

RED FOLDER

Brought to you by
Counseling Services &
the Dean of Students Office

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.

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 Dean of Students Office at (215) 951-2740.

Stay Safe

Call Public Safety first at (215-951-2999) or 911 if there is an imminent danger to the student, you, or anyone else.

Use Active Listening

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.

Stay Calm

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

Ask Direct Questions

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).

Take Your Time

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

Give Concrete Help

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

Seek Consultation

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



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.

Public Safety:
215-951-2999
AND 911

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.

Send a Starfish Alert and refer student to campus resources, as appropriate.

I'm Not Sure

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.

Call Counseling Services 9a.m. - 5 p.m.: 215-951-2868. If after 5 p.m. or a weekend P Sa (215-951-2999) remain until help arrives.

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 dragged/drank).

Report to JeffBIT. If after 5pm or a weekend call Public Safety (215-951-2999).

Emergency Resources

Public Safety
215-951-2999

Philadelphia Police - 911

National Suicide Prevention Hotline
1-800-273-TALK

Women Organized Against Rape
215-985-3333

Urgent Resources

Counseling Services
Kanbar Campus Center Suite 323
215-951-2868

Dean of Students
Kanbar Campus Center Suite 321
215-951-2740

Student Health Services
Scholler Hall
215-951-2986

Starfish Alert

JeffBIT Behavioral Intervention Team
Submit a report online
www.jefferson.edu/jeffbit

Referral Resources

Student Accessibility Services
Kanbar Campus Center Suite 102
215-951-6830

Academic Success Center
www.eastfalls.jefferson.edu/successcenter
Haggar Hall
215-951-2730

Residential Life
Kanbar Campus Center Suite 311
215-951-2741

Sexual Misconduct/Title IX Reports
www.eastfalls.jefferson.edu/titleix
215-951-2733

International Student Programs
Kanbar Campus Center Suite 102
215-951-2660

Human Resources
Arches Hall
215-951-0259

Confidential Reporting
1-833-ONECODE
Jefferson.mycompliancereport.com

Career Services
Kanbar Campus Center Suite 313
215-951-2930