

# SUPPORTING & ASSISTING STUDENTS IN CRISIS

We encourage you to consult with any of the campus resources (see back of folder) prior to approaching the student about your concerns. While we are often attuned to the “serious” warning signs, the small isolated signs or “gut feelings” can be equally as important.

The following signs indicate that a student may need additional support or counseling:

## ACADEMIC INDICATORS

- Sudden decline in quality of work & grades
- Repeated absences or late assignments
- Continuous classroom disruptions
- More personal counseling than advising/consultation during meetings with the student

## SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats of harm to self or others
- Academic assignments dominated by themes of extreme hopelessness, rage isolation, suicidal ideation/violent behaviors

## PHYSICAL INDICATORS

- Marked changes in appearance including hygiene, weight loss/gain
- Excessive fatigue/sleep disturbance
- Disoriented or “out of it”
- Intoxication, hungover, smells of alcohol, appears under the influence of a substance

## PSYCHOLOGICAL INDICATORS

- Self-disclosure of personal distress related to family, finances, grief, isolation
- Excessive tearfulness, panicked reactions, unusual apathy, irritability
- Ongoing hopelessness despite being helped
- Expression of concern by peers

# RESPONDING TO STUDENTS IN CRISIS

## CONNECT

Your relationship to the student may determine whether or not you choose to directly approach the student. In some situations, it may be appropriate for the staff/faculty member, a dean, and the student to meet jointly. If you meet with the student:

- Set aside adequate time and find a private place to talk. If you're concerned about your own safety, do not meet with the student alone.
- Be specific about your concerns – cite examples.
- Allow the student to tell their story – be patient with silences.
- Ask open ended questions.
- Ask the student what they think would be helpful.

## CONTACT CARE TEAM

### Connecticut College CARE Team

(Concern, Assessment, Response, Evaluation)

- A multi-disciplinary group of administrative staff who meet regularly to support students.
- The team follows students of concern over time and provides support to these students.
- Information about a student's disruptive, problematic or concerning behavior or misconduct should be shared with the CARE Team.

## REFER

When you refer a student to a specific office or resource:

- Be specific when you refer a student. *Give the student the name, location, and number of the office.*
- Let the student know you will follow up with them at a later time, but be direct about the limits of your ability to assist them.
- Notify the office of your referral.

If you do not feel comfortable addressing your concerns with the student, please contact:

Office of the Dean of the College  
(860-439-2050)

or

Office of the Dean of Students  
(860-439-2825)

### *Privacy & Confidentiality*

To the extent possible, those receiving referrals, reports, and concerns will maintain the privacy of all parties involved in the informational and reporting processes. Information is therefore provided only to those individuals within the College who have a need to know that information in order to assist the student, to investigate, and/or to resolve the issue.

**Complete Confidentiality:** Student Counseling Services and the chaplains in the Office of Religious and Spiritual Life can provide complete confidentiality. There may be an exception when there is risk to an individual's safety. The Director of Sexual Violence Prevention & Advocacy is a confidential resource for students who are victims of sexual violence.

## Notes About Class Absences

*Student Health Services* does not provide students with notes to take to their faculty confirming medical treatment. Students are responsible for providing faculty the grounds for the absences, and for conforming to the attendance requirements of particular courses. At the time of treatment, students are encouraged to email their professors regarding their absence and "CC" SHS in the note. This allows Student Health Services to confirm the visit and speak to faculty if requested.

*Student Counseling Services* supplies notes to academic deans and faculty on a case by case basis. Any communication by SCS with faculty or deans requires a signed consent by the student client. Students are encouraged to communicate with faculty and deans regarding their need for absences, but SCS may choose to support students by assisting with this communication.

# RESPONSE GUIDE

## Call Campus Safety 860-439-2222 or 911

- Student is dangerous, disorderly, or threatening harm to self or others.
- Concern that student is an immediate safety risk.

## Contact the CARE Team

- Student is distressed but it is not clear how serious it is.
- Student has left me feeling uneasy and really concerned.
- Student is absent from a significant number of classes/scheduled meetings

## Refer to the appropriate office (See Campus Resources)

- Student is experiencing academic and/or personal issues and could use some additional support.
- Student's immediate safety is not of concern.

## RESPONDING TO SEXUAL MISCONDUCT (TITLE IX) & BIAS INCIDENTS

### Sexual Misconduct

- Listen without judgment
- Ensure the student is safe
- Encourage the student to contact the campus advocate
- Avoid asking questions
- Avoid expressing judgment
- Avoid making decisions for the student

**Important:** Understand and be upfront about your duty as a responsible employee.  
*Faculty & Staff must notify the Title IX Coordinator.*

### Bias

- Race, ethnicity, expression and cultural background, sexual orientation, gender identity, and other identities are important to keep in mind as you help a distressed student.
- Reactions to racism, sexism, homophobia, ableism, etc., can affect the way in which emotional distress is manifested and can also impact help-seeking behavior.
- Communicating support, concern, and understanding is critical in reaching students who may feel isolated and marginalized.
- Your sensitivity to the unique needs of international students, lesbian, gay, bisexual, transgender, queer students, students of color, students from underrepresented religious groups, non-traditional aged college students, and other underrepresented groups can be important in helping students get assistance.

# CAMPUS RESOURCES

## CIRCUMSTANCES REQUIRING PROMPT ATTENTION:

Issue	Office	Contact
Physical, mental or learning disability	Student Accessibility Services	860-439-5428
Test anxiety	Academic Resource Center	860-439-5294
Learning skills		
Time management		
Difficulty due to illness or death in the family	Class Deans	860-439-2050
Disruptive classroom behavior		
Poor class attendance or work		
General student concerns		
Medical issues	Student Health Services	860-439-2275
Chronic illness	Class Deans	860-439-2050
Eating disorder/distorted body image	Office of the Dean of Students	860-439-2825
	Student Counseling Services	860-439-4587
Experiences of bias, discrimination and/or harassment	Office of Institutional Equity & Inclusion	860-439-2035
	Director of Gender & Sexuality Programs	860-439-2238
	Director of Race & Ethnicity Programs	860-439-2628
	Director of Religious & Spiritual Programs	860-439-2450
Sexual assault, intimate partner violence, gender-based harassment and stalking or other forms of gender discrimination	Title IX Coordinator	860-439-2035
	Victim Advocate	860-439-2219 <i>(after hours contact Campus Safety to access advocate)</i>

## WHEN IMMEDIATE ATTENTION IS REQUIRED:

Suicidal threats or immediate risk of injury to self or others	Campus Safety	860-439-2222 <i>(Student Life will be notified)</i>
	Student Counseling Services	860-439-4587
Medical emergency	911 and Campus Safety	911 and/or 860-439-2222

**YOU CAN ALSO SUBMIT A CARE TEAM REFERRAL FORM ON CAMELWEB UNDER THE "INCIDENT REPORTING" TAB.** Situation-specific guidance and referral resources can be found on CamelWeb in the Faculty & Staff Guide to Supporting Students in Crisis and Distress.