ASSISTING STUDENTS IN DISTRESS

The purpose of this folder is to help you recognize behavioral indicators of student distress and identify appropriate referrals to campus resources.

SEE SOMETHING

John Jay College [JJC] faculty, staff, graduate teaching and research assistants are in a unique position to demonstrate compassion for JJC students in distress. Both undergraduate and graduate students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to maladaptive coping and other serious consequences.

You may be the first person to SEE SOMETHING such as distressing behavior in a student since you have frequent and prolonged contact with them. The College, in collaboration with the Behavioral Intervention Team (B.I.T.) requests that you act with compassion in your interactions with such students.

SAY SOMETHING

Students exhibiting troubling behaviors in your presence are possibly having difficulties in various settings including the classroom, with roommates, with family, and in even in social settings.

Trust your instincts and SAY SOMETHING to Public Safety, Counseling Center or Dean of Students if a student leaves you feeling worried, alarmed, or threatened!

DO SOMETHING

Sometimes students cannot, or will not turn to family or friends. DO SOMETHING! Your expression of concern may be a critical factor in saving a student’s academic career or even their life.

The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student’s conduct or statements made by a student are not FERPA protected. Such information should be shared with Public Safety, Counseling Center or Dean of Students with appropriate consideration for student privacy.

How to Refer

STUDENT NEED IMMEDIATE ASSISTANCE FOR ANY REASON?

IS THE STUDENT A DANGER TO SELF, OR OTHERS, OR DOES THE STUDENT SHOW SIGNS OF DISTRESS?

"YES" "I'M NOT SURE" "NO"

The chart above helps you refer students to campus resources.

STUDENT'S CONDUCT IS CLEARLY AND DANGEROUS, OR THREATENING AND IS SUGGESTIVE OF HARM TO SELF OR OTHERS

The student’s conduct is clearly and dangerous, or threatening and is suggestive of harm to self or others.

After speaking with Public Safety, report the concern to: Counselor Center                        212-237-8111

The Counseling Center provides a full range of services including mental health counseling and other support services. Counselors are available to help students identify their concerns and develop action plans to address them. They can also provide support and guidance in making referrals to other campus resources.

The Counseling Center also offers a variety of support groups and workshops throughout the semester. These sessions are open to all students and cover topics such as stress management, time management, and communication skills.

For a complete list of services and resources provided by the Counseling Center, please visit their website or contact them directly.

Counseling Center is a confidential service. Students who utilize the Counseling Center can expect to receive support and guidance without fear of judgment or repercussion. However, in situations where the student poses an immediate threat to themselves or others, the counselor may be required to take action to protect the student and others. In such cases, the counselor will work with the student to develop a safe and effective plan.

Alternatively, you can also refer the student to the Dean of Students or the Director of Public Safety.

The Student Affairs Office is responsible for coordinating and managing campuswide efforts to support student success and well-being. They work closely with all campus departments to ensure that students have access to the resources and services they need to succeed.

The Public Safety Office is responsible for maintaining a safe and secure campus environment. They work closely with other campus departments to identify and respond to potential threats, as well as to address incidents of violence or harassment.

If you are unsure about the appropriate course of action, contact the Behavioral Intervention Team (B.I.T.) at BIT@jjay.cuny.edu or call 212-237-8211.

The B.I.T. is a multidisciplinary team of professionals who work together to identify and respond to potential threats to the safety and well-being of students, faculty, and staff. They provide support and guidance to students and faculty who are in crisis, and they work with other campus departments to develop strategies to prevent and address incidents of violence or harassment.

By referring students to the appropriate resources, you can help them receive the support they need to succeed and stay safe. This is a critical task, and we value your efforts to support the well-being of our students.

Thank you for your commitment to student success and well-being.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]
Academic Indicators
- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- Multiple requests for extensions
- You find yourself addressing more personal than academic concerns during office hours
- Overly demanding of faculty/staff attention

Physical Indicators
- Marked changes in physical appearance, including deterioration in grooming, hygiene, or weight loss/gain; signs of physical abuse (bruises, pain, etc.)
- Excessive fatigue/sleep disturbance
- Intoxication, hang over, or smelling of alcohol
- Disoriented or “out of it”
- Garbled, tangential, or slurred speech

Safet Indicators
- Unprovoked anger or hostility
- 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 - a “cry for help”
- Communicating threats via email, social media, correspondence, texting, or phone calls

Disruptive or Distressed?
Use This Information to Determine

Disruptive Student
A student whose conduct is clearly and imminently
- reckless
- disorderly
- dangerous or threatening
- including self-harmful behavior

Distressed Student
A student with persistent behaviors such as
- unduly anxious
- sad
- irritable
- withdrawn
- confused
- lacks motivation and/or concentration
- seeks constant attention
- demonstrates bizarre or erratic behavior
- expresses suicidal or threatening thoughts

To get help:
Consultation and Referrals:
- Counseling Center – 212.237.8111
- Public Safety – 212.237.8524
- Gender-Based Violence Prevention and Response Advocate – 646.557.4355
- Accessiblity Services – 212.237.8052
- Medical Emergcy – 911

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Consultation and Referrals:
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- Public Safety – 212.237.8524
- Gender-Based Violence Prevention and Response Advocate – 646.557.4355
- Accessibility Services – 212.237.8052
- Medical Emergenc – 911

Student Resources
Counseling Center – 212.237.8111
Dean of Students – 212.237.8211
Student Relations – 212.237.8871
Health Services – 212.237.8031
Women’s Center – 212.237.8184
Public Safety – 212.237.8524
Accessiblity Services – 212.237.8052

