

A quick reference guide for Faculty and Staff to recognize, respond and refer distressed students.  
Link to complete a CARE Referral form.

## RECOGNIZE

### Concerns and Warning Signs

- | Academic  | Physical  | Emotional  |
|---|---|--|
| <ul style="list-style-type: none"> <li>Talking and writing about violence, death or suicide.</li> <li>Disorganized and inconsistent participation and class performance.</li> <li>Repeated requests for extensions/ make-up examinations</li> </ul> | <ul style="list-style-type: none"> <li>Disheveled appearance, change in grooming/hygiene.</li> <li>Visible recent self-harm marks.</li> <li>Confused and/or rapid speech.</li> <li>Appearing under the influence of alcohol or drugs.</li> </ul> <p><b>Basic Needs</b></p> <ul style="list-style-type: none"> <li>Food, housing, clothing, financial, and childcare support.</li> </ul> | <ul style="list-style-type: none"> <li>Reports of multiple stressful events (death, illness, trauma, relationship issues).</li> <li>Marked change in behavior and mood fluctuations including:                             <ul style="list-style-type: none"> <li>Severe anxiety, irritability, angry hostile outbursts or aggressive comments.</li> <li>Emotional flatness, expressions of hopelessness or worthlessness.</li> <li>Extreme changes in energy, appearing out of touch with reality, hearing or seeing things that do not exist.</li> </ul> </li> </ul> |

**Safety First:** Safety is a priority, call **911** for help if the student displays any threatening or potentially violent behavior.

**Be Proactive:** Engage students early, pay attention to their needs and warning signs, and set limits on disruptive behavior.

## RESPOND

### Be Direct:

- Directly ask about your concerns and/or the warning signs.
- Directly ask, are you having thoughts of hurting yourself or suicide? Are you having thoughts of hurting others?
- Ask yourself, do you believe there is imminent danger?

*If you are unable to ask these direct questions, get someone who can.*

### Active Listening:

- Give your full attention.
- Use a calm voice and take a few breaths.
- Restate cause of student distress and help requested.

### Concrete Help:

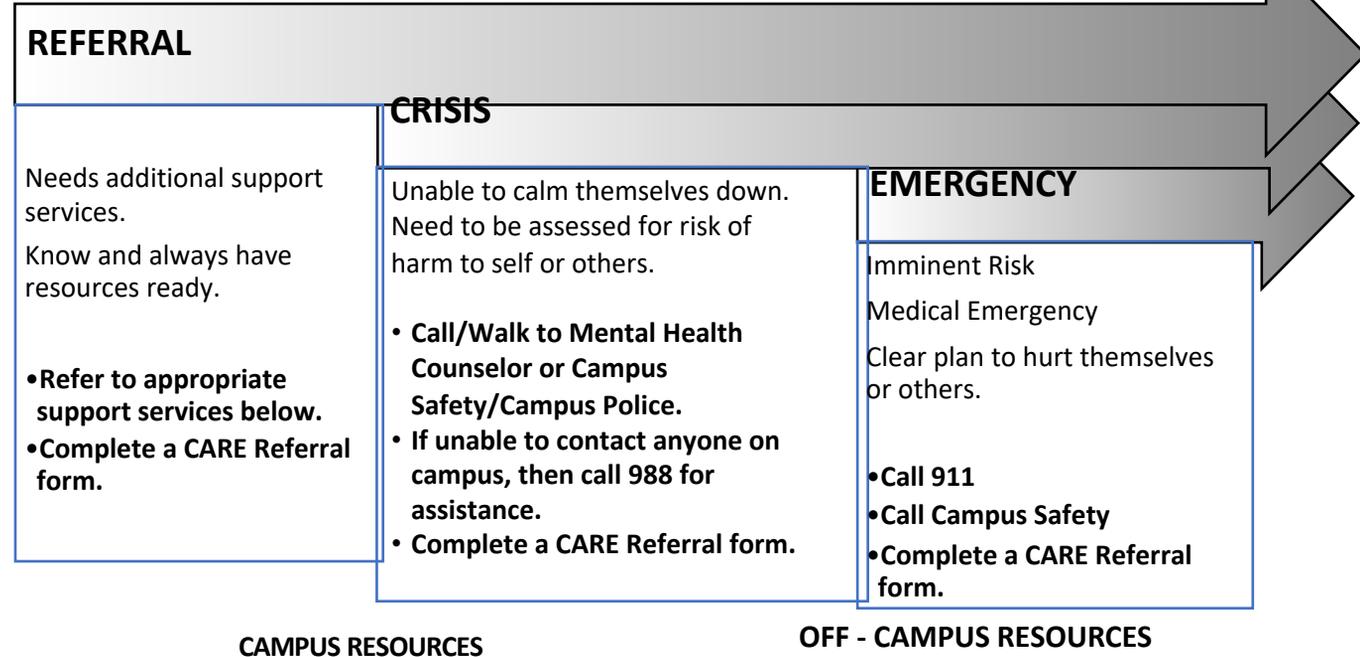
- Provide clear and concise recommendations.
- Help them get to the next step (i.e., an appointment with their academic advisor, Timely Care or Wellness Counselor on campus.)

### Consultation/Documentation:

- Following, document your interaction by completing a CARE Referral form.
- FERPA permits communication regarding a student of concern when there is a legitimate need to know.

# Responding to Students in Distress

(side 2)



Call 988 for Crises Support      Call 211 for Basic Needs

**Crisis Text Line Get Help Now: Free, 24/7, Confidential**  
Text START to 741-741

Text STEVE to 741-741 for a culturally trained crises counselor

**Veterans' Suicide Prevention Lifeline, then press 1**  
The Trevor Lifeline (Suicide Prevention for LGBTQ Youth)  
1-866-4-U-TREVOR (1-866-488-7386)

**Treatment Referral Hotline (Substance Abuse)**  
1-800-662-HELP (1-800-662-4357)

**National Sexual Assault Hotline**  
24-hour online hotline: <https://ohl.rainn.org/online/>  
1-800-656-HOPE (1-800-656-4673)

## CARE Referral Form

<https://www.ctstate.edu/care-team>

CARE Referrals are sent to the Campus CARE Team.

**What is a CARE TEAM?** (formally know as the Behavioral Intervention Team BIT) is a multidisciplinary team of campus partners working collaboratively to support students needs and keep the campus community safe.

**What the CARE Team does.** The purpose of the CARE Team is to be aware of individuals of concern and develop appropriate support and interventions. The goal is to be proactive and educational rather than reactive.

## Private vs. Confidential

While communication about a student's personal information should remain private amongst university officials, it is not confidential. There is an increased risk and liability to the campus when possible critical safety information is not shared to the appropriate administration.

*Responsible Employees must inform the Title IX Deputy Coordinator of all student reports of sexual harassment, sexual assault, interpersonal violence and stalking.*

REFER