



Santa Clara
UNIVERSITY

RED FOLDER

**SUPPORT FOR FACULTY, STAFF,
AND STUDENTS WORKING WITH
A STUDENT IN DISTRESS**

SANTA CLARA UNIVERSITY - DEAN OF STUDENTS OFFICE

RESPONSE PROTOCOL

**Follow the chart to determine whom to contact if
a student is experiencing distress**

Ask yourself, is the student a danger to self or others?

YES

The student's conduct is clearly and imminently reckless, dangerous, or threatening—including danger to self or others.

Call Campus Safety at
408-554-4444 or 911

If in an active crisis, call
CAPS at 408-554-4501.
Otherwise, share CAPS 24/7
resource and make a CARE
referral.

I'M NOT SURE

The student shows signs of emotional distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.

A student in distress can benefit from CARE support. Complete a CARE referral at
scu.edu/dso/report

NO

I am not concerned for the student's immediate safety, but the individual is having significant academic and/or personal struggles that could use some support.

A student in distress can benefit from CARE support. Complete a CARE referral at
scu.edu/dso/report

**As an educator, you may be the first person who observes a student's distress. Do not hesitate to show concern and compassion—reach out to the student and check in with them directly. According to new survey data from Inside Higher Ed and College Pulse, many students want professors and advisers to help promote their well-being, including their mental health. But how involved do students really want them to get? Quite involved! **

ESSENTIAL CONTACT INFORMATION

If a student leaves you worried, alarmed, or threatened, trust your instincts—call for assistance.

Dean of Students Office
Benson 205, 408-554-4583
Campus Safety Services
Main Parking Structure
408-554-4444 or call 911

**Student Health, Counseling and
Well-Being, 408-554-4501**
CAPS 24/7
408-554-5220
Drahmann Center
Kenna Hall 101, 408-554-4318
Suicide and Crisis Lifeline
Call or Text 988 or chat 988lifeline.org

Submit a CARE Referral:



ASSISTING STUDENTS IN DISTRESS

DISTRESSED

May present as extreme anxiety, sorrow, or pain, as a result of a personal or academic struggle.

- decline in academic performance or behavior
- change in usual behavior
- depressed mood
- change in personal hygiene

During these times, you may be able to serve as a helpful resource by asking questions, listening, and connecting students to campus resources.

DISRUPTIVE

Interferes with the safety of our community in and out of the classroom.

- yelling or screaming
- threats of violence
- intentional intimidation

Disruptive behavior cannot be ignored. In these situations, remain calm, acknowledge the individual's feelings, and focus on what you can do to resolve the situation.

Meet individually and in a quiet place, where you can express your concern (if you feel safe doing so).

Listen attentively to the student's response.

Refer the student to the appropriate resource: provide information, offer to take the student to the office, or call to schedule an appointment, etc.

If deemed appropriate, discuss making a referral to the Dean of Students Office scu.edu/dso/report

TIPS FOR DE-ESCALATION

1) Be empathetic and non-judgemental

Pay attention to the person—whatever they may be experiencing, it may be the most important thing in their life at the moment.

2) Respect personal space

Stand at least 1.5 – 3 feet away from a person who is escalating. If you must enter someone's personal space, explain your actions so the person feels less confused and/or frightened.

3) Use nonthreatening, nonverbal communication

Keeping tone and body language neutral go a long way towards defusing a situation. As a person escalates, they lose the ability to hear your words; they will increasingly react to your non-verbal communication (e.g., gestures, facial expressions, movements and tone of voice).

4) Keep your emotions in check

Always remain calm, rational and professional; your actions will have a direct impact on whether or not the situation escalates. Convey a sense that the situation is manageable, and that you know what steps to take. Doing so will help to keep both you and the student calm in the moment.

5) Focus on feelings

Watch and listen carefully for the person's real message and identify how the person is feeling. Supportive words will help the person know that you understand what's happening in the situation, and can help to elicit a positive response.

6) Set limits

Give clear, simple and enforceable limits when a person's behavior is belligerent, defensive or disruptive. When a person is upset, they lose the ability to hear what you say. Be clear, speak simply and offer the positive choice first.

