

# Responding to Students in Distress and / or Crisis



## Supporting Student SUCCESS

The Center for Student Success Programs and Services helps to foster a caring campus community that nurtures student self-discovery through academic and personal growth. The Center provides support – from everyday assistance to crisis intervention -- to empower students in their holistic growth and development during their Emory experience. Our office can be contacted at [404.727.4193](tel:404.727.4193).

	RECOGNIZE	RELATE	REFER
<p><b>How Do You Respond?</b></p> <p><b><u>3 R's</u></b></p>	<p>A faculty or staff member is often the first person to recognize a student in distress and then reach out. These noticeable signs of distress can include, but are not limited to, academic problems, interpersonal problems, and behavioral problems.</p>	<p>We encourage you to speak directly to students when you sense that they are in academic or personal distress. Openly acknowledge that you are aware of their distress, that you are sincerely concerned about their welfare, and that you are willing to help them explore their options. Not all students will be receptive to your help. In some of these cases, to ensure a student is safe, a referral to SIS may still be warranted.</p>	<p>Referrals are both important and necessary when you are concerned about the welfare of a student, yourself, and / or others, significant behavioral issues and previously assisted issues appear to be unresolved, or handling an issue is outside of your role as a faculty or staff member. SIS Referrals can be made by completing a student concern referral form at <a href="http://success.emory.edu/SIS/referral.html">http://success.emory.edu/SIS/referral.html</a> or calling 404-430-1120 at any time (24/7).</p>

### Tiers of Response: The Care Students Receive

**Tier I** 24 hr response

- Severe mental health
- Suicidal ideations
- Parent Death
- Parent Chronic Illness
- Immigration
- Eating Disorder
- Missing Students
- Executive Leadership Student Concern
- Psychiatry

**Tier II** 48 hr response

- Academic Absences (3 or more)
- Partial Course Underload
- Student Chronic Illness
- Disrupting Learning Environment
- Food Insecurity
- Family / Faculty Concerns
- Housing Emergency
- Financial Hardship

**Tier III** 72 hr response

- Non Emergency housing Issues
- Roommate Disagreements
- Relationship Challenges
- DACA renewals
- Social Adjustment Issues
- 1915 Scholars
- Readmission to University
- Arrests

Resources			
Counseling and Psychological Services (404.727.7450).	Office of Health Promotion (404.727.1697).	Office of Multicultural Programs and Services (404.727.6754).	Respect Program (404.727.1514).
Emory Police Department (404.727.6111).	Office of International Student Life (404.727.2663).	Office of Residence Life & Housing (404.727.7631).	Student Health Services (404.727.7551).
	Office of Lesbian, Gay, Bisexual, and Transgender Life (404.727.0272).	Office of Student Conduct (404.727.3154).	Title IX Coordinator for Students (404.727.4717).

## Recognizing Signs of Student Distress

### ACADEMIC PROBLEMS

- Career and course indecision
- Excessive procrastination
- Uncharacteristically poor preparation performance
- Repeated requests for extensions or special considerations
- Disruptive classroom behavior
- Excessive absence/tardiness
- Avoiding or dominating discussions
- References to suicide or harm to others either verbally or in writing

### INTERPERSONAL PROBLEMS

- Constantly asking for help with personal problems
- Dependency
- Hanging around the office
- Withdrawing
- Disruptive behavior
- Inability to get along with others
- Complaints from other students

### BEHAVIORAL PROBLEMS

- Intense emotion, irritability
- Inappropriate responses
- Difficulty concentrating
- Physically harming self
- Destruction of property
- Anxiety and panic
- Inability to communicate clearly, impaired speech, disjointed thoughts, loss of reality
- Change in personal hygiene
- Dramatic weight change
- Frequently falling asleep

## Responding to a Mental Health Emergency

1. Move the student to a quiet and secure place.
2. Listen attentively and respond in a straightforward, considerate way.
3. Enlist the help of a colleague so you are not alone with the student.
4. Call SIS or EPD for appropriate university intervention.
5. When contacting a campus resource, try to have the following information available:

- Student name
- Student ID Number
- Physical description of student
- Your location and a description of circumstances
- Type of assistance needed

## Case Management and Student Intervention Services

### S.I.S

SIS Team members coordinate the university's response for students in acute crisis (e.g deep depression, thoughts of suicide). These situations require an immediate response. Nonacute distresses are less urgent challenges (e.g short-term financial issues, academic challenge & relationship issues)

### Case Management

Case managers within CSSPS work to help students manage challenges that obstruct their holistic success as a student. Once the problem is identified within a specific tier, the case is then staffed and transferred to a case manager according to the student's last name. **\*All identifiable information will remain confidential with exception of child/elder abuse or health/safety emergencies (actual, impending, or imminent)**