

ROBERTS WESLEYAN UNIVERSITY

A guide for recognizing and responding to student distress



RECOGNIZE: COMMON INDICATORS OF DISTRESS

ACADEMIC/ATHLETIC	PHYSICAL/BEHAVIORAL	PSYCHOLOGICAL	SAFETY
<ul style="list-style-type: none"> Frequently misses class, practice, and assignments Decline in the quality of work, performance, or grades Frequently requests extensions or special considerations Frequently seeks personal support from you Disturbing content in assignments, emails, texts Lack of response to outreach and requests to meet 	<ul style="list-style-type: none"> Marked changes in appearance (grooming, hygiene, weight loss/gain) Unusual speech (rapid, rambling, tangential, disorganized, slurred) Depressed or lethargic mood or functioning Signs of injury or abuse (cuts, bruises) Intoxication or smelling of alcohol/marijuana Behavior is disruptive, out of context, bizarre, erratic Frequent complaints of headaches, digestive problems, illness 	<ul style="list-style-type: none"> Self-disclosed distress (family, financial, assault, discrimination, suicide ideation, etc.) Feeling hopeless, helpless, worthless, shame Excessive tearfulness, panic, irritability, apathy Unusual or disproportionate emotional response to events Unusually withdrawn or more animated Delusions and paranoia Peers have expressed concern 	<ul style="list-style-type: none"> Physical aggression (shoving, grabbing, display of weapon) Direct or implied reference to suicide, self-harm, or harm to others (in-person, email, text, phone) Assignments dominated by themes of hopelessness, worthlessness, isolation, rage, despair, violence, self-injury Unprovoked anger or hostility Stalking or harassing behavior Verbal abuse (taunting, badgering, intimidating) Unresponsive or altered level of consciousness

RESPOND: TIPS FOR HAVING A CONVERSATION

PREPARE TO CONNECT

- Ensure your safety; Call Campus Safety or 911 if there is imminent danger to you, the student, or others
- Be aware of available resources
- Be knowledgeable of privacy rules
- Reduce distractions, ensure privacy
- Allow enough time
- Take a few deep breaths

INITIATE CONNECTION

- Minimize power/authority differences (ex: sit if student sits)
- Relaxed, uncrossed body language
- Invite the student to talk
- Clearly express concern(s) focusing on behavior, in nonjudgmental terms
- Respect privacy without making false promises of confidentiality

DURING THE CONVERSATION

- Be present, patient, listen to understand
- Share your observations (stick to the facts)
- Avoid labels, judgment, and assumptions
- Clarify understanding by reflecting back what you hear being said
- Avoid challenging or arguing with the student
- Ask directly about thoughts of hurting themselves (or others)
 - Asking DOES NOT give them idea
 - Asking DOES give them permission to talk about if they have thought about it

REFER: SAMPLE THINGS TO SAY

- Do you have a minute we could talk?
- I've noticed _____, can we talk for a minute about it?
- It seems like _____. How are things going?
- It sounds like you've really been struggling. I'm worried about you.
- Have you talked to anyone else about this? Would you consider talking to someone? I think it could be helpful.
- What do you think would help?
- Have you thought about suicide or hurting yourself?
- Thank you for sharing this with me, I appreciate your trust.
- I'd like to help you get an appointment with the Wellness Center. We can call together or walk over now...
- I know there are resources on campus...
- I'm going to fill out a referral for our Care team so that someone will connect with you about support that's available. How does that sound?

SEE SOMETHING

You may be the first person to **SEE SOMETHING** distressing or concerning in a student you have frequent or prolonged contact with.

