

INDICATORS OF DISTRESS: WHAT TO LOOK FOR

ACADEMIC INDICATORS	PHYSICAL INDICATORS	PSYCHOLOGICAL INDICATORS	SAFETY RISK INDICATORS
<p>Sudden decline in quality of work/grades</p> <p>Repeated absences</p> <p>Disorganized performance</p> <p>Multiple requests for extensions</p> <p>Disengagement through failure to hand in assignments, missing exams, and lack of participation</p> <p>Overly demanding of faculty/staff time and attention</p> <p>Bizarre content in writing/presentations</p> <p>Increased need for personal (rather than academic) counseling</p>	<p>Marked changes in physical appearance (deterioration in grooming or hygiene, significant weight gain/loss)</p> <p>Excessive fatigue or sleep disturbance</p> <p>Intoxication, hangovers, smelling of alcohol</p> <p>Disoriented or “out of it”</p> <p>Garbled, tangential, disconnected, or slurred speech</p>	<p>Self-disclosure of personal distress, including family problems, financial difficulties, suicidal thoughts, grief</p> <p>Unusual/disproportional emotional response to events</p> <p>Excessive tearfulness</p> <p>Panic reactions</p> <p>Irritability or unusual apathy</p> <p>Verbal abuse (e.g. taunting, badgering, intimidation)</p>	<p>Unprovoked anger or hostility</p> <p>Physical violence (shoving, grabbing, assault, use of weapon)</p> <p>Implying or making a direct threat to harm self or others</p> <p>Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations, violent behaviors, or other “cries for help”</p> <p>Stalking or harassing</p> <p>Communicating threats via email, texting, phone calls</p>
<p>We welcome your feedback. Email: casemanagement@rit.edu with comments and suggestions. Version 1.1 – Spring 2021</p>			

AWARENESS

Students in distress may be struggling with academic or personal challenges.

Remember that you are in a unique position to identify students who may be in need of help.

COMMUNICATION

Sharing your concern directly with the student and reaching out to campus / community resources are important first steps in the helping process.

A Tiger Concern report is a way to communicate your concern about a student to get them connected to resources. The report can be accessed here: rit.edu/reporting-incident

ENGAGEMENT

Students may not be aware of what resources are available or how to find help. It's okay to check in with students to see how they're doing.

Demonstrating a culture of care and compassion strengthens the campus community.

RESOURCES AND TIPS

Consider the tips below to help refer students to appropriate resources.

SAFETY FIRST

The top priority is always the welfare of the campus community. Do not hesitate to call for help if someone is displaying threatening or violent behavior.

LISTEN SENSITIVELY & CAREFULLY

Use a calm voice and a non-confrontational approach. Avoid threatening, humiliating, and intimidating responses.

REACH OUT

Engage students early on and set limits on disruptive behavior.

BE DIRECT

Don't be afraid to ask students directly if they are under the influence of alcohol/drugs, feeling confused, or having thoughts of harming themselves or others.

FOLLOW THROUGH

Ensure the student knows the physical location of the identified resource. Consider walking over together to help them get connected when possible and appropriate.

BE PROACTIVE

Always document your interactions with distressed students. Consult with your department chair/supervisor after any incidents of concern.

CAMPUS RESOURCES

Support Services

Case Management	casemanagement@rit.edu
Center for Residence Life	585-475-6022
Counseling and Psychological Services	585-475-2261
Disability Services Office	585-475-5358
NTID Counseling and Academic Services	585-286-3485
Ombuds Office	585-475-7357 585-475-6424 or VP: 585-286-4677
Q-Center	585-475-6355
Spirituality and Religious Life	585-475-5932
Student Health Center	585-475-2255
Student Wellness Services	585-475-3963
Tigers Concern Report	rit.edu/reporting-incident
Title IX Office	585-475-7158
University Advising	advising@rit.edu

Emergency/Crisis Services

CaPS Urgent Care	8:30 a.m.-4:30 p.m. August Center, 2nd Floor
Campus Advocacy Response and Support (CARES) Team: Sexual assault, harassment, relationship violence/stalking support	Call 585-475-2261 (business hours), 585-295-3533 (after hours)
Counseling Support After-Hours/Weekends/Holidays	855-436-1245
Public Safety	Call 585-475-3333 or text 585-205-8333

COMMUNITY RESOURCES

Support Services

American Foundation for Suicide Prevention	afsp.org
Mental Health Association of Rochester	mharochester.org
National Alliance on Mental Illness Rochester	namiroc.org
RESTORE	1-800-527-1757
The Healing Connection: Eating Disorders Treatment	thehealingconnectioninc.org
Willow Domestic Violence Center	willowcenterny.org

Emergency/Crisis Services

When off campus call 911

24-Hour Hotline	585-222-SAFE (7233)
Behavioral Health Access and Crisis Center Walk-Ins	585-368-3950 89 Genesee St. Rochester, NY 14611
Crisis Text Line	TEXT "HELLO" to 741741
Monroe County Lifeline and Mobile Crisis	211 (or 585-275-5151)
National Suicide Prevention Lifeline	1-800-273-8255

DO...

- Make time and space available to speak to students
- Use empathy and active listening skills
- Connect students with available resources
- Ask for additional help if needed

DON'T...

- Make promises you can't keep
- Try to "fix" everything
- Pass judgement or dismiss the student's needs
- Wait to refer if you are concerned about a student

WHOM TO CONTACT | Follow the chart to determine next steps

