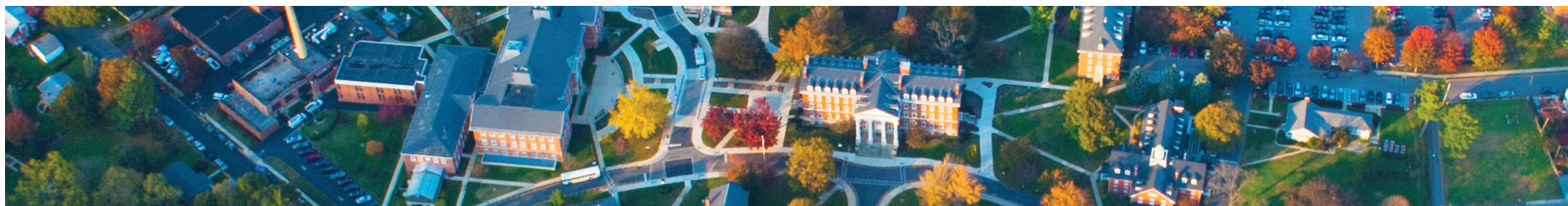


## ASSISTING STUDENTS IN DISTRESS



### RESPONSE PROTOCOL

Follow the chart to determine who to connect when faced with a distressed or distressing student.

Is the student a danger to self or others, or does the student need immediate assistance for any reason?

**YES**

The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm behavior.

Call 911 or Campus Safety

**NOT SURE**

The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.

Call Director of Wellness

**NO**

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

Refer student to appropriate campus resource(s)

### Contact Phone Numbers

Campus Safety 301-696-3111

Director of Wellness 301-696-3439

Hood College Health & Counseling Services at FMH Tollhouse 301-698-8374

Center for Academic Achievement and Retention (CAAR) 301-696-3569

Accessibility Services 301-696-3421

Dean of the Chapel Religious and Spiritual Life 301-696-3436

Dean of Students (undergrad) 301-696-3573

Dean of the Graduate School (grad) 301-696-3600

#### After hours crisis support:

- Campus Safety 301-696-3111
- Residence Life Professional On-Call 301-696-3111
- Frederick County Hotline (24/7) 211
- Mobile Crisis Services 1-9 p.m.
- National Suicide Prevention Lifeline 800-273-8255

**SEE SOMETHING. SAY SOMETHING. DO SOMETHING.**



## SEE SOMETHING.

Hood faculty and staff are in a unique position to demonstrate compassion for Hood students in distress.

Both undergraduate and graduate students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to difficulties coping and other serious consequences.

You may be the first person to **SEE SOMETHING** distressing in your students since you have frequent and prolonged contact with them.

## SAY SOMETHING.

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and even in social settings.

Trust your instincts and **SAY SOMETHING** if a student leaves you feeling worried, alarmed, or threatened!

## DO SOMETHING.

Sometimes students cannot or will not turn to family or friends.

**DO SOMETHING!** Your expression of concern may be a critical factor in saving a student's academic career or even their life.

The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.

Adapted with permission UCLA Division of Student Affairs

### The Family Rights and Privacy Act Privacy Act (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 FERPA protected. Such information should be shared with appropriate consideration for student privacy.

## ACADEMIC INDICATORS

- Sudden decline in quality of work and grades
- Repeated absences
- Disturbing content in writing or presentations (e.g., violence, death)
- You find yourself doing more personal rather than academic counseling during office hours
- Continuous classroom disruptions

## SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Making implied or direct threats to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors

## PSYCHOLOGICAL INDICATORS

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by his/her/their peers

## PHYSICAL INDICATORS

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling of alcohol
- Disoriented or "out of it"