



SBU Resource Folder

Student Health & Wellbeing

Helping Students in Distress
Crisis Management Guidelines

Emergency Campus &
Community Resources

Additional Resources for Student
Wellbeing


Identifying Indicators of Distress

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 need support. We are by no means asking you to be professional responders, but to help connect students with needed supports and services.


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

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.

Academic Indicators

-  Sudden decline in quality of work/grades
 - Repeated absences
 - Disorganized performance
 - Multiple requests for extensions
 - Disengagement through failure to hand in assignments, missing exams, and lack of participation
 - Overly demanding of faculty/staff time and attention
 - Bizarre content in writing/presentations Increased need for personal (rather than academic) counseling

Physical Indicators

-  Marked changes in physical appearance (deterioration in grooming or hygiene, significant weight gain/loss)
 - Excessive fatigue or sleep disturbance
 - Intoxication, hangovers, smelling of alcohol
 - Disoriented or "out of it"
 - Garbled, tangential, disconnected, or slurred speech

Psychological Indicators

- i Self-disclosure of personal distress, including family problems, financial difficulties, suicidal thoughts, grief*

Unusual/disproportional emotional response to events

Excessive tearfulness

Panic reactions

Irritability or unusual apathy

Verbal abuse (e.g. taunting, badgering, intimidation)

Safety Risk Indicators

- i Physical violence (shoving, grabbing, assault, use of weapon)*

Implying or making a direct threat to harm self or others

Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations, violent behaviors, or other “cries for help”

Stalking or harassing

Communicating threats via email, texting, phone calls

Crisis Management Tips

Safety First

- i 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

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

Reach Out

- i 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

| Do... | Don't... |
|---|--|
| <ul style="list-style-type: none">• <i>Validate – let students know their concerns are heard</i>• <i>Ask “Do you want me to just listen or help you problem solve?”</i>• <i>Offer options/suggestions, if needed</i>• <i>Use empathy and active listening skills</i> | <ul style="list-style-type: none">• <i>Make promises you can't keep</i>• <i>Try to “fix” everything</i>• <i>Pass judgment or dismiss the student's needs</i>• <i>Wait to refer if you are concerned about a student</i> |

Crisis Resources

Campus



Student Wellbeing Health & Counseling Services

Center Location: Doyle 122 **Center Hours:** 8:30 a.m.-4:30 p.m. M-F

Office of Safety & Security, Medical Emergency Response Team (MERT)

Location: Doyle **Contact:** (716)-375-2525

Blue light and yellow emergency phones located across campus

After-hours response is available to students experiencing a mental health crisis/emergency by calling campus safety at (716)-375-2525. Campus safety or the RD on-call will typically arrive to your campus location and be present while the counselor on-call assesses the student by phone. The counselor on-call, RD, and campus safety will work collaboratively to address the needs of the student in crisis.

BetterMynd: If you are experiencing a mental health crisis after hours or during the weekend, please call **844-287-6963 (844-BTR-MYND)**