7) Choose wisely what you insist upon

Offering people flexibility and options can help you avoid unnecessary conflicts or power struggles. Be thoughtful in deciding which rules are negotiable, and which are not.

8) Allow silence and time for reflection and decision-making

Silence is a powerful communication tool and can give people a chance to reflect on what's happening and what steps they wish to take. When a person is upset, they may not be able to think clearly. Give them a few moments to think through what you've said. Stress increases when a person feels rushed. Allowing time can bring calm to the situation and allow for better decision making.

A Community Guide to Bronco Well-Being



Immediate Concern for a Student's Safety

Call Campus Safety Services at 408-554-4444 or Call 911



Significant Mental Health Impacts

If same-day therapeutic support is needed (M-Fr, 10a-3pm), call CAPS at 408-554-4501. Otherwise, share CAPS 24/7 resource and make a [CARE referral](#).



Life Event Disrupting Academics

If your concern is solely academic, submit the Drahmman Center's [academic concerns reporting form](#).



Unsure Where to Start and it's not an Emergency?

Complete a CARE referral at scu.edu/dso/report

What is the Culture of CARE?

As a Jesuit institution, one of our leading values is *cura personalis*, a Latin phrase meaning "care for the whole person." Caring for the personal development of the entire person (emotional, intellectual, spiritual, physical and social) is a community effort including support from families, peers, faculty, and staff. As such, when there are indicators that a student may be struggling, it is important that the community come together for aid. SCU CARE embodies the University's commitment to supporting our students by helping them find the resources to build resilience and overcome challenges.

A Holistic Approach to Mental Health *Cura Personalis*

1

PRACTICE SELF CARE

Students practicing self care will have a regulated work/life harmony and engage in regular physical and social activities.

2

BUILD YOUR COMMUNITY

Encourage students to get connected on campus; Join a University sponsored organization, participate in intramural sports, clubs, or recreation, spend time in identity spaces like the Rainbow Resource Center and the Office for Multicultural Learning.

3

DEVELOP YOUR SKILLS

Students may vocalize stressors, and may also share their plans to handle their stress. They may benefit from check-ins and knowing they have support if needed.

4

TALK ABOUT CONCERNS

Checking in with students on who their support people are if regular behaviors are present, but students may be disorganized or often late. Academic advising or tutoring may be beneficial.

