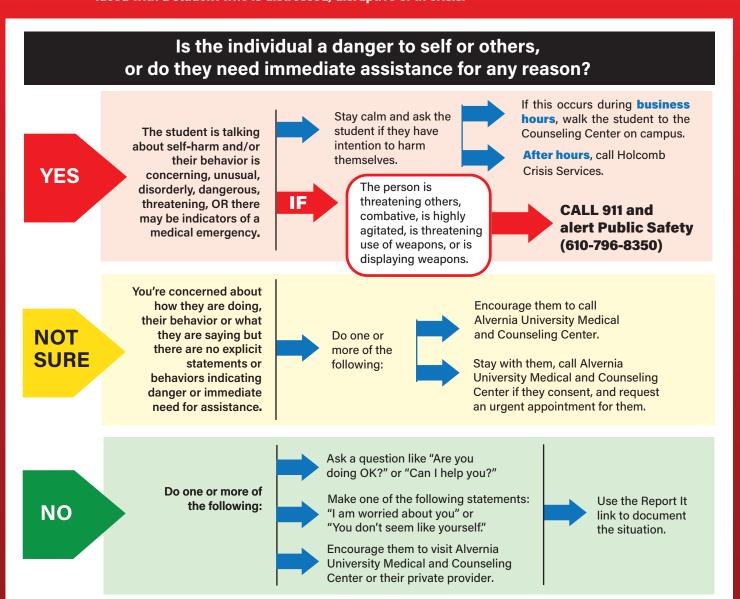
RED FOLDER | Helping Alvernia Students in Distress



Response Protocol Use this quick reference to determine who to contact when faced with a student who is distressed, disruptive or in crisis.



EMERGENCY RESOURCES

911

Public Safety: 610-796-8350

Alvernia Medical and

Counseling: 610-568-1467 (after business hours choose option for "mental health crisis")

Holcomb Crisis Services:

610-379-2007

Safe Berks:

844-789-7233 or text 20121

CAMPUS RESOURCES

Office of Community Standards:

610-796-5059

Title IX Coordinator:

610-796-5059

Student Financial Services:

610-796-8201

Academic Success Center:

610-568-1494

Office of Accessibility Services:

610-568-1499

Justice, Equity and Inclusion Office:

610-790-1993

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INDICATORS OF DISTRESS

PERFORMANCE

INDICATORS

- Sudden decline in quality of work and grades.
- Missing class or assignments.
- Disturbing content in writing.
- Repeated unexplained absences or excessive absences.
- Unresponsive to meeting requests.

EMOTIONAL

INDICATORS

- Self-disclosure of distress including relationship or family difficulties.
- Signs of grief related to a recent death or significant life change or loss.
- Excessive tearfulness, fear, irritability, worry, anxiousness or panic.
- Described lack of motivation, apathy or sense of hopelessness.
- Excessive anger or hostility.

BEHAVIORAL INDICATORS

- Unusual or unexpected behavior.
- Verbal hostility.
- Classroom disruptions.
- Signs of stalking or harassing someone.
- Intoxication, disorientation or other signs of impairment.

PHYSICAL INDICATORS

- Marked changes in physical appearance, grooming or hygiene.
- Excessive fatigue or sleep disturbances.

RESPONSE TO DISTRESS

SEE SOMETHING
SAY SOMETHING
DO SOMETHING

Changes in a person's behavior can be indicators of distress. You might be the first person to recognize signs of distress, especially if you have frequent contact with a student.

Trust your instincts if someone leaves you feeling worried, alarmed, or threatened!

CONFIDENTIALITY

Ensure privacy but never promise confidentiality when discussing imminent safety concerns or threats. Do encourage the student to reach out to workplace or community resources that can assist with the described stressors. Offer to assist the distressed student in contacting the Counseling Center.

SEX BASED HARASSMENT

Refer the student to the Counseling Center on campus in addition to community resources. Explain to the student that you are a Mandated Reporter and must contact the Title IX Coordinator (610-796-5059). The Title IX Coordinator will reach out to the student to provide further support and information.

RESPONSE TO

DISRUPTIVE BEHAVIOR

- Ensure the safety of yourself and those present.
- Use a calm, non-confrontational approach to defuse and de-escalate the situation.
- Refer to applicable policies and engage the Executive Director of Community Standards.
- Call 911 and then Public Safety (610-796-8350) if the student is making threats.

QUICK TIPS

IF YOU ARE CONCERNED ABOUT SOMEONE'S WELLBEING:

Ask them if they're thinking about suicide. (It's OK to ask!) Listen carefully to their answer, and let them know you care. Refer them to appropriate resources.

WAYS TO INTERVENE

- Let the individual know you are concerned about them and would like to help.
- Allow them to discuss their thoughts and feelings, which often helps relieve pressure.
- Avoid offering advice. Instead, offer resources.
- Ask if you can help get them in touch with the Counseling Center.

TIPS FOR INTERVENTION

- Use the Report It link to share your concern about a student with the Thoughtful Assessment Group (TAG).
- Act sooner rather than later and remember safety first!
- If you are concerned for your own safety or the safety of others, engage Public Safety or call 911.
- Take your time. If this situation is NOT emergent, carefully consider next steps.
- Consult with campus resources or a colleague.
- Show extra care by helping the student locate an office by walking there with them.