

FACULTY AND STAFF RED FOLDER

RESOURCES

EMERGENCY—911

SUICIDE AND CRISIS HOTLINE—988

CAMPUS SAFETY

563-387-2111

STUDENT LIFE

563-387-1020

RESIDENCE LIFE

563-387-1330

LUTHER CLINIC and COUNSELING

563-387-5400

TITLE IX OFFICE

563-387-1825

AFTER BUSINESS HOURS, CALL

CAMPUS SAFETY

563-387-2111

OTHER REFERRAL RESOURCES

UWILL TELEHEALTH

833-646-1426

CENTER FOR ACADEMIC

ENRICHMENT (CAE)

563-387-1270

CAMPUS MINISTRIES

563-387-1040

HUMAN RESOURCES

563-387-1134

EMPLOYEE ASSISTANCE

877-595-5281

GREAT RIVERS 211*

RIVERVIEW CENTER (sexual assault)

888-557-0310

HELPING SERVICES (relationship violence)

800-383-2988

DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?

YES

Take action immediately

The student threatens to injure, harm, kill, or risk the safety of themselves or others; acts in a frightening manner; refuses to leave the classroom after being asked; or needs emergency medical attention.

Call 911 or CAMPUS SAFETY @2111

YES

Report behavior of concern

The student acts completely out of character, acts in a way that causes alarm, displays unhealthy or dangerous patterns of behavior.

Report the concern to CAMPUS SAFETY @ 2111 or STUDENT LIFE @1020

NOT SURE

If in doubt, tell someone

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned.

Indicators of a Distressed Student

A distressed student or student of concern may exhibit disengagement in the classroom, excessive absenteeism, or a sudden decline in the quality or effort of their work.

They may appear irritable, sad, anxious, withdrawn, disoriented, or angry; include bizarre content or nihilistic themes in their writings or presentations; show marked changes in appearance or behavior; or make implied or direct threats of non-suicidal self-harm.

Call for consultation: STUDENT LIFE @1020

NO

I'm not concerned for the student's or other's immediate safety, however there are significant academic and/or personal issues.

Refer to Student Life or appropriate office

DID YOU KNOW?

You can submit an SOS Referral if you are concerned about a student's academic or personal wellbeing?

Several offices work collaboratively across campus in order to support students by assessing for student needs and directing students to campus and community resources.

Go to: luther.pharos360.com

Click on: [Send Alert](#) (life preserver)

RECOGNIZE . RESPOND . REFER . REPORT

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DO's and DON'Ts of Communication with a Distressed Student

Connecting with the Student

- DO respect the student's privacy while explaining that you are not a confidential resource. Listen through the anger. Use active listening.
- DO set limits. Explain clearly and directly what behaviors you expect: "We have about 20 minutes to talk today, let's discuss xyz."
- DO listen through the emotions. Use active listening.
- DO allow the person to process and tell you what is upsetting to them. Use silence to allow the person to talk it out.
- DO acknowledge the feelings of the individual.
- DO clearly and nonjudgmentally express your concerns focusing on the safety and wellbeing of the student and their behavior.
- DO focus on what you can do to help resolve the situation.
- DO respect the student's privacy without making false promises of confidentiality.

Preparing to Reach Out

- Know the available campus resources and the referral process.
- If safe, meet privately and always allow sufficient time to meet.
- Ensure your safety.
- If you decide not to have direct contact with the student, refer the incident to Student Life.
- Contact campus security or 911 if a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way.

Making the Referral

- DO recommend services and provide direct referrals. Assist student in contacting resources.
- DO frame any decision to seek and accept help as an intelligent choice.
- DO make sure the student understands what actions are necessary.
- DO encourage and assist student to make and keep an appointment and set a follow-up meeting with the student

Documentation and Reporting

- DO report the behavior to Campus Security and/or Student Life or Human Resources.
- DO document all incidents and attempts to resolve the situation.

THE DON'Ts

- DON'T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON'T minimize the situation.
- DON'T question reality
- DON'T blame, ridicule or use sarcasm.
- DON'T touch.
- DON'T ignore warning signs that the person is in distress.
- DON'T ignore your own limitations.

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Stalking, Unwanted Contact, or other Sexual Harassment

Unwanted Contact

Harassment, unwanted pursuit, or stalking can be emotionally consuming, psychologically exhausting and may lead to violence. Unwanted contact may include dating or domestic violence, physical assault, and other intimidating behavior, which may be in violation of campus policy (Title IX) and/or illegal. For assistance, consult with the Title IX office, Student Life and/or call Campus Safety if you or your student feel unsafe.