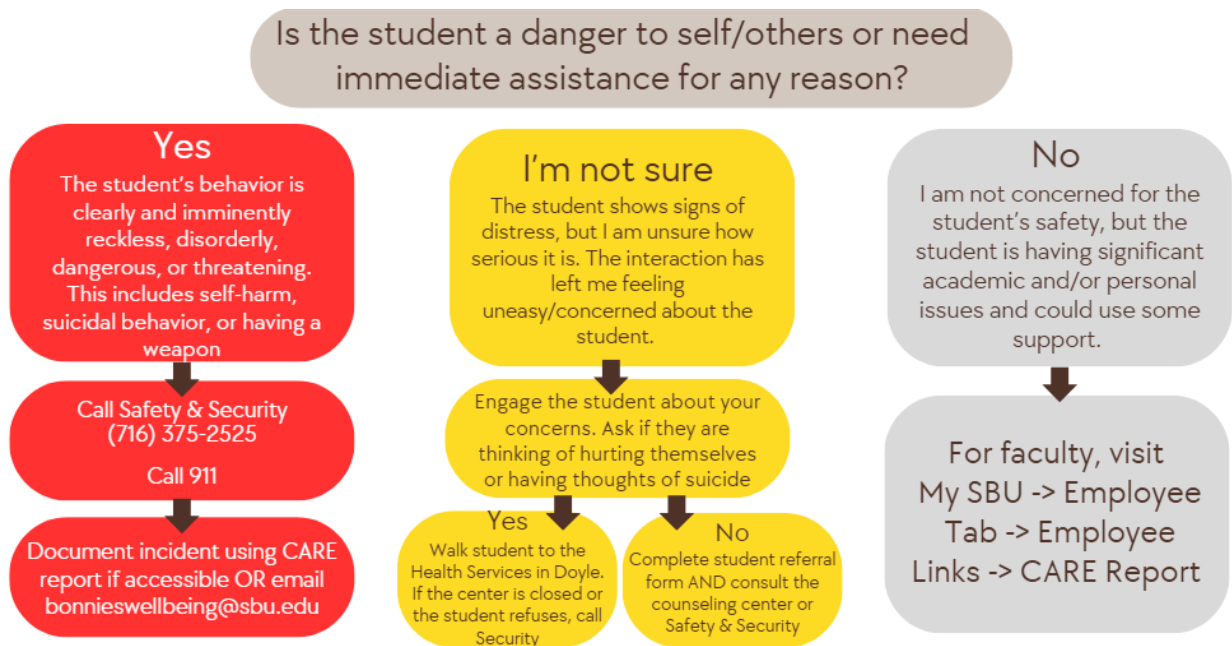
Community

i Cattaraugus County Crisis Hotline 800-339-5209

National Suicide Prevention Lifeline 1-800-273-TALK (8255) or 988

Whom To Contact

Follow the chart to determine next steps



Additional Campus Resources

Emotional Wellbeing

Counseling Services

Center Location: Second Floor Reilly Center **Hours:** 8:30 a.m.-4:30 p.m. M-F

Appointments: Visit the Patient Portal (<https://sbu.medicatconnect.com/>) or Call (716)-375-2310, option 1

BetterMynd

Online therapy for college students- services are confidential and free for full time students attending classes on campus. Sign up using your Bonaventure.edu email at the following link:

<https://app.bettermynd.com/?idp=StBonaventureUniversity>

Togetherall

Togetherall is a 24/7 community of peers, moderated by clinical professionals, where people can get (or give) the mental health support they need. It is an anonymous and safe space to talk about mental health. Register using your Bonaventure email address at this link:

<https://togetherall.com/en-us/free-mental-health-support-for-university-students/>

Environmental Wellbeing

Residence Life

Location: Reilly Center 202 **Contact:** (716)-375-2512

The Equity Institute

Location: Reilly Center 227 **Contact:** (716)-375-4011

Financial Wellbeing

Office of Financial Aid

Location: Hopkins Hall **Contact:** (716)-375-2020

Undergraduate Admissions

Location: Hopkins Hall **Contact:** (716)-375-2400

Graduate Admissions

Location: Hopkins Hall **Contact:** (716)-375-2021

Intellectual Wellbeing



Student Success Center

Location: Plassmann Hall 107 **Contact:** (716)-375-2692

Accessibility Services

Location: Plassmann Hall 100D **Contact:** (716)-375-2065

Tutoring & Academic Support

Location: Plassmann Hall 100B **Contact:** (716)-375-2067

Career & Professional Readiness Center

Location: Reilly Center 222 **Contact:** (716)-375-2384

Physical Wellbeing



Health Services

Center Location: Doyle 122 **Center Hours:** 8:30 a.m.-4:30 p.m. M-F **Appointments:** Visit the Patient Portal (<https://sbu.medicalconnect.com/>) or Call (716)-375-2310, opt 1

Medical Emergency Response Team (MERT) through Safety & Security

Contact: (716)-375-2525

Social Wellbeing



Center for Activities, Recreation & Leadership

Location: Richter Center **Contact:** (716)-375-2190

Franciscan Center for Social Concern

Location: McGinley-Carney Center 113 **Contact:** (716)-375-7813

Spiritual Wellbeing



University Ministries

Contact: (716)-375-2662

Mt. Iraneaus Franciscan Mountain Community


Contact: (716)-375-2096

The Franciscan Institute


Contact: (716)-375-2160

Additional Community Resources


Domestic Violence and Rape Crisis Services

-  **Connecting Communities in Action Victim Services** (local) 1-888-945-3970
- Alternatives for Battered Women** 585-232-7353
- National Sexual Assault Hotline** 1-800-656-HOPE (4673)


Grief/Loss Counseling

-  **Cattaraugus County Counseling Centers** (716)-373-8040
- Bereavement & Grief Support-Buffalo General Hospital** (716)-859-2194
- General Grief Support Group-Life Transitions Center** (716)-836-6460


Physical Health

-  **Olean Medical Group** (716)-372-0141
- WellNow Urgent Care**
- 2729 W State St Olean, NY 14760
- 8am-8pm daily
- (716)-379-6507
- HIV Testing** through Cattaraugus County Dept. of Health
- (716)-701-3439
- STD Testing** through Cattaraugus County Dept. of Health
- (716)-373-8050

Addiction/Recovery Services & Self-Help Groups

-  **CASA-Trinity** (716)-373-4304
- Alcoholics Anonymous** (716)-372-4800 or (716)-853-0388
- Narcotics Anonymous** (716)-878-2316
- AL ANON/ALATEEN** (716)-856-2520 or (716)-488-2233

Sexual Orientation/Gender Identity Support

-  **Pride Center** (716)-852-7743
- Trevor Project** 1-866-488-7386