

# Supporting Students in Emotional Distress: A Guide for Campus Leaders

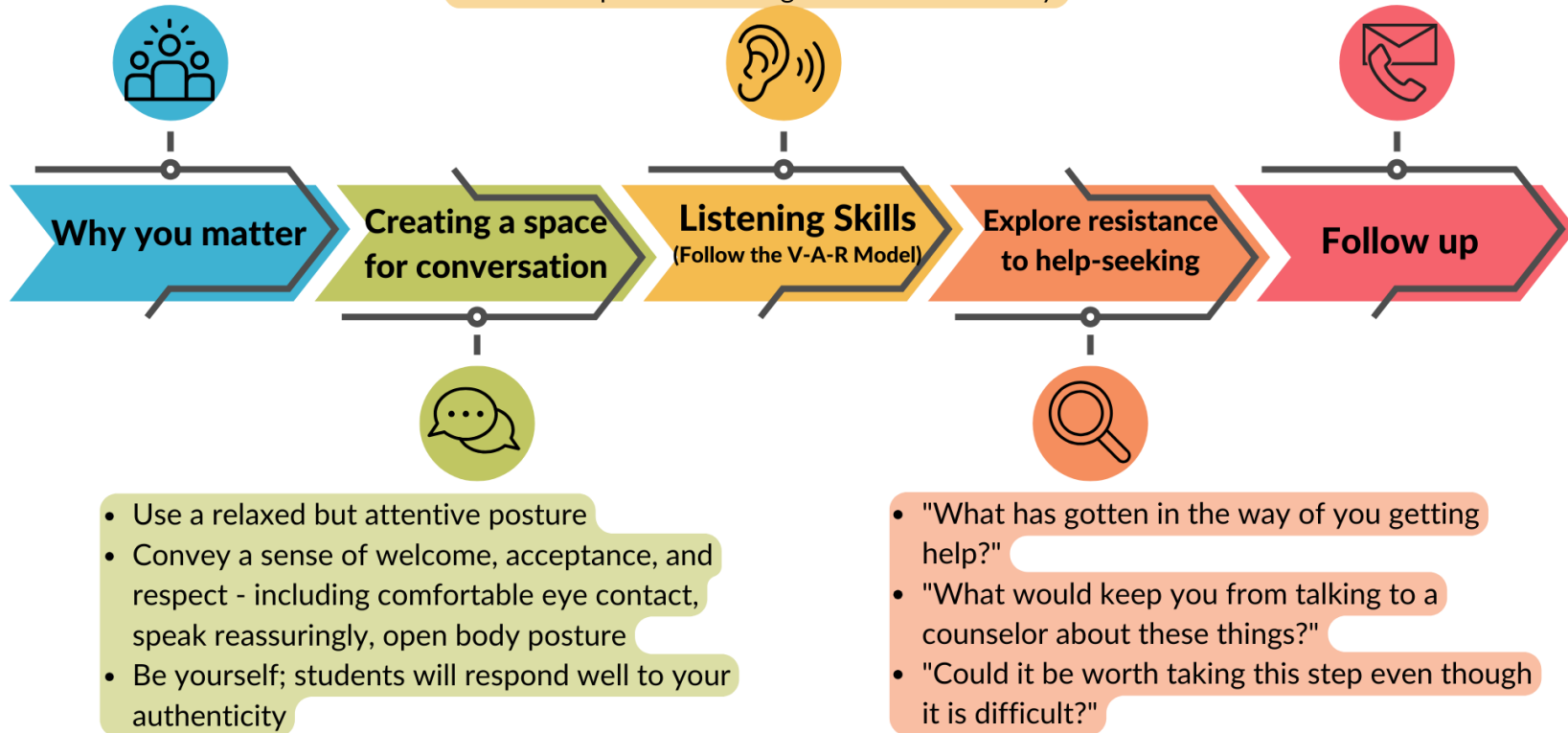
<p><b>Counseling vs. Comfort</b></p> <p><b>Student with evidence of dangers to self or others</b></p>	<p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Aggressive, disruptive, or bizarre behavior</li> <li>• Suicidal thoughts or behavior</li> <li>• Evidence of plan to harm others</li> <li>• Homicidal thoughts or behaviors</li> <li>• Significant disconnection from reality</li> </ul>	<p><b>What to do:</b></p> <ul style="list-style-type: none"> <li>• If immediate safety of student/others is in danger contact Public Safety: 410-617-5911</li> <li>• For mental health emergencies, contact the CC: 410-617-2273 (M-F; 8:30 AM - 5PM) or 410-617-5530 (After 5PM and weekends)</li> <li>• Contact the Dean of Students (410-617-2621) if additional consultation is needed</li> <li>• Consult with your supervisor/department chair, and/or the Dean of Undergrad Studies (410-617-5547)</li> <li>• If after hours, contact Public Safety to be connected to campus resources</li> <li>• Fill out the <u>Care Team Referral form</u> after emergent needs are addressed</li> </ul>
<p><b>Student with intense &amp; chronic, uncomfortable emotions</b></p>	<p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Frequent crying</li> <li>• Difficulty concentrating</li> <li>• Panic attacks</li> <li>• Behavioral outbursts</li> <li>• Social isolations</li> <li>• Non-lethal self-harm (e.g., cutting)</li> <li>• Recent traumatic experience</li> </ul>	<p><b>What to do:</b></p> <ul style="list-style-type: none"> <li>• Green response plus...