FACULTY AND STAFF ACTION GUIDE TO HELPING STUDENTS IN DISTRESS

Concerned about a student? Contact Student Wellness for a consultation. We are here to help!

Who to Contact:

Emergencies & Life Threatening Situations
- Public Safety 24/7 (619) 260-2222
- Off-Campus Emergencies 911

Additional Resources
- Campus Assault Resources & Education (C.A.R.E.) 24/7 (619) 260-2222
- Center for Health and Wellness Promotion (CHWP) (619) 260-4618
- Counseling Center (619) 260-4655
- Disability and Learning Difference Resource Center (619) 260-4655
- Student Health Center (619) 260-4595
- Dean of Students (619) 260-4588
- Law Student Affairs (619) 260-4651
- Title IX and EEO (619) 260-4594

For after-hours or medical emergencies and/or to access an on-call wellness professional, call Public Safety at (619) 260-2222.

Student Wellness Resources:

Campus Assault Resources & Education (C.A.R.E.) www.sandiego.edu/care
C.A.R.E. provides support, resources and education to the USD community pertaining to sexual assault and sexual exploitation.

Center for Health and Wellness Promotion (CHWP)
University Center 161 • www.sandiego.edu/chwp
CHWP provides confidential individual consultations to help facilitate positive behavior change, alcohol and other drug assessments, peer education opportunities and psychoeducational presentations and workshops.

Faculty can contact CHWP to address concerns about a student’s use of alcohol and/or other drugs and to request a wellness professional to outreach to a class about mental health, life skills or situations of concern.

Counseling Center (CC)
Serra Hall 300 • www.sandiego.edu/usdcc
The CC provides confidential consultations, assessments and psychological/psychiatric treatment to facilitate students’ personal growth and address their mental health concerns.

Faculty and staff can contact the CC to consult about students of concern. Faculty and staff can also encourage students to schedule a same or next-day appointment by visiting the CC website.

Disability and Learning Difference Resource Center (DLDRC)
Serra Hall 300 • www.sandiego.edu/dldrc
The DLDRC assists students with verified disabilities. Requests are reviewed case-by-case and accommodations are implemented with consideration of the student’s present needs, supporting documentation and the requirements of each class.

Faculty are encouraged to contact the DLDRC to address any questions or concerns about students with disabilities (including temporary disabilities like a dominant hand injury).

Student Health Center (SHC)
Maher Hall 140 • www.sandiego.edu/healthcenter
The SHC provides high quality, accessible and convenient outpatient medical care for students enrolled in the current term. In case of student illness or injury, faculty and staff can encourage the student to contact the SHC.

You are USD www.sandiego.edu/youareusd
‘You are USD’ is a website dedicated to the health and wellness of the USD community. ‘You are USD’ houses resources about life skills, mental health and suicide prevention.
EXPRESS YOUR CONCERN AND CONNECT
Explore helpful ways to talk with a distressed student.

Are you concerned about a student’s well-being?

1. **Talk to the student in private and express your concern.** Try to give the student your undivided attention.

2. **Be honest and direct.** In a non-judgmental manner share what you have observed and why you are concerned.

3. **Listen carefully and with sensitivity.** Be open-minded. After you have expressed concern, give the student time to talk. Respect the student’s value system, even if you do not agree. Avoid giving advice or criticizing.

4. **Do not promise confidentiality.** If the student tells you they are having suicidal thoughts, is thinking of harming self or others, or reports sexual misconduct or relationship violence, you have a responsibility to tell someone (i.e. Public Safety, Student Wellness, Title IX Coordinator, etc.)

5. **Communicate that it takes courage and strength to seek support.** Remind the student that asking for help is never a sign of weakness.

6. **Make a referral to Student Wellness.** Be frank with the student about the limits of your ability to help. Emphasize the importance of professional help and let the student know that USD Wellness Services are confidential and free for all students.

7. **Follow up.** Let the student know you will check back in with them.

For more information about how to help a student, visit our website at: www.sandiego.edu/youareusd

USD strongly encourages all members of the university community to report information about any incident of Sexual Misconduct or Relationship Violence as soon as possible, whether the incident occurred on or off campus. Reports can be made either to USD or to law enforcement.

USD requires all faculty members, administrators, supervisors and any employees who have responsibility for student welfare to promptly report information about any incident of Sexual Misconduct or Relationship Violence to USD through the Title IX Coordinator, a C.A.R.E. Advocate or Public Safety, unless the employee is required by law to keep that information confidential by virtue of his or her professional role (e.g. the employee received the information in his or her role as a psychological counselor or a pastoral counselor).

In addition, those employees who have been informed by Public Safety that they are “campus security authorities” under the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”) are legally required to report such incidents to Public Safety.

