Responding to Distressed People
A tool for GVSU Faculty & Staff

Frequently Asked Questions

What happens when a crisis occurs... on a weekend? ... on a holiday? ... off campus?
No matter what time of day, if in doubt call 911 or Encompass if you are worried about someone’s safety. Whether a crisis occurs on a weekend, holiday, or off campus, continue to follow the red, yellow, and green protocol outlined on the decision map.

What if you do not know where the person of concern is?
For emergencies (red categories), call 911. The police will be able to gather information on the individual’s location.

What if the crisis is happening to a student?
If there is an immediate safety or medical risk call 9-1-1. For information on student crisis support, consult the Red Folder, which can be found online on the GVSU University Counseling Center webpage.

Will GVSU be notified of the crisis?
Per the protocol outlined in the decision map, we ask that you follow up with Human Resources after the incident. This will allow GVSU to provide appropriate resources and support.

What if I am not sure about the crisis?
Encompass offers crisis consultation for employees 24/7. If you are ever unsure about what to do, you can consult with Encompass and they will walk you through the appropriate steps.

What if I am the one who is in crisis?
On campus:
- Call 911 if you feel you are in harm to yourself or others and ask for help
- Reach out to Encompass for an emergency consult at (800) 788-8630

The following are resources available locally and nationally. These resources are not vetted or endorsed by GVSU Human Resources.

GV Resources
- Grand Valley Police Department: (616) 331-3255
- Encompass: 1 (800) 788-8630

For Students:
- For student support or to request QPR or Red Folder Training, contact University Counseling: (616) 331-3266 or www.gvsu.edu/counsel
- After business hours, call 911

Local Resources (Non-Emergency Numbers)
- Ottawa County Mental Health: 1 (866) 512-4357
- In Grand Haven: (616) 842-4537
- In Holland: (616) 396-4357
- Kent County Mental Health: (616) 336-9099
- Muskegon City Police: (231) 724-6750
- Detroit Police: (313) 596-2200
- Traverse City (Grand Traverse Sheriff’s Office): (231) 922-4550

National Resources
- National Suicide Prevention Line: 1 (800) 273-TALK or 1 (800) SUICIDE
- TTY Hearing and Speech Impaired: 1 (800) 799-4TTY
- Crisis Text Line: Text 741741
- Veteran’s Crisis Line: 1 (800) 273-8255 and press 1, or text 838255

For any additional questions, please contact Human Resources at hro@gvsu.edu or (616) 331-2215

When help is needed most, what do you do?