

## Faculty and Staff Crisis Intervention Guidance for Students

For ALL students/residents, there are available **24/7 care options** if in need of immediate mental health support.

Mind 24/7: Text or call 844-646-3247

Crisis Text Line: Text "Hello" to 741741

Suicide and Crisis Lifeline: Text 988

National Suicide Prevention Lifeline: Call 1-800-273-TALK (8255)

Maricopa County Crisis Mobile Assessment Team: Call 800-631-1314

Trevor Project: Call: 1-866-488-7386 or text "start" to 678-678

### Ask and Determine Level of Student's Behavior/Experience

(If in doubt, follow procedure for the next-higher level. In all levels, should a situation become unsafe, or you are concerned about a threat, call 911.)

#### Terminology:

1. *Suicidality, Suicidal Ideation* – From thoughts of dying to engaging in an activity or behavior that would lead to death
2. *Self-Injurious Behavior, Non-Suicidal Self Injury, Rehearsal of Suicide* – Behaviors one engages in with a direct intention or result of causing harm to self, and potentially leading to death.
3. *Passive Suicidal Ideation* – A desire to escape or be gone, or a wish for death to occur to you with no plan or intent connected directly to suicidal or self-harming behaviors.
4. *Homicidal Ideation* – Thoughts, consideration, or planning behavior that would cause direct harm or death to someone other than yourself.

#### LEVEL I – Distress

An individual in distress may have a negative response (physical or emotional) to a variety of circumstances. This response can result from being overwhelmed by the demands of life, loss, or any perceived threat to self (physical or psychological). *You may notice change in behaviors, thoughts, or academic performance.* A non-exhaustive list of events that can cause distress may include: academic demands, work/school-life balance, relational concerns, social isolation, lack of mentorship/support, finances, and uncertainty about the future.

#### LEVEL I – Active Steps

1. Talk to the student directly and share what you have noticed regarding changes
2. Recommend that they connect with a peer, family member, or other support
3. If they have a therapist, recommend they reach out to their therapist, or set up an appointment ([phoenixmed.arizona.edu/wellness](http://phoenixmed.arizona.edu/wellness))

#### Additional Resources for Contact:

Student Services  
(602) 827-2005

Student Affairs  
(602) 827-2365

Learning Environment  
Office  
(602) 827-3087

Office of Equity,  
Diversity and Inclusion  
(602) 827-2621

Arizona State  
University Health  
Services

#### LEVEL II – Crisis

An individual in crisis may perceive or experience an event or feelings that seem unmanageable or exceed their ability to cope, leading to thoughts of harm to themselves or others. Their behavior may be disruptive or inappropriate for the setting they are in. They may be withdrawn, make awkward or bizarre comments, or be acting out behaviorally (substance use, outbursts).

#### LEVEL II – Active Steps

1. Speak with the student privately to share your concern
2. Contact clinical staff in Office of Well-Being
  - a. Celine McNelis-Kline, Ed.D. [cmcnelis@arizona.edu](mailto:cmcnelis@arizona.edu)
  - b. Donna Johnson, Ph.D. [djohnsonphd@arizona.edu](mailto:djohnsonphd@arizona.edu)
  - c. Gina Frohlich-Felix, Psy.D. [gfrhlichfelix@arizona.edu](mailto:gfrhlichfelix@arizona.edu)
3. Contact Associate Dean of Student Affairs for UME
4. Utilize the above **24/7 Care Options**

#### Question Guidance:

Reminder: Asking someone a question about suicide does not mean it will make them think about suicide. Consider asking the following questions:

How are you managing your distress and/or well-being?  
Do you wish that you were not alive?  
Are you thinking about ending your life?

Have you made plans or taken steps to end your life? (**IF YES – LEVEL III**)  
Can I ask the Office of Well-Being to reach out to you?  
Can we call or text an available resource together?

#### LEVEL III - Emergency

A student has demonstrated behaviors or made remarks that are considered **threatening or dangerous** toward themselves or others. They may be unwilling to accept help.

#### LEVEL III – Active Steps

1. **Call 911**
2. **Notify Associate Dean of Student Affairs**  
**Stephanie Briney, MD** [sbriney@arizona.edu](mailto:sbriney@arizona.edu)