

Culturally Competent Crisis De-Escalation Training

The Dos and Don'ts of Helping Student Veterans

Dos	Don'ts
Do... ask about their service and ways you could help them in their adjustment to college.	Don't... pry into the details of their service and ask more questions when they seem uncomfortable.
Do... take into account their potential past experiences and be aware of how you address them in a crisis.	Don't... assume all veterans or active military have PTSD or treat them with "kid gloves."
Do... look for opportunities to refer or connect veterans and active duty military with others who have served.	Don't... avoid helping or talking to veterans, or automatically referring them elsewhere, because you haven't served.
Do... listen to what they say will be helpful for them and respond accordingly.	Don't... tell them how they should feel, or assume their political affiliation or attitude about past military conflicts.
Do... set limits about acceptable behaviors related to threats, physical violence, or yelling.	Don't... give veterans or active duty military a free pass for bad behavior or avoid using panic alarms and police involvement if their behavior warrants.