</li> <li>• Refer to Counseling Center and provide support in scheduling appointment if student is willing               <ul style="list-style-type: none"> <li>◦ Call 410-617-2273 or walk student to counseling center (HU 150)</li> <li>◦ Consult with CC counselor, who can recommend a crisis appointment or help student schedule appointment</li> <li>◦ After 5pm and weekends: call 410-617-5530</li> </ul> </li> <li>• Refer to other campus support as appropriate</li> <li>• Fill out <u>Care Team Referral Form</u></li> <li>• Inform/consult with supervisor/department chair</li> </ul>
<p><b>Student with uncomfortable emotions</b></p>	<p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• Sadness/crying</li> <li>• Stress/anxiety</li> <li>• Social withdrawal</li> <li>• Family difficulties</li> <li>• Academic concerns</li> <li>• Adjustment concerns</li> </ul>	<p><b>What to do:</b></p> <ul style="list-style-type: none"> <li>• Validate, Appreciate, Refer</li> <li>• Facilitate connection with peers               <ul style="list-style-type: none"> <li>◦ Resident Assistants, Evergreens, Student Clubs, Group Fitness</li> </ul> </li> <li>• Facilitate support from Loyola professionals               <ul style="list-style-type: none"> <li>◦ Student Life, Campus Ministry, DSS, Career Center, Student Engagement</li> </ul> </li> <li>• Stay connected - check in with the student occasionally</li> </ul>