Typical Stalking Behaviors

- Repeated phone calls to home or work, including hang-ups
- Unsolicited letters or email messages
- Unsolicited contact through any social media sites (e.g. Facebook)
- Unsolicited sending or leaving of gifts
- Notes on your car or at your residence
- Surveillance behaviors, both on foot and by car
- Unexpected appearances at places you frequent (stores, classrooms)
- Contacting your friends, family or co-workers without your consent or knowledge
- Searching public and private records to gain personal information
- Vandalism (residence, car, personal possessions)

Safety Strategies

Responding

- If the offender is known, cease or block all contact. (blocking can result in loss of evidence)
- If the offender is known, consider obtaining a protection order. College officials can provide assistance with this process.
- If the offender is a student, consider obtaining a No Contact Directive from Title IX or Student Life.
- If the offender is unknown, do not respond to any attempts by the offender to make contact, but continue to report to the Title IX, Student Life or Campus Safety.

Documenting

- Maintain a record of all incidents/events. (screenshots)
- Keep all correspondence (e.g., notes, letters, emails, voicemails, text messages)

Reporting

- Consult with Title IX, Student Life, or Campus Safety to report incidents.
- Keep the Title IX office, Campus Safety and/or Student Life informed of new incidents/events.

Getting Support

- Consider informing family, friends, co-workers, etc.
- Consider using Campus Safety for escort services, travel in a group or regular check-in times with friends.
- Utilize all available resources (RAs, Hall Directors, Campus Ministries, Campus Safety)

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Response Protocol for Rape or Sexual Assault during a disclosure

- Express concern and care and reminder of your role and responsibility
- Listen to the student's responses
- Remain calm, nod and keep "casual" eye contact. Showing outrage may shut student down
- Do not interpret student's emotions as evidence of assault or violence
- Avoid criticizing, sounding judgmental, minimizing, or blaming
- Recommend (or, if necessary, insist upon) medical attention (SANes are free at Winneshiek Medical Center)
- Help the student go to a safe place
- If the student lives in the residence halls and would like to relocate assist the student in contacting the Title IX office.
- Write down as much as the student can remember about the circumstances of the assault, including a description of the assailant.
- Notify Student Life, Title IX or Campus Safety immediately, they can assist in providing support, even if the student does not want to make a report.
- For more information regarding Title IX on Campus, please see our policy.

Accessibility Services

Confidentiality Policy: Any discussion of disability-related information used by accessibility services will be done so in compliance with requirements and regulations of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.

Procedure for Requesting/Receiving Accommodations: Any student with a documented disability requesting services must complete a Request an Accommodation form through Luther 360 and provide appropriate documentation from a licensed medical provider to Disability Services in order to register for accommodations. Forms and more information can be found on the Disability Services website at luther.edu/disability-services. (Please allow 1 week for documentation to be reviewed).

24-Hour Crisis / National Suicide Prevention Lifeline

800-273-8255 or TEXT 741741

Mobile Crisis Team for in person response

Call (855) 581-8111 or text (855) 895-8398

Available 24 hours a day, 365 days a year.

Title IX

Reporting exceptions apply to Counseling Service, Campus Ministry and Health Service clinicians who become aware of an incident of sexual misconduct involving a student or employee at Luther College either as victim or perpetrator, all other on or off campus individuals must consult with the Title IX coordinator and/or Student Life. At times, you may be able to confer with the Title IX Coordinator without revealing personally identifiable information of the victim unless there is a compelling threat. The person making the report should **not** attempt to investigate the matter. The Title IX coordinator will undertake all such investigations, as appropriate under the circumstances and take every precaution to ensure privacy.

Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is the federal law originally known as the Campus Security Act that requires the college to disclose information about crime on and around their campuses. The law is tied to federal financial aid program funding and is enforced by the United States Department of Education. A copy of the Luther College Annual Safety and Security report can be found online.

FERPA

The Family Education Rights and Privacy Act (FERPA) is a federal law that allows present and former students access to their educational records and provides basic privacy protection. Educational records are defined as those directly related to a student and maintained by an educational agency or institution. FERPA permits disclosure of personal identifiable information from a student's educational record to parents, police or others to protect the health and safety of the student or other individuals although this is often not the practice of Luther College. Information can be shared with personnel when there is a specific need to know. Observations of a student's conduct or statements made by student are not part of education record and should be appropriately shared.