# 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

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| Public Safety 24/7 | (619) 260-2222 |
| Off-campus emergencies | 911 |

### 24/7 Resources

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|---|---|
| Counseling Center<br>*after hours, press '1' to be connected to the counselor on-call | (619) 260-4655 |
| Campus Assault Resources & Education (C.A.R.E.)<br>*after hours, press '1' and ask to speak with a C.A.R.E. Advocate | (619) 260-4655 |

### Additional Campus Resources

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|---|---|
| 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) 260-4655 • sandiego.edu/care
C.A.R.E. provides support, resources, and education to the USD community pertaining to sexual assault, intimate partner violence/ domestic violence, stalking, unwanted contact, and exploitation. The C.A.R.E. Team are confidential resources.

**Center for Health and Wellness Promotion (CHWP)**
Palomar Health Student Wellness Center
(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 class presentation 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
A mental health counselor is available to provide students with urgent support, confidential consultations, assessments and psychological treatment. To support students, faculty and staff can assist them in scheduling appointments through the Wellness Portal or by contacting the CC by phone. Additionally, the CC offers 24/7 direct consultation for faculty and staff who wish to discuss students of concern.

**Disability and Learning Difference Resource Center (DLDRC)**
Saints Tekakwitha and Serra Hall 300
(619) 260-4655 • sandiego.edu/disability
Faculty are encouraged to contact the DLDRC with any questions or concerns regarding students with documented disabilities (including temporary disabilities such as 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. Students can schedule appointments through the Wellness Portal. In case of illness or injury, faculty and staff can encourage the student to contact the SHC.

**Be Well USD**
sandiego.edu/bewellusd
'Be Well USD' includes various resources for academic success, life skills, substance use, mental health and suicide prevention.

**USD TimelyCare**
timelycare.com/USD
Students get virtual 24/7 access to doctors and counselors with TimelyCare. It's a free extension of campus health services that lets students book visits in all 50 states.

**Hazing Prevention and Education**
(619) 260-2222 Call Dept. of Public Safety
USD strongly encourages all members of the University to report any incident of hazing as soon as possible. Staff should immediately contact DPS. Students can also anonymously report concerns via text at (619) 260-4873 through USD Real Response.

# 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 themself 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/bewellusd, or consult with a Student Wellness provider by calling the Counseling Center at 619-260-4655.**

**USD faculty and staff are Private Resources, who are required to report information about any incident of Sexual Misconduct or Relationship Violence as soon as possible. Reports can be made directly to the Title IX Coordinator or Public Safety. We recommend giving "C.A.R.E" to the student by offering to connect them to a Confidential C.A.R.E. Advocate.**

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 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 C.A.R.E Advocate, 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, or Public Safety. C.A.R.E Advocates are confidential resources that can provide support to students, but do not take formal reports.

University of San Diego
STUDENT WELLNESS

# 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. Privately set limits by explaining how the behavior is inappropriate.
3. If the behavior continues, privately 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 non-urgent distress or has stopped attending class, contact **Student Wellness at (619) 260-4655** so we can provide you with additional support.

# Understanding and Prevention

## 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.
- Seek support from any of the Wellness units during business hours; the Counseling Center works diligently to ensure on-going consultation availability.
- Access their MyWellness Portal (http://mywellness.sandiego.edu) where they can schedule an appointment with 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**. Please call the Counseling Center at anytime (619 260-4655, press 1) and ask to speak to the counselor on-call. **Please make it clear that this is an urgent life threatening situation**. **If the student is indicating harm to others or is unmanageable**, please contact Public Safety at anytime (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 'Be Well USD' website at sandiego.edu/bewellusd 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.**