

FACULTY AND STAFF ACTION GUIDE TO HELPING STUDENTS IN DISTRESS

Concerned about a student? Student Wellness is here to help!

Who to contact:

Emergencies and Life Threatening Situations

Public Safety 24/7 (619) 260-2222

Off-campus emergencies 911

24/7 Resources

Counseling Center (619) 260-4655

*after hours, press '1' to be connected to the counselor on-call

Campus Assault Resources & Education (C.A.R.E.) (619) 260-2222

*calls are routed through Public Safety

Additional Campus Resources

Dean of Students (619) 260-4588

Law Student Affairs (619) 260-4651

Title IX and EEO (619) 260-4594

Student Wellness Resources:

Campus Assault Resources & Education (C.A.R.E.)

(619) 260-2222 • sandiego.edu/care
C.A.R.E. provides support, resources, and education to the USD community pertaining to sexual assault and exploitation. USD faculty and staff are required to report information about any incident of Sexual Misconduct or Relationship Violence as soon as possible.

Center for Health and Wellness Promotion (CHWP)

University Center 161
(619) 260-4618 • sandiego.edu/health-wellness
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)

Saints Tekakwitha and Serra Hall 300
(619) 260-4655
sandiego.edu/counseling-center
The CC provides confidential consultations, assessments and psychological treatment to facilitate students' personal growth and address their mental health concerns. Faculty and staff can contact the CC directly to consult about students of concern and can also encourage students to schedule an appointment through the MyWellness portal.

Disability and Learning Difference Resource Center (DLDR)

Saints Tekakwitha and Serra Hall 300
(619) 260-4655 • sandiego.edu/disability
The DLDR assists students with documented disabilities and learning differences. 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 DLDR to address any questions or concerns about students with disabilities (including temporary disabilities such as a dominant hand injury).

Student Health Center (SHC)

Maher Hall 140
(619) 260-4595 • sandiego.edu/health-center
The SHC provides high quality, accessible and convenient outpatient medical care for students enrolled in the current term. In case of illness or injury, faculty and staff can encourage the student to contact the SHC.

You are USD

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, substance use, mental health and suicide prevention.

**YOU
ARE
USD**

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 care and 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 themselves 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 to the student that seeking support is courageous.** Focusing on their strengths reinforces resilience.
6. **Make a referral to Student Wellness.** Be open with the student about the limits of your role. Emphasize the importance of professional mental health support and let the student know that USD Wellness Services are free and confidential 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, or consult with a Student Wellness provider by calling the Counseling Center at 619-260-4655.

USD faculty and staff are required to report information about any incident of Sexual Misconduct or Relationship Violence as soon as possible. Reports can be made directly to a CARE Advocate, the Title IX Coordinator or Public Safety.

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. Reports can be made 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 their professional role (e.g. the employee received the information in their role as a psychological counselor or 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 instances 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.



HOW DO I KNOW IF A STUDENT IS STRUGGLING?

Learn the warning signs and how to support a student who may be disruptive or in distress.

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 communications (written or verbal)
- Expressed desire to harm self or others and is unwilling to cooperate with you

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. 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.

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.

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 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.

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-urgent 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.
- Help the student access their MyWellness Portal online (<http://mywellness.sandiego.edu>) where they can schedule an appointment in the Counseling Center.

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, counselors and other mental health providers.
- Initial assessments and brief therapy are free and confidential.
- Differences between each of the Student Wellness units.

What should I do if I want to make an **urgent referral**?

An urgent referral is appropriate when students indicate they are considering harming themselves. If this 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 the situation occurs **after business hours or the student is indicating harm to others or is out of control**, Public Safety is available 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 sandiego.edu/health-wellness and we can help cover a class you need to cancel by providing a wellness presentation.
3. Visit the 'You are USD' website at sandiego.edu/youareusd for information about life skills, mental health and suicide prevention. Additionally, find information about QPR (Question, Persuade, Refer) suicide prevention training and register for an upcoming session.

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 Student Wellness staff are bound by the principles of confidentiality as defined by our disciplines and California law. Student Wellness staff cannot share information about a student, or confirm whether they have come in for an appointment, without the student's written 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.**