# Facilitating Supportive Conversations

- Students have ongoing relationship with you
- You are in a direct position to observe students and be aware of their behavior
- You serve as informal help-givers for advice and support

- **Validate** concerns and paraphrase/repeat to verify accuracy
  - "What I'm hearing you say is..."
- **Appreciate** their courage to share
  - Use open-ended questions to encourage sharing
  - Avoid arguing, interrupting, lecturing, offering false reassurances, fixing, challenging/confronting
  - Offer hope and encouragement
- **Refer** multiple resource areas such as The Study, Campus Ministry, Counseling Center, etc.
  - Resist problem-solving until student is ready

- This likely will not be a one-time conversation
- Continuing to check in with the student demonstrates your care and concern and makes it more likely the student will get connected and stay connected to resources



# Connecting Students with Supportive Resources on Campus

## General Information

A supportive conversation with a student that is struggling can go a long way in helping them achieve success at Loyola. The goal is not to solve problems, but to provide caring guidance and assistance in connecting with campus resources.

Please do not give assurances of confidentiality. A student who appears to pose a threat to self or others needs to be referred for help and supervision.

If the concern involves...	Consider this:
<b>A student is threatening you or the community; poses a risk to themselves or others; is experiencing a medical emergency</b>	<b>Campus Safety (x5911)</b> will respond immediately and dispatch appropriate emergency services
<b>A student is acting out in a disruptive or bizarre way</b>	<b>Office of Vice President for Student Development or Dean of Students (x5171)</b> provides consultation about behavioral concerns and can access the student's emergency contact information
<b>A student has experienced the death of a loved one</b>	<b>Campus Ministry (x2768)</b> can reach out to students to offer personal and spiritual support; a Campus Ministry staff member will try to meet with the student personally <b>Academic Advising and Support Center (x5050)</b> will notify faculty and reach out to the student as appropriate <b>Counseling Center (x)2273</b> will assess a student's needs and offer ongoing grief support through individual and/or group therapy
<b>A student has experienced a sexual assault, stalking, dating/domestic violence, sexual harassment, emotional abuse</b>	<b>Title IX (x2763)</b> provides options to students ranging from supportive measures (changes to class schedules, assistance with rescheduling class assignments, transportation assistance, visa and immigration assistance, medical leave of absence), to no contact orders, to a formal investigation process <b>Sexual Violence Prevention, Education, and Response Coordinator (x6769)</b> is a confidential resource and can meet with the student to provide emotional support, as well as information regarding options for medical resources, Title IX, and legal processes <b>Counseling Center (x2273)</b> can provide crisis support, trauma informed counseling, and/or group support for students who have experienced gender-based violence

<p><b>A student is struggling academically</b></p>	<p><b>Disability and Accessibility Services (x2062)</b> can provide consultation about a student's accommodations, or classroom struggles that may be related to disability  <b>The Study</b> provides tutoring, organization and time management coaching, and academic success workshops. Provides a quiet study space and computer lab  <b>Academic Advising and Support Center (x5050)</b> addresses academic adjustment concerns, and can provide support with advising and registration</p>
<p><b>A student stops attending class, appears withdrawn, or displays sudden change in academic performance</b></p>	<p><b>Dean of Undergraduate Studies or Department Chair (x5547)</b> can provide support to students regarding academic policies, concerns about academic experience, and assistance with resources to ensure academic success  Consider filling out the <b>Care Team Referral Form</b>, to ensure student is connected to appropriate campus supports</p>
<p><b>A student discloses a mental health concern, such as anxiety/panic, depression, social isolation, family problems, etc.</b></p>	<p><b>Counseling Center (x2273)</b> can provide assessment and recommendations, such as brief individual counseling, group counseling, referral assistance, and crisis intervention  <b>Student Support and Wellness Promotion (x2613)</b> offers individual support services to undergraduate students who may need assistance with navigating the complexity of college life, are contemplating a medical leave of absence, or who have returned from a medical leave of absence and require support</p>
<p><b>A student discloses financial struggles</b></p>	<p><b>Office of Financial Aid (x2576)</b> helps students navigate tuition expenses and can answer questions related to billing account  <b>Dean of Students (x5171)</b> offers support to students who are struggling financially and would benefit from accessing the Student Success Fund, campus Food Pantry, or other financial supports</p>
<p><b>A graduate student who is looking to enhance their experience, or connect to resources for grad students</b></p>	<p><b>Graduate Student Services (x2353)</b> advocates for graduate students, as well as offers resources, programs, and information to enhance the graduate student experience</p>
<p><b>Something over than the concerns listed above</b></p>	<p><b>Counseling Center (x2273)</b> provides consultation to all who have concerns about a student, and can share recommendations about how to proceed  Consider filling out the <b>Care Team Referral Form</b>, to ensure student is connected to appropriate campus supports</p>