



If any self- or other harm action has been taken by the student **off-campus**, call 911 immediately.
If any self- or other harm action has been taken by the student **on-campus**, call 985-549-2222 immediately.

START HERE

Is student at acute risk for suicide?
• Saying they wish they were dead
• Talking about a suicide plan
• Access to lethal means
• Talking about wanting to kill themselves
Refer to back for more information about risk levels.
Note: If you are able to, get a colleague for support at this point.

NO

Encourage student to seek help

Share [Campus Resources](#)

If still concerned:
Consult with UCC about the next steps, Call 3894

YES

How was this information shared?

PHONE

EMAIL

IN-PERSON

**Contact UPD at 985-549-2222
Immediately**

Forward the email and supporting documents to police@southeastern.edu

Submit a [START](#) or [LINK](#) report

Between 7:30 am – 5pm:
• Walk student to the UCC in the Student Union
• If can't walk to UCC, call 2222
• Stay with student until help arrives
After hours or if student is unwilling to walk to UCC:
• Call 2222
• Stay with student until help arrives
• Consult with UCC
Refer to back for notes on what to do while waiting for help.

NOTIFY:

- DOS
- Supervisor

CONTACT INFORMATION & ACRONYMS

[University Police \(UPD\)](#)

- 985-549-2222, Available 24/7

[University Counseling Center \(UCC\) – Mental Health](#)

- 985-549-3894
- Mon – Th 7:30am – 5pm; F 7:30am-12:30pm
Summer Mon – Th 7am – 5:30pm

[Dean of Students \(DOS\)](#)

- 985-549-3792
- Mon – Th 7:30am – 5pm; F 7:30am-12:30pm
Summer Mon – Th 7am – 5:30pm

[Office of Student Advocacy and Accountability \(OSAA\)](#)

- 985-549-2213
- Mon – Th 7:30am – 5pm; F 7:30am-12:30pm
Summer Mon – Th 7am – 5:30pm

Ask student:

- Name?
- Phone number?
- Location?
- Address?
- Alone?
- Self- or other-harm action taken?

If lose contact while on campus. Call back. If no answer, call 2222
If lose contact, call back. If no answer, call 911.

- Have a colleague call 2222.
- Keep student on the phone until help arrives.
- Refer to back for notes on what to do while waiting for help.

AFTER crisis is resolved:

- Consult with OSAA about next steps for you or your office
- Option to follow up with OSAA or DOS to confirm student was connected to resources
- Contact Human Resources for Employee Assistance for additional staff support: 985-549-2001

What to do while you wait (in person or on phone) with the student for assistance

Questions you can ask:

- How can I best support you right now?
- When you have experienced difficulties in past, what has helped?

Things you can say:

- You are not alone in this. I'm here for you .
- While I might not understand exactly how you feel, I care about you and I want to help.
- Share information about [campus resources](#).

Listen without judgment:

- Remain patient and accepting. The conversation might seem negative and uncomfortable, but talking is always a positive step.
- It's not about saying exactly the right words. The important thing is to do is show that you care.

Explain what to expect after 2222 or 911 is called:

- In cases of mental health emergencies, the police and UCC will respond.
- Typically there will be one to two squad cars. The officers and mental health counselor will want to have a conversation to understand the situation and the needs of the student.
- The police will transport student to the hospital if needed (not an ambulance).
- Police officers care first and foremost about your safety and are here to support students in these difficult situations. Explain to the student that they are not in trouble.

Guidelines for responding to at-risk students via email

- **Contact the UPD at 985-549-2222 immediately (High Risk)**
- Forward the email to police@southeastern.edu (High Risk)
- Submit a [START](#) or [LINK](#) report (High, Moderate, and Mild)
 - **Always complete a Southeastern Threat and Response Team (START) or Lion Intervention Network (LINK) form after contacting UPD (High)**
- **Always include the UPD 24/7 line, 985-549-2222 and 911 for 24-hour help (Mild/Moderate)**
- Sincerely express concern/empathy. (Mild/Moderate)
- Direct the student towards appropriate [resources](#). (Mild/ Moderate)
- Encourage student to continue reaching out. (Mild/Moderate)
- Request that the student respond to your email so you know they received it. (Mild/Moderate)
- Be transparent about your actions. Tell student that you want to ensure they receive the most comprehensive services available at Southeastern Louisiana University, so you have reached out to UCC and DOS. (Mild/Moderate)
- Inform the student that they are not in trouble. (Mild/Moderate)

RISK LEVELS

High Risk

(acute – seek help immediately)

- Direct statement about self- or other-harm with immediate thoughts/plan/means/access/intent
- Under the influence of alcohol or drugs that could lead to harm

Moderate Risk

- Direct statement about self- or other-harm without immediate thoughts/plan/means/access/intent
- On-going mental health issues
- Psychosis without threatening statement(s) or behavior(s)

NOTE: In this situation, you must often make a judgment call. For assistance, call UCC at 985-549-3894 or OSAA at 985-549-2213.

Mild Risk (non-acute)

- Mental Health Concern about self or others without the risk of suicide
- Situational event concerning self or other concerning to stress



START

Southeastern
Threat And Response Team