



Self-Harm & Personal Tragedies

This quick reference guide is not a replacement for comprehensive training and meant only for awareness and basic education. Call 9-1-1 for official guidance.

Get all resources and full guides at go.sjsu.edu/emergency

Responding to Self-Harm

- **Recognize the Signs**
 - Unexplained cuts, burns, or bruises and a sudden, unusual change in demeanor.
 - Withdrawal from friends and activities, expressing feelings of hopelessness.
- **What to Do**
 - Be present and listen: if on the phone, do not end the call; allow the person to speak and listen and discuss in a non-judgmental and supportive manner.
 - Provide first aid if necessary and do not leave the person alone.
- **Encourage Professional Help**
 - Offer to accompany or assist to get trained, professional help. Inform them of who can help: Title IX coordinators, counselors, resident advisors, and Wellness Center staff.
 - Regularly initiate contact to offer support and encourage ongoing professional help.

Coping with Personal Tragedies

Personal tragedies can include accidental disability, harm or death; death by suicide or caused by another person or act; or lost and missing person incidents.

- **Acknowledge the Grief**
 - Understand the stages and recognize that grief can include denial, anger, bargaining, depression, and acceptance.
 - Be compassionate towards the different ways others may experience grief.
- **Seek Support**
 - Free, confidential counseling is available through the Student Wellness Center. Visit sjsu.edu/wellness for more information on how to access.
 - Employee Assistance is currently provided through LifeMatters® by Empathia.
 - Visit <https://qrcodes.pro/SJSUwellness> or scan the QR code below for a listing of all available resources to students, faculty and staff.

See all wellness resources
by scanning this code



SJSU | EMERGENCY MANAGEMENT