

# RESOURCE GUIDE

## RESPONDING TO STUDENTS IN DISTRESS

### FOR FACULTY AND STAFF

THE OFFICE OF ICARE AND STUDENT SUPPORT

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 a student struggling or change in behavior

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](http://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**  
988

**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:** 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

<b>Office of Public Safety (OPS)</b>	274-3333
<b>Center for Student Success</b>	274-3381
<b>Career Services</b>	274-3365
<b>Office of Case Management</b>	<a href="http://Ithaca.edu/icare">Ithaca.edu/icare</a> 274-7731
<b>Center for Health Promotions</b>	274-7933
<b>BIPOC Unity Center</b>	274-3222
<b>LGBTQ Center</b>	274-7394
<b>Counseling and Psychological Services (CAPS)</b>	274-3136
<b>Student Health Services</b>	274-3177
<b>Office of International Programs</b>	274-3306
<b>Office of Student Conduct and Community Standards</b>	274-3375
<b>Muller Chapel</b>	274-3103
<b>Office of New Student &amp; Transition Programs</b>	274-1908
<b>Office of Residential Life</b>	274-3141
<b>Office of Student Engagement</b>	274-3222
<b>Student Accessibility Services</b>	<a href="http://Ithaca.edu/sas">Ithaca.edu/sas</a> 274-1005
<b>Student Financial Services (SFS)</b>	274-3131
<b>Title IX Coordinator &amp; Deputy Coordinator</b>	<a href="http://Ithaca.edu/share">Ithaca.edu/share</a> 274-7761 274-5136
<b>Writing Center</b>	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 ICare Referrals:

- Academic Accommodations: SAS
- Academic Concerns: Academic Concern Referral
- Individual and Group Counseling: CAPS
- Multidisciplinary support: ICare
  - [ithaca.edu/icare](http://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 ICare and Student Support 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/or 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](http://Ithaca.edu/icare) after contacting Public Safety for student follow up

## 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