SAY SOMETHING

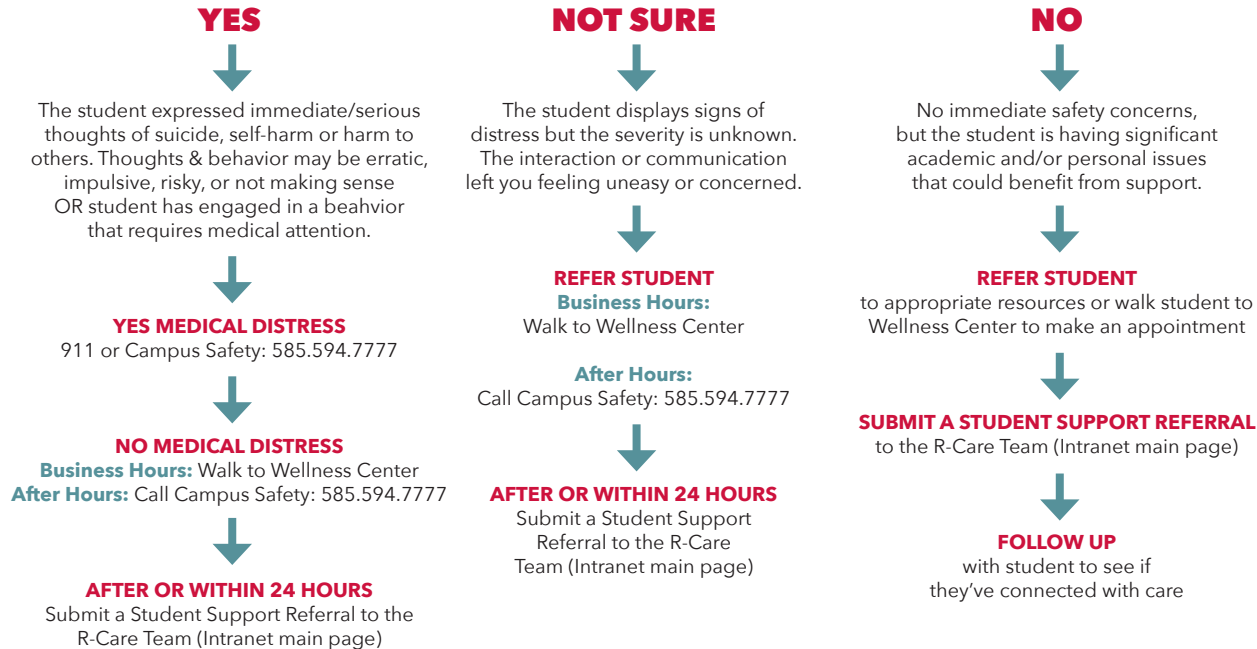
If you see, or know, that something is off or concerning, trust your observations and instincts and **SAY SOMETHING**. Addressing the student directly is encouraged and/or submit a Student Support Referral.

DO SOMETHING

Many times, students have difficulty asking for help. Your expression of concern may be critical in supporting a student's academic/athletic career or saving their life.

RESPONSE PROTOCOL: FOLLOW THE CHART TO DETERMINE RESPONSE WHEN A STUDENT SHOWS DISTRESS INDICATORS

DOES THE STUDENT NEED IMMEDIATE SUPPORT?



WHAT'S NEXT

After submitting the Student Support Referral:

1. You will receive an automatic confirmation the referral has been received, via email.
2. The referral will be assigned to a care manager from the R-Care team, typically within 1-2 business days. When assigned, you will be automatically notified, via email.
3. As the referral is being managed, you may receive communication regarding the status of the case, if it is appropriate or necessary to do so.
4. When the concern has been addressed or the student is connected with care, the referral will be closed. You receive communication of this, via email.

R-CARE & PRIVACY

To honor and protect student privacy, there may be times where you may want more information than the R-Care team is able to provide. The team handles student privacy with the utmost respect and importance

FERPA

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student are not protected by FERPA.

MANDATED REPORTING

Any sexual misconduct, intimate partner abuse (dating violence/domestic violence), stalking, protected-class discrimination or harassment MUST be reported to TITLE IX. It's important to disclose your status as a mandated reporter and to make students aware of the confidential resources available to them if they prefer. Confidential resources and Title IX are listed on the right.

RESOURCES

CONFIDENTIAL RESOURCES

*WELLNESS CENTER: 585.594.6360

COUNSELING & HEALTH: WellnessCenter@roberts.edu
Mon - Fri: 8:00 a.m. - 4:00 p.m. | Voller Athletic Center (VAC)

*TIMELYCARE: TimelyCare.com/Roberts
24/7 virtual counseling, scheduled or on-demand

*SPIRITUAL LIFE: 585.594.6530

CAMPUS RESOURCES

ACCESS & ACCOMMODATIONS: 585.594.6494

ATHLETICS: 585.594.6130

CAMPUS SAFETY: 585.594.7777

CAREER DEVELOPMENT: 585.594.6533

LEARNING CENTER: 585.594.6270

REGISTRATION: 585.594.6472

RESIDENCE LIFE: 585.594.7500

STUDENT BELONGING: 585.594.7500

STUDENT FINANCIAL SERVICES: 585.594.6254

STUDENT SUCCESS: 585.594.6228

TITLE IX: 585.594.6408

24/7 SUICIDE PREVENTION HOTLINES

National Suicide Prevention Lifeline: Call/Text 988

Trevor Lifeline for LGBTQ Youth: 1-866-488-7386

Veterans Crisis LINE: Dial 988 (press 1)

Crisis Text Line: ext HOME to 741-741

ADDITIONAL RESOURCES

Monroe County Mobile Crisis Team: 585.275.8686

Willow Domestic Violence Center (local)

24-hours: Call: (585) 222-SAFE or Text:(585) 348-SAFE
Crisis services, counseling, support groups, emergency shelter

Domestic and Sexual Violence 24h Hotline (Statewide):
1-800-942-6906

Restore (Sexual Assault Services): 585.546.2777

Monroe County Sheriff's Victims Assistance: 585.753.4455
www.monroecountysheriff-ny.gov/resources/victims-assistance