

RESOURCE GUIDE

RESPONDING TO STUDENTS IN DISTRESS

FOR FACULTY AND STAFF

THE OFFICE OF CASE MANAGEMENT

124 TOWERS CONCOURSE

(607) 274-7731

ITHACA COLLEGE

ITHACA.EDU/ICARE

IF YOU SEE SOMETHING, SAY SOMETHING

Ithaca College faculty and staff are in a unique position. If you have frequent contact with a student, you may be the first person to see something distressing.

Initiate the conversation. Say something if a student leaves you feeling worried, alarmed, or threatened.

DO SOMETHING

If you are aware that a student is exhibiting concerning behaviors or other signs of distress, complete an ICare Referral (at Ithaca.edu/icare)

Your expression of concern may be a critical factor in getting a student the support they need.

OFF CAMPUS CONTACTS



National Suicide Prevention Line

1 (800) 273-TALK (8255)

The Trevor Project Lifeline

1 (866) 488-7386

Crisis Text Line

Text CONNECT to 741741

Advocacy Center

(607) 277-5000

Tompkins County Mental Health

(607) 274-6200

Cayuga Medical Center

(607) 274-4011

TIPS & REMINDERS

- **Safety first:** The welfare of the campus community and our students is top priority. When a student displays threatening or potentially violent behavior, call for help.
- **Be direct:** Don't be afraid to ask students directly if they are feeling confused or having thoughts of hurting themselves or others.
- **Be proactive:** Engage students early on; set limits on disruptive behaviors.
- **Listen sensitively and carefully:** Use a non-confrontational approach and a calm voice. Avoid doing or saying anything that could be perceived as threatening, humiliating, intimidating, and/or shaming.
- **Document and consult:** Always document your interactions with a distressed student and consult with your department chair/supervisor after any incident.
- **Refer to resources:** Identify available resources and encourage the student to seek help. Schedule another meeting to follow-up.

ON CAMPUS CONTACTS



Office of Public Safety (OPS)	274-3333
Center for Academic Advancement	274-1001
Career Services	274-3365
Office of Case Management	Ithaca.edu/icare 274-7731
Center for Health Promotions (BASICS, THRIVE)	274-7933
Center for Inclusion, Diversity, Equity, And Social Inclusion	274-3222
Center for LGBT Education, Outreach, & Services	274-7394
Counseling and Psychological Services (CAPS)	274-3136
Hammond Health Center	274-3177
Office of International Programs	274-3306
Office of Student Conduct and Community Standards	274-3375
Muller Chapel	274-3103
Office of New Student & Transition Programs	274-1908
Office of Residential Life	274-3141
Office of Student Engagement	274-3222
Student Accessibility Services	Ithaca.edu/sas 274-1005
Student Financial Services (SFS)	274-3131
Title IX Coordinator & Deputy Coordinator	274-7761 Ithaca.edu/share 274-5136
Writing Center	274-3315

Is the student a danger to self or others? Does the student need immediate assistance?



NO

I am not concerned for the student's immediate safety. The student is having academic and/or personal issues. They would likely benefit from support/additional resources



Refer student to appropriate resources

Common Referrals for Students of Concern:

- Academic Accommodations: SAS
- Academic Concerns: Academic Alert
- Individual and Group Counseling: CAPS
- Multidisciplinary support: ICare
 - ithaca.edu/icare

See above page for additional options.

I'M NOT SURE

Student shows signs of distress, but I am unsure how serious it is. My interaction has left me uneasy and/or concerned about the student



FOR CONSULTATION CALL:

- Office of Public Safety at (607) 274-3333
- Counseling and Psychological Services at (607) 274-3136
- Office of Case Management at (607) 274-7731
 - Available for consultation during business hours

YES

The student's behaviors are clearly and imminently reckless, disorderly, dangerous, or threatening and are suggestive of harm to self and/or others



CALL THE OFFICE OF PUBLIC SAFETY AT (607) 274-3333 FOR IMMEDIATE ASSISTANCE

Submit an ICare referral at Ithaca.edu/icare after contacting Public Safety

Assisting Students in Distress

Recognizing Indicators

Be alert to the following indicators of a student in distress. Look for groupings, frequency, duration, and severity.

Academic Indicators

- Sudden decline in quality of work and grades
- Repeated absences
- Disorganized/inconsistent performance
- Multiple Requests for extensions
- Overly demanding of faculty/staff time and attention
- Bizarre content or disorganized thinking in writings or presentations
- Behaviors that interfere with classroom (or activity) engagement

Physical Indicators

- Deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling of substances
- Disclosure of substance use to "cope"
- Disoriented, "out-of-it", or often forgetful
- Garbled, rambling, tangential, disconnected, or slurred speech
- Bizarre behavior
- Strange ideas/beliefs, delusions, or paranoia
- Isolation. withdrawal from peers

Psychological Indicators

- Excessive self-disclosure of personal distress
- Unusual,disproportional emotional response to events
- Major shift in mood
- Excessive tearfulness, panic reactions, irritability, or unusual apathy
- Verbally abusive (e.g. taunting, badgering, intimidation)
- Expressions of concern about the student by peers
- Antagonistic or impulsive behaviors
- Recent major stressor (e.g. loss of loved one, relationship break up, etc.)

Safety Risk Indicators

- Unprovoked anger or hostility
- Physical violence (e.g. shoving, grabbing, assault, use of weapon)
- Implying or making a direct threat to harm self or others
- Vague statements about suicide or homicide
- Academic assignments dominated by themes of hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations, violent behaviors
- Stalking or harassing others
- Communicating threats via email, texting, or phone calls,
- Appears hopeless or helpless