Threatening
If you are working with a student and are concerned about your safety or well-being or about the safety and well-being of others, immediately contact:
• 911
• UMPD: 305-284-6666

Disruptive
A disruptive student inhibits a productive learning environment, either in a classroom or office setting. For help concerning a disruptive student who does not refrain such behavior, please contact:
• Counseling Center: 305-284-5511
• Dean of Students Office: 305-284-5353

Take Action
When helping students, remember these easy steps:
• Listen actively
• Validate experiences & acknowledge concerns
• Refer to applicable resource(s)

If you feel unsafe at any time, please call 911.
### Common Behaviors

#### ANXIOUS

**Symptoms:**
- Agitation
- Panic
- Avoidance
- Rumination
- Excessive worry
- Sleep or eating problems

**Depression**

**Symptoms:**
- Feelings of emptiness or hopelessness
- Irregular sleeping/eating
- Deep sense of sadness
- Fatigue and social withdrawal, including social media

**Common Stressors**

#### SUBSTANCE ABUSE

Alcohol and drug abuse impacts students’ daily lives including academic performance.

**What to Do:**
- Treat the situation as serious
- Share your concern and encourage the student to seek help

**Resources:**
- Counseling Center 305-284-5511
- Dean of Students Office

#### SUICIDE IDEATION

A suicidal student who confides in someone is often looking for help.

**Risk Factors:**
- Verbal or written references to suicide
- Feelings of helplessness or hopelessness
- Feeling like a burden to others
- Suicidal threats

**Resources:**
- Counseling Center 305-284-5511
- UMPD 305-284-6666

#### ACADEMIC CHALLENGES

The University of Miami has zero tolerance for sexual misconduct and gender discrimination. UM policies and Title IX prohibit discrimination on the basis of gender or sexual misconduct.

**Examples:**
- Harassment
- Domestic and dating violence
- Stalking
- Sexual assault

**What to Do:**
- Share that you are not a confidential resource
- Listen without conveying judgment
- Share your concern and encourage the student to seek help
- Report what you have learned to the Dean of Students Office or to the Title IX Coordinator for follow up which will include a discussion of all available services

**Resources:**
- Sexual Assault Resource Team 305-798-6666
- Roscoy-Bolton Rape Treatment Center 305-585-7373
- Dean of Students 305-284-5513
- Title IX Coordinator 305-243-5518
- UMPD 305-284-6666

#### Tips on Helping

- Speak to the student in a quiet and secure space.
- Remain calm and guide the conversation by focusing on the student.
- Ask open-ended questions, using questions starting with who, what, how, etc. rather than do, are, have, etc.
- Listen attentively and respond to their concerns, directly and considerately, through paraphrasing and summarizing.
- Ask clarifying questions if you are unsure of what their concerns are.