5

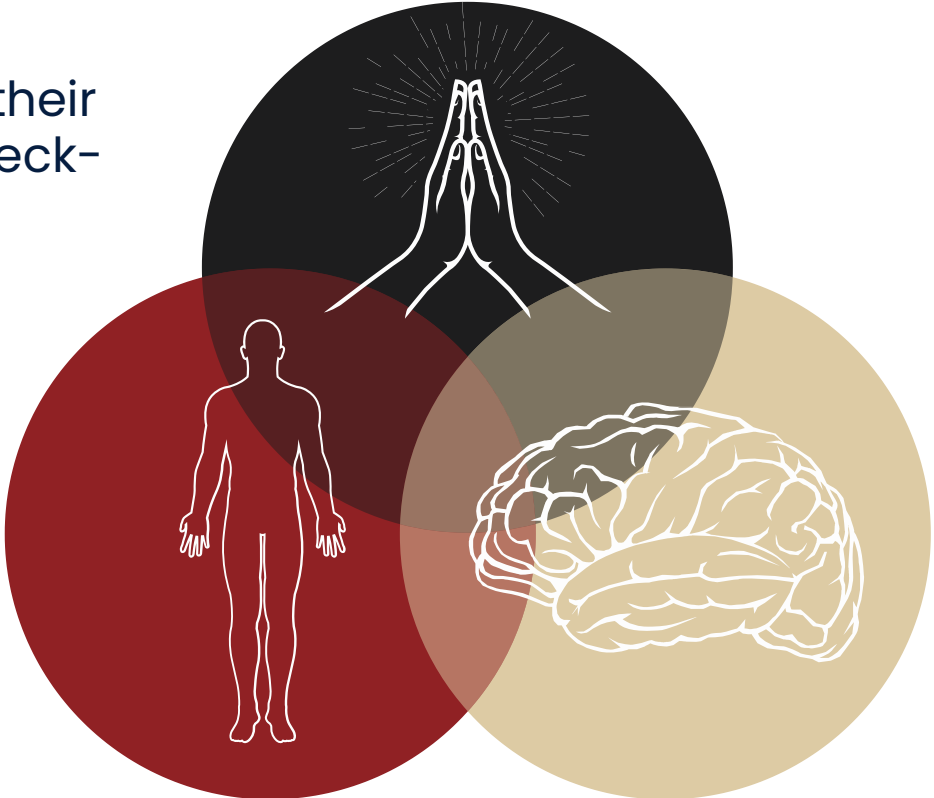
UTILIZE CAMPUS RESOURCES

Students may give emotional responses as they process feedback during discussions or experience life stressors; CAPS, CSF, OAE, OML, or DSO may be helpful resources.

6

SEEK IMMEDIATE HELP

Get immediate help for students who exhibit erratic behavior or disruption of normal activities, or for students who express thoughts of suicide.



AUTONOMY → INTERVENTION

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations about a student's conduct or reports of statements made by a student are not prohibited by FERPA regulations.

Student Well-Being & Behavioral Concerns Team

How can the Student Well-Being Team help?

The SWBT provides goal-oriented and strengths-based assessment, intervention, and coordination of services to students experiencing physical, emotional, academic, and/or psychological difficulties.

Culture of CARE



CARE Referral Form



What can I expect at the first meeting?

During your first meeting, usually with a staff member in the Dean of Students Office, you will be invited to share a little about yourself, your experience at SCU and any other relevant information. The staff member will share why they reached out to you. Based on the information discussed during the meeting, you may develop an action plan to address the concern, be referred to resources on- or off-campus and/or other related interventions.

SCU CARE
COMPASSIONATE AND RESPONSIVE
EDUCATORS

Additional Resources

EMERGENCY & CARE

Dean of Students Office

Benson 205, 408-554-4583

Campus Safety Services

EMERGENCY: 408-554-4444 or call 911
Main Parking Structure, 408-554-4441

Counseling and Psychological Services (CAPS)

Student Health, Counseling and Well-Being, 408-554-4501

Short-term therapy, groups & workshops, psychiatry, case management, crisis support, and more.

The Wellness Center

Wellness coaching, programming, and assistance navigating well-being challenges.

CAPS 24/7

408-554-5220

A 24/7 mental health support line that SCU students can call at any time.

Suicide and Crisis Lifeline

Call or Text 988 or chat 988lifeline.org

Other Emergency Contacts

<https://www.scu.edu/phonebook/>

BASIC NEEDS SUPPORT

Basic Needs Program

www.scu.edu/dso/basicneeds/
Food, housing, and healthcare assistance.

Ivancovich Family Student Life Fund

Temporary, one-time funding for students to address an unexpected, unforeseen, or unavoidable emergency expense.

Office of Accessible Education (OAE)

Benson 1, (408) 554-4109

oea@scu.edu

Disability and accommodation support.

Drahmann Center

Kenna Hall 101, 408-554-4318

Academic advising and learning resources.

Bucky's Closet

Daly Science Center, 317/318

sustainability@scu.edu

Student-run, free, on-campus thrift store for students, staff and faculty repurposing second-hand clothing, shoes, accessories, school supplies, etc...

BELONGING & INCLUSION

Center for Student Involvement

www.scu.edu/csi/organizations/
Clubs and Student-led organizations promoting belonging and enrichment.

Center For Spirituality and Faith

www.scu.edu/csf/
Spiritual and Multifaith programming.

Office for Multicultural Learning

<https://www.scu.edu/oml/>
promoting social justice, building bridges across diverse communities, and celebrating differences of students a

Athletics & Campus Recreation

www.scu.edu/athletics/
Athletics and intramural recreational activities.

Equal Opportunity and Title IX

Loyola Hall N, Suite 140, 408-551-3043
titleixadmin@scu.edu

FULL LIST OF CAMPUS WELL-BEING RESOURCES:

