



# SBU Red Folder

Student Health & Wellbeing

Helping Students in Distress  
Crisis Management Guidelines

Emergency Campus &  
Community Resources

Additional Resources for Student  
Wellbeing

# Identifying Indicators of Distress

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**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

**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

- i** 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

- i** 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

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### 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

- i** 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

- i** 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

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

## Crisis Resources

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### Campus

- i** **Center for Student Wellbeing**

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

**Office of Safety & Security**

**Location:** Robinson Hall 122 **Contact:** (716)-375-2525

*\*Blue light and yellow emergency phones located across campus\**

## Medical Emergency Response Team (MERT)

**Contact:** (716)-375-262

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.

## Community

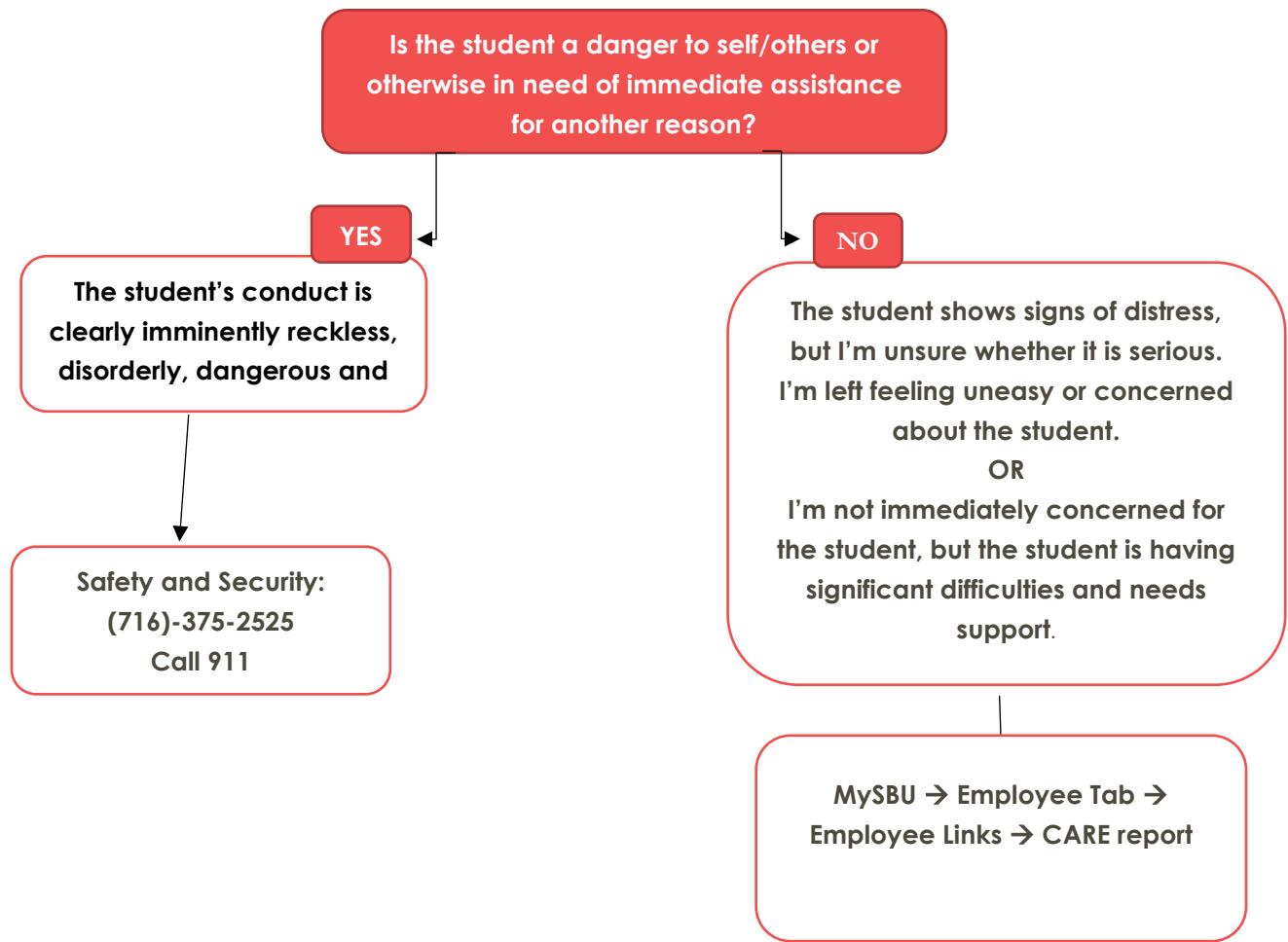
**i** **Cattaraugus County Crisis Hotline** 800-339-5209

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

**OGH 24 HR Crisis Hotline** 1-800-339-5209

## Whom To Contact

Follow the chart to determine next steps



# Additional Campus Resources

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## Emotional Wellbeing

### Counseling 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

## Environmental Wellbeing

### Residence Life

**Location:** Reilly Center 201 **Contact:** (716)-375-2512

### The Equity Institute

**Location:** Reilly Center 231 **Contact:** (716)-375-2384

## 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

## 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.medicatconnect.com/>) or Call (716)-375-2310

### **Medical Emergency Response Team (MERT)**

**Contact:** (716)-375-2626

## Social Wellbeing

### **Center for Activities, Recreation & Leadership**

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

### **Student Services**

**Contact:** (716)-375-2011

### **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

## Vocational Wellbeing

### **Career & Professional Readiness Center**

**Location:** Reilly Center 231 **Contact:** (716)-375-2384

### **Student Success Center**

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

### **The Franciscan Institute**

**Contact:** (716)-375-2160

## Additional Community Resources

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### Rape/Sexual Assault

 **Rape Crisis Program** 1-888-945-3970

**Alternatives for Battered Women** 585-232-7353

**National Sexual Assault Hotline** 1-800-656-HOPE (4673)

## Domestic Violence

**i** **Cattaraugus Community Action** 888-945-3970

**National Sexual Assault Hotline** 1-800-656-HOPE (4673)

## Grief/Loss Counseling

**i** **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

**i** **Olean Medical Group** (716)-372-0141

**WellNow Urgent Care** (716)-379-6507

**HIV Testing** (716)-701-3439

**STD Testing** (716)-373-8050

## Addiction/Recovery Services & Self-Help Groups

**i** **Council on Addiction Recovery Services** (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

**i** **Pride Center** (716)-852-7743

**Trevor Project** 1-866-488-7386