**What to Do:**
- Treat the situation as serious
- Share your concern and encourage the student to seek help

**Resources:**
- Counseling Center 305-284-5511
- Dean of Students Office

### Scenarios and Resources

**Concerned about a student, but unsure of what to do?**

**When in doubt, contact the Dean of Students Office at 305-284-5353.**

<table>
<thead>
<tr>
<th>Scenario</th>
<th>UM Police Department 305-284-6666</th>
<th>Counseling Center 305-284-5511</th>
<th>Dean of Students Office 305-284-5353</th>
</tr>
</thead>
<tbody>
<tr>
<td>poses an immediate danger to self or others</td>
<td><img src="image1.png" alt="Icon" /></td>
<td><img src="image2.png" alt="Icon" /></td>
<td><img src="image3.png" alt="Icon" /></td>
</tr>
<tr>
<td>talks about suicide or homicide</td>
<td><img src="image4.png" alt="Icon" /></td>
<td><img src="image5.png" alt="Icon" /></td>
<td><img src="image6.png" alt="Icon" /></td>
</tr>
<tr>
<td>continuously disrupts class and refuses to stop</td>
<td><img src="image7.png" alt="Icon" /></td>
<td><img src="image8.png" alt="Icon" /></td>
<td><img src="image9.png" alt="Icon" /></td>
</tr>
<tr>
<td>exhibits behavior that may be out of touch with reality</td>
<td><img src="image10.png" alt="Icon" /></td>
<td><img src="image11.png" alt="Icon" /></td>
<td><img src="image12.png" alt="Icon" /></td>
</tr>
<tr>
<td>displays anger or hostility inappropriately</td>
<td><img src="image13.png" alt="Icon" /></td>
<td><img src="image14.png" alt="Icon" /></td>
<td><img src="image15.png" alt="Icon" /></td>
</tr>
<tr>
<td>showing signs of alcohol or drug use</td>
<td><img src="image16.png" alt="Icon" /></td>
<td><img src="image17.png" alt="Icon" /></td>
<td><img src="image18.png" alt="Icon" /></td>
</tr>
<tr>
<td>is having difficulty due to family illness or death</td>
<td><img src="image19.png" alt="Icon" /></td>
<td><img src="image20.png" alt="Icon" /></td>
<td><img src="image21.png" alt="Icon" /></td>
</tr>
<tr>
<td>is a victim of stalking, violence, intimidation</td>
<td><img src="image22.png" alt="Icon" /></td>
<td><img src="image23.png" alt="Icon" /></td>
<td><img src="image24.png" alt="Icon" /></td>
</tr>
<tr>
<td>appears to have an eating disorder or disordered body image</td>
<td><img src="image25.png" alt="Icon" /></td>
<td><img src="image26.png" alt="Icon" /></td>
<td><img src="image27.png" alt="Icon" /></td>
</tr>
<tr>
<td>change in appearance that seems concerning</td>
<td><img src="image28.png" alt="Icon" /></td>
<td><img src="image29.png" alt="Icon" /></td>
<td><img src="image30.png" alt="Icon" /></td>
</tr>
<tr>
<td>seems overly emotional (above common behaviors)</td>
<td><img src="image31.png" alt="Icon" /></td>
<td><img src="image32.png" alt="Icon" /></td>
<td><img src="image33.png" alt="Icon" /></td>
</tr>
</tbody>
</table>

If more than one resource is listed, contact all resources from left to right. Always follow up with the Dean of Students Office.
UNIVERSITY TROUBLESHOOTERS

Troubleshooters are spread across campus and are experts in their functional area. A troubleshooter is a great resource for a student and for you. If you are unsure of who to reach out to in your academic area, speaking with your department head or chair is a good place to start.

If you are trying to connect with a specific administrative campus area, visiting the website may be most helpful. Visit miami.edu/ombudsperson for a complete list of academic and administrative troubleshooters.

OMBUDSPERSON

The Ombudsperson helps to support students when conflicts or roadblocks hinder their success. By sharing knowledge about institutional policies, identifying options, and connecting students to the best resource to resolve a concern or remove an obstacle, the Ombudsperson will help. They work closely with University Troubleshooters both academic and administrative.

Referring a student to the Ombudsperson when you are not sure how to help is the best way to support our students.

Academic Ombudsperson
Michael Stokes 305-284-8794

University Ombudsperson
Jennifer Rau 305-284-4922

STUDENT AFFAIRS RESOURCES

The Division of Student Affairs helps to support student success through programs, opportunities, and services that encourage students to be active in the University of Miami experience. Additionally, Student Affairs staff step in during times of crisis to support students, families, and the entire community.

Vice President for Student Affairs
Patricia A. Whitely 305-284-4922

Associate Vice President for Student Affairs and Dean of Students
Ryan C. Holmes 305-284-5353

Director of Counseling Center
Rene Monteagudo 305-284-5511

STUDENT RIGHTS & RESPONSIBILITIES HANDBOOK

As students at the University of Miami, all students must adhere to policies detailed in the Student Rights and Responsibilities Handbook. This can be accessed at miami.edu/SRR. If you have additional questions, contact the Dean of Students Office at 305-284-5353.

LEAVE OF ABSENCE

Students who are having ongoing medical issues, personal crisis, or other major issues that may hinder their enrollment in an upcoming semester may have the option to go on inactive status. For more information, contact the Office of the Registrar at 305-284-2294 or the Ombudsperson at 305-284-4922.

WELLNESS & SELF-CARE

To help alleviate stress, foster resilience, and support academic success encourage students to:

- Exercise regularly and engage in active hobbies like taking a walk or playing basketball
- Avoid skipping meals and pack healthy snacks
- Limit caffeine and sugar intake
- Get 7-9 hours of sleep - nap when needed
- Practice relaxation techniques such as meditation or deep breathing
- Know your limits and try to maintain a balance of work and self-care

Students can find support and learn about self-care from the Herbert Wellness Center at miami.edu/wellness or the UHealth Fitness and Wellness Center by visiting wellness.med.miami.edu. Call 305-284-6524 for more information about wellness resources.

Thank you for supporting our students in need.