# How to Help

## Signs of Distress

- Self-harm
- Change in personal hygiene
- Social withdraw
- Impulsive behavior (risk-taking, dangerous
- Substance use
- Bizarre behavior
- Poor academic performance/preparation
- References to suicide or homicide in verbal statements or writing
- Excessive absence/tardiness
- Disruptive classroom behavior

## Emotions

- Intense emotion
- Tearful
- Irritability/agitation
- Feeling out of control
- Sad/depressed
- Extreme worry/fear
- Low self-esteem

## Thoughts

- Suicidal thoughts
- Poor concentration/memory
- Obsessive thinking
- Hopeless
- Negative self-talk
- Impaired decision making
- Hallucinations/delusions

## Physical

- Dramatic weight loss/gain
- Sleep problems
- Change in appetite
- Headaches

## How to Respond

### Act

- If possible, speak to the student in private to minimize embarrassment.
- Listen carefully and respond to content and emotion.
- Be honest and direct about your observations and perceptions.
- Maintain professional boundaries, be clear about the limits on your ability to help the student.
- Help the student identify options for action.
- Do not promise to keep threats to self or others secret.

### Care

- Use “I” statements focused on your observations. *“I notice you missed class, I’m concerned”.*
- Actively listen by using reflective statements, paraphrasing, and prompts. *“It sounds like you’re going through a really hard time.” “I can’t imagine how hard that must be.”*
- Avoid judgmental and criticizing statements.
- Instill hope, show sincerity and empathy.
- Follow-up with the student to ensure appropriate action was taken.

### Tell

- Encourage the student to call Counseling Services (808) 675-3518 to make an appointment.
- If you are concerned about a student and would like to consult with a counselor please call (808) 675-3518. Counseling Services is open Monday thru Friday from 8am-5pm.
- If there is an imminent danger to self/others or immediate attention is needed, call BYU-H Public Safety (808) 675-3911 or 911 immediately.
- For concerns regarding harm to self or others, you may also submit a report to the BYU-H Behavioral Intervention Team (BIT). This reporting system is NOT a 911 or Emergency Service! Do not use this site to report events presenting an immediate threat to life or property. Submit report here.