All such employees to whom an incident is reported should strongly encourage the reporting party, whether it is the individual who allegedly experienced the act or acts of Sexual Misconduct or Relationship Violence or a third party, to speak directly with the Title IX Coordinator, a C.A.R.E. Advocate or Public Safety.
Disruptive Students:

Disruptive student: A student whose conduct is clearly and immediately reckless, disorderly, dangerous or threatening, including self-harmful behavior.

Behavioral indicators include:
• Paranoia or high levels of suspiciousness
• Hostile or ongoing sarcastic remarks
• Open conflict with peers or university staff, instructors or professors
• Dominating classroom discussions
• Frequently interrupting lectures
• Disorganized or erratic communication (written or verbal)

If a student is causing a disruption but does not pose a threat:
1. Ensure your safety in the environment.
2. Set limits by explaining how the behavior is inappropriate.
3. If the behavior continues, ask the student to stop and warn the student that official action may be taken.
4. If you believe there is a safety risk, contact Public Safety.
5. Immediately report the incident to the Dean of Students or Law Student Affairs. These offices can support in the resolution of problems and connect you with additional campus resources.

Distressed Students:

Distressed student: A student with a cluster of persistent behaviors who seems unduly anxious, sad, irritable, withdrawn, confused or expresses suicidal thoughts.

You may notice:
• Significant changes in weight
• Bizarre, unexplained and abrupt changes in behavior
• Intoxication (alcohol and/or drug abuse)
• Excessive risk taking
• Disorientation or forgetfulness
• Expressions of concern by peers
• Decline in attendance or missing class

Student may exhibit:
• Declining quality of work or grades
• Multiple requests for special exceptions
• Bizarre or morbid content in writing
• Anger, hostility, sadness, moodiness
• Incapacitating test anxiety
• Withdrawal from discussion
• Lack of energy and motivation

Student might indicate:
• Threats to harm self or others, explicit or implied
• Feelings of hopelessness
• Thoughts of suicide

Who to Contact:
If you have safety concerns due to a student’s behavior, contact Public Safety at (619) 260-2222 immediately. Additional resources include the Dean of Students or Law Student Affairs.

Who to Contact:
If you feel that a student you are working with is showing signs of distress or has stopped attending class, contact Student Wellness at (619) 260-4655 so we can provide you with additional support.

If you believe a student is struggling with thoughts of suicide, contact Public Safety at (619) 260-2222.
Understand and Prevent Suicide

Learn how to identify warning signs, support someone in crisis and reduce stigma.

What should I do if I want to make a non-emergency referral?

Support the student as they:

- Call Student Wellness at (619) 260-4655 to schedule an initial appointment.
- Walk to any of the Wellness units during business hours; the Counseling Center works diligently to ensure on-going consultation availability.
- Visit the Counseling Center website and schedule a same or next-day appointment.

If you believe a student needs extra support and encouragement, offer to let them call from your office. It may be helpful to share with the student more information about the process, such as:

- The Counseling Center is staffed by psychologists, interns and a psychiatrist.
- Initial assessments and brief therapy are confidential and free of charge.
- The differences between the Wellness areas.

What should I do if I want to make an emergency referral?

An emergency referral is appropriate when students are in imminent danger of hurting themselves or others, or when you believe a student is out of control.

If the emergency occurs during Counseling Center business hours (8:30 a.m. to 5 p.m.) call (619) 260-4655 and ask to speak to the counselor on call. Please make it clear that it is an urgent situation. If needed, contact Public Safety 24 hours a day, 7 days a week at (619) 260-2222.

Be Proactive:

1. Learn more about Student Wellness. Contact (619) 260-4655 for consultation resources.
2. Let us cover your class! Submit a presentation request at www.sandiego.edu/chwp and we can help cover a class you need to cancel by giving a Wellness Presentation.
3. Visit the ‘You are USD’ website at: www.sandiego.edu/youareusd for information and resources about life skills, mental health and suicide prevention. Additionally, find information about QPR (Question, Persuade, Refer) Suicide Prevention training. Learn to spot the warning signs of suicide by attending a QPR or another gatekeeper training session or request a private training for your area.

Confidentiality:

Once a referral has been made, it is understandable to want to find out what happened and how you can continue to help. However, all Wellness staff are bound by the principles of confidentiality as defined by our disciplines and California law. Wellness staff cannot share information about a student, or confirm whether they have come in for an appointment, without the student’s consent.

We can answer general questions about making referrals, offer information about wellness concerns, provide other referral ideas, take information from you regarding specific behaviors of a student and share information with you about a student if they have signed a consent form.

We understand the importance of having open communication with faculty and staff to best help students in need. Rest assured, we regularly seek students’ authorization to contact referral sources, faculty and staff in order to coordinate services.

Community Welfare:

USD community members are strongly encouraged to report all crimes, suspicious activity and safety-related incidents to Public Safety at (619) 260-2222.