# RED FOILDER Brought to you by The Student Personal Counseling Center and Office of Student Affairs

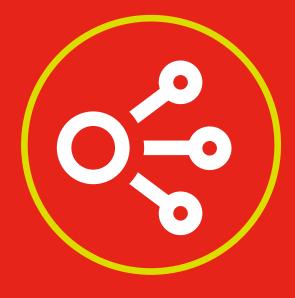
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Office of Student Affairs

A quick reference guide for recognizing, responding to, and referring distressed students.







**RECOGNIZE** 

**RESPOND** 

REFER

#### **HOW TO USE:**

- 1. Recognize indicators of distress Common indicators are listed inside. Students may present with indicators not listed.
- 2. Respond appropriately Each situation is unique. Use the tips and decision tree to determine the most appropriate response.
- 3. Refer the student Use the list of resources on back cover to refer the student to the most appropriate campus resource.



# **RECOGNIZE**

#### Indicators of Distressed Students

Look for groupings, frequency, and severity of behaviors, not just isolated symptoms.

#### Academic

# Sudden decline in quality of work and grades

- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Classroom disruptions
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations (a change from prior functioning)
- Doesn't respond to repeated requests for contact/meetings

#### Physical

- Marked changes in physical appearance (e.g., poor grooming/ hygiene or sudden weight loss/gain)
- Strange or bizarre behavior indicating loss of contact with reality
- Visibly intoxicated or smelling of alcohol or marijuana
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g., facial bruising or cuts)

#### Psychological

- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by peers

#### Safety Risk

- Verbal, written, or implied references to suicide, homicide, assault or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
- Stalking or harassing
- Communicating threats/ disturbing comments via email, correspondence, texting or phone call



### **RESPOND**

Use these tips to determine the most appropriate response for a distressed student.

Stay Safe

Call TJU Public Safety (215-955-8888) or 911 if there is an imminent danger to the student, you, or anyone else.

Take a few deep breaths to calm yourself. Use a calm voice when talking and asking

Take Your Time

Stay Calm

If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

Seek
Consultation
You are not alone. Ask those around you for help. Consult with a colleague, call another office on campus (see resources).

questions.

Use Active Listening

Ask Direct Questions

Give Concrete Help

#### Mandatory Reporting

In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding mandated reporting, please contact the Office of Student Affairs at (215) 503-6335.

Make eye contact, give your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

Don't be afraid to directly ask the student if they are having thoughts of harming themselves or others (by asking, you are **not** instilling the thought).

Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call SPCC to schedule an appointment).



## REFER

Follow the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.

Is the student a danger to themselves/others OR does the student need some other assistance?

Yes

The student's conduct is clearly dangerous or threatening, including self-harm or harm to others.

Call 911 or Public Safety: 215-955-8888.

No

I am not concerned for anyone's immediate safety, but the student is having significant academic and/or personal issues and could use some support.

The student is with me currently and shows signs of distress, but it is not clear how serious it is. I feel uneasy and/or really concerned about the student.

I'm Not Sure

The student is **not** with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drunk).

resources, as appropriate.

Refer student to campus

Call SPCC 9 a.m. - 5 p.m: 215-955-4357. If after 5 p.m. or a weekend, go to Jeff ER, Main Hospital, at 10th & Sansom and ask for the Psychiatry Resident On Call. Or call: (215) 955-6060 for operator

Report to JeffBIT. If after 5 p.m. or a weekend contact the Administrator On Call.

#### **Emergency Resources**

TJU Public Safety 215-955-8888 or 811

Philadelphia Police - 911

National Suicide Prevention Hotline 1-800-273-TALK

Women Organized Against Rape (WOAR) 215-985-3333

#### **Urgent Resources**

Student Personal Counseling Center 215-955-HELP (4357)

Emergency Pager 1-877-656-7287 833 Chestnut, Suite 230

Administrator On Call SKMC 877-656-4337

Center City Colleges 877-656-4063

JeffBIT Behavioral Intervention Team

www.jefferson.edu/jeffbit Submit a report online or email: behavior.intervention@jefferson.edu

Office of Student Affairs

Edison Building, Suite 1120 215-503-6335

SKMC Office of Student Affairs and Career Counseling

College Building, Suite 116 215-503-6988

### Additional Resources

What is JeffBIT?
Thomas Jefferson University created a
Behavioral Intervention Team (JeffBIT) to

provide support to faculty and students to help students displaying concerning, disruptive or inappropriate behavior that

should be addressed but does not require

immediate follow-up.

Jefferson Occupational Health Network

833 Chestnut, Suite 205 215-955-6835

Housing and Residence Life

Orlowitz Residence, Suite 103 215-955-8913

**Student Accessbility Services** 

Edison Building, Suite 1120 215-503-6335

Office of International Affairs

Jefferson Alumni Hall, Room M-70 215-503-4335

**Career Development Center** 

Edison Building, Suite 1120 215-503-5805

Sexual Misconduct/Title IX Reports

www.jefferson.edu/titleix
Title IX Coordinator - 215-951-6830

**Confidential Reporting** 

Jefferson Alertline: (888) 5-COMPLY or Jefferson.Alertline.com

**Academic Support Services** 

Edison Building, Suite 1120 215-503-2787