

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

Is the individual a danger to self or others, or do they need immediate assistance for any reason?

YES

The student is talking about self-harm and/or their behavior is concerning, unusual, disorderly, dangerous, threatening, OR there may be indicators of a medical emergency.



Stay calm and ask the student if they have intention to harm themselves.



If this occurs during **business hours**, walk the student to the Counseling Center on campus.

After hours, call Holcomb Crisis Services.

IF

The person is threatening others, combative, is highly agitated, is threatening use of weapons, or is displaying weapons.



CALL 911 and alert Public Safety (610-796-8350)

NOT SURE

You're concerned about how they are doing, their behavior or what they are saying but there are no explicit statements or behaviors indicating danger or immediate need for assistance.



Do one or more of the following:



Encourage them to call Alvernia University Medical and Counseling Center.

Stay with them, call Alvernia University Medical and Counseling Center if they consent, and request an urgent appointment for them.

NO

Do one or more of the following:



Ask a question like "Are you doing OK?" or "Can I help you?"



Make one of the following statements: "I am worried about you" or "You don't seem like yourself."



Encourage them to visit Alvernia University Medical and Counseling Center or their private provider.



Use the Report It link to document the situation.

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.