Academic Support & Tutoring

PH: 605-274-9514
Location: FSC1 220
Email: USDSF-Advising@usd.edu
Website

Business Office

PH: 605-274-9520
Location: FADM 133
Email: usdsf-businessoffice@usd.edu
Website

Charlies Cupboard

PH: 605-274-9562
Location: FSC1 142
Email: cheryl.hartman@usd.edu
Website

Facilities/Security

PH: 605-274-9513 (7a-4:30p)
605-334-9357 or 605-929-2823 (4:30p-Later)
Location: FADM 172
Email: usdsf-security@usd.edu
Website

Library Support

PH: 605-274-9576
Location: FSC1 232
Email: Caroline.Bates@usd.edu
and/or library@usd.edu
Website

Opportunity Center

Location: FSC1 143
Available Tuesdays from 1:30-4:30p.m.
Website

Student Success Coaching

PH: 605-274-9514
Location: FSC1 207
Email: Jackie.AISaffar@usd.edu
Website

Technology Services (I.T. Help Desk)

PH: 605-274-9525
Location: FADM 135
Email: usdsf-technologyservices@usd.edu
Website

Testing Center

PH: 605-274-9550
Location: FADM 168
Email: usdsf-testingcenter@usd.edu
Website

CARE Team

PH: 605-677-5331
Website

Director of Academic & Student Support

Location: FADM 238
PH: 605-274-9511
Email: usdsf-advising@usd.edu

POLICE & LAW ENFORCEMENT

Title IX Office

PH: 605-658-3665
Email: Jean.Merkle@usd.edu
Website

Student Rights & Responsibilities

PH: 605-658-3561
Email: SRR@usd.edu
Website

Sioux Falls Police

Emergency PH: 911

University Police

Vermillion, SD
PH: 605-658-6199

I CARE

PH: 605-658-6155
Email: Rebecca.A.Kaiser@usd.edu
Website

WORKS CLINIC

US Divorce and Custody Forms
Help and Mediation
Ph: 605-658-3548
Email: works@usd.edu
Website

CULTURAL AND SOCIAL RESOURCES

TRIO

North Commons 101
PH: 605-658-6131
Email: trioss@usd.edu
Website

TRIO's Talent Search

PH: 605-274-9500
Location: FSC1 123
Email: Martha.Miller@usd.edu
Website

Gallagher International Center

PH: 605-658-3599
Email: theworld@usd.edu
Website

Student Veteran Resource Center

PH: 605-658-3570
Email: Veterans@usd.edu
Website

USD Involved

Website

HEALTH AND WELL-BEING

Student Counseling Center

Sioux Falls
PH: 605-658-3580
Location: FADM 156
Email: SCC@usd.edu
Website

Psychological Services Center

Union Building, Vermillion, SD
PH: 605-658-3720

Disability Services

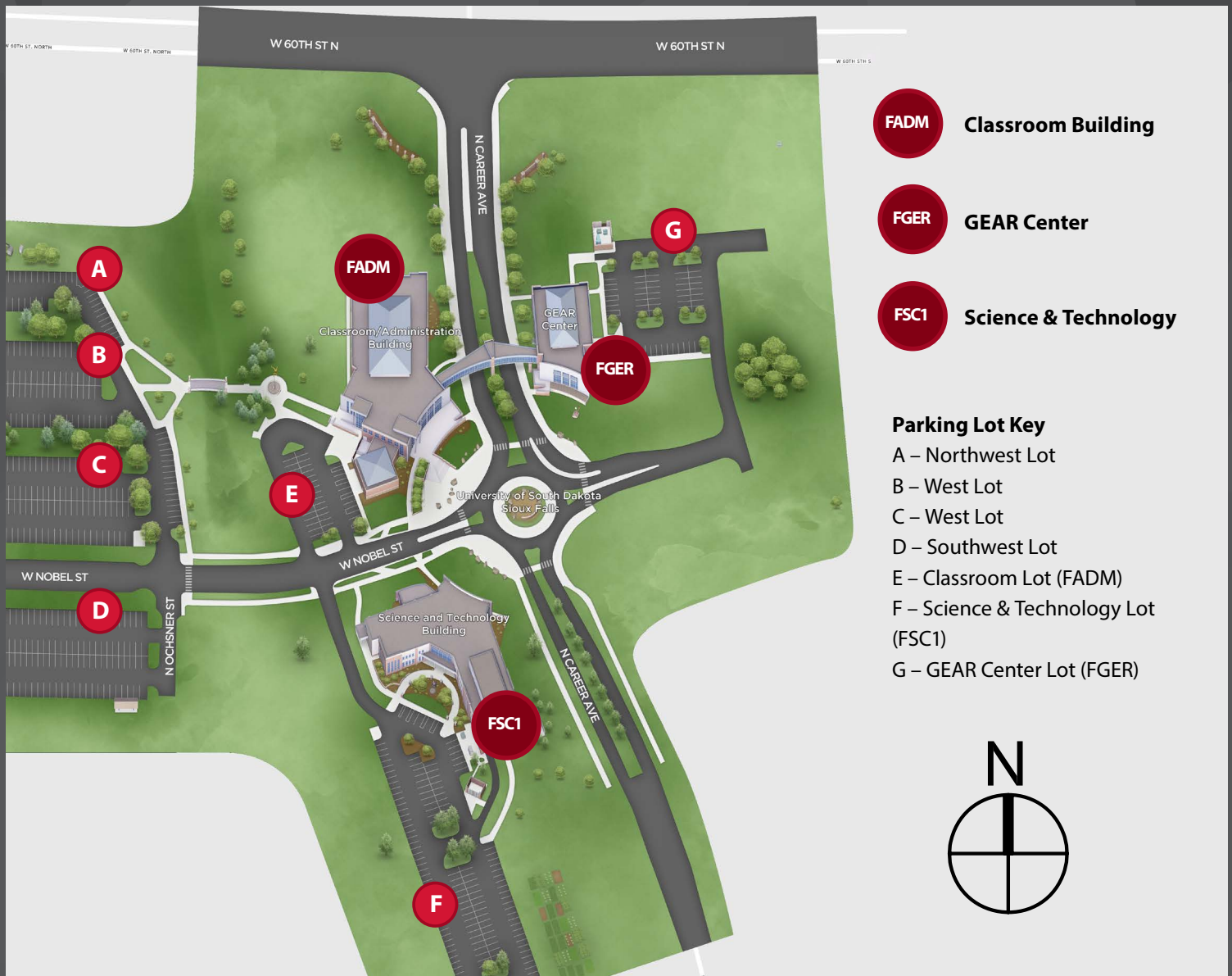
PH: 605-658-3745
Email: disabilityservices@usd.edu
Website

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



SCAN THE QR CODE TO VISIT OUR WEBSITE AND VIEW ALL RESOURCES.



- FADM** Classroom Building
- FGER** GEAR Center
- FSC1** Science & Technology

Parking Lot Key

- A – Northwest Lot
- B – West Lot
- C – West Lot
- D – Southwest Lot
- E – Classroom Lot (FADM)
- F – Science & Technology Lot (FSC1)
- G – GEAR Center Lot (FGER)



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