Faculty/Staff Resources
Counseling Center – 212.237.8111
Legal Counsel – 212.621.3712
Human Resources – 646.557.3748
Dean of Students – 212.237.8211
Director of Student Relations – 212.237.8871
Behavioral Intervention Team – BIT@jjay.cuny.edu

After Hours Emergency & Crisis Contacts
John Jay Security Emergency Service Hotline – 212.237.8888
Residence Hall After-Hours Hotline – 212.237.8111
Police/ Ambulance Hotline – 911
360 W. 54th Street
321.767.8400

Mental Health/Suicidal Risk
Mental Health/Suicidal Risk
(After-hours crisis resources)
Mt. Sinai Roosevelt Hospital Emergency Room – 212.330.3300
National Hope Line Network – 1.800.SUICIDE (1.800.784.2433)
Samaritans Suicide Prevention Hotline – 212.237.8052
National Suicide Prevention Lifeline – 1.800.273.TALK (1.800.273.8255)

Say Something
Campus Resources
Rape & Sexual Assault
Safe Horizon for Rape, Sexual Assault, Incest – 212.227.3000
NYU SVU Liaison Squad – 212.467.RAPE (212.467.7727)

If a student is causing a disruption but does not pose a threat:
- Ensure your safety in the environment.
- Use a calm, non-confrontational approach to defuse/ de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate.
- If behavior continues, ask the student to stop and warn him or her that official action may be taken.
- If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him or her that refusal to leave may be a separate violation subject to discipline.
- Immediately report the incident to the appropriate resources.
- If you believe there is a safety risk, contact Public Safety ext. 8888

Not sure if it's an emergency? Contact any one of the following for consultation:
Public Safety – 212.237.8524
John Jay Counseling Department – (During office hours) 212.237.8111
LIFENET – 1.800.LIFENET (1.800.543.3638)
Samaritans Hotline – 212.673.3000
The purpose of the Behavioral Intervention Team (B.I.T.) is to bring the collective wisdom, professional perspectives, campus management and agency responsibilities to bear on a crisis that, because of its reach, complexity, or potential for risk, demands the involvement of multiple campus departments. The B.I.T. Team meets every other week to discuss crisis management issues, to review hypothetical and actual cases, and to update campus protocols for responding to these crises. Members adhere to legal, ethical, professional laws and guidelines while working together to create a plan to address a situation.

The John Jay College Behavioral Intervention Team was established in response to the terrible tragedy at Virginia Tech. Since its inception, the Team continues to address crises that demand a sense of urgency and require the involvement of various department heads both during and after these emergent situations concerning students and College personnel.

Depending on the nature of the incident, B.I.T. may call upon the expertise of other members of the College community to provide consultation on risk assessment and interventions.

*Departments not included are activated as needed or on a need-to-know basis. Activation of B.I.T. typically begins by contacting a member of B.I.T.*

**Contact:** BIT@jjay.cuny.edu
PROACTIVELY ENGAGED

When a student issue rises and poses the potential for risk or harm to others, and where College liability is a possibility, the Behavioral Intervention Team coordinates multiple units and services in an effort to take a proactive stance in preventing and managing the issue.

Process

**Critical**

1. Point of Contact (faculty or staff member) assesses behavior indicators of high concern.

2. Point of Contact consults a member of the Behavioral Intervention Team (B.I.T.).

   The Behavioral Intervention Team consults / meets. Team may include persons from areas determined to have a need to know, and/or who are relevant to the planning of an intervention.

3. Point of Contact receives information on a coordinated plan of action.

**Non-Critical**

- Behavioral Intervention Team meets bi-weekly to review Crisis Management and Crisis Intervention Protocols.

- Contact: BIT@jjay.cuny.edu

Assisting Students in Distress

See Something | Say Something | Do Something
**Disruptive or Distressed?**

**Use This Information to Determine**

**Disruptive Student**
A student whose conduct is clearly and immediately
- reckless
- disorderly
- dangerous or threatening
- including self-harmful behavior

**To get help:**
- If you are concerned for your or others’ safety due to a student’s disruptive and/or threatening behavior, call Public Safety at 212.237.8888 or 911.
- Report incident to:
  - Public Safety – 212.237.8888
  - Dean of Students – 212.237.8211
  - Director of Student Relations – 212.237.8871
- For Consultation or Crisis Counseling:
  - Counseling Center – 212.237.8111
  - Dean of Students Office - 212.237.8211
- For Illness or Injury (Non-urgent):
  - Health Services – 212.237.8052
  - Medical Emergency – 911

**Distressed Student**
A student with persistent behaviors such as
- unduly anxious
- sad
- irritable
- withdrawn
- confused
- lacks motivation and/or concentration
- seeks constant attention
- demonstrates bizarre or erratic behavior
- expresses suicidal or threatening thoughts

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**Student Resources**
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- Dean of Students: 212.237.8211
- Student Relations: 212.237.8871
- Health Services: 212.237.8052
- Women’s Center: 212.237.8184
- Public Safety: 212.237.8224
- Accessibility Services: 212.237.8444

**Faculty/Staff Resources**
- Counseling Center: 212.237.8111
- Legal Counsel: 212.621.3712
- Human Resources: 646.537.7458
- Dean of Students: 212.237.8211
- Director of Student Relations: 212.237.8871
- Behavioral Intervention Team: BIT@jjay.cuny.edu

**After Hours Emergency & Crisis Contacts**
- John Jay Security Emergency Service Hotline: 212.237.8888
- Residence Hall: 212.237.8888
- After-Hours Hotline: 212.237.8888
- Police/Ambulance: 911
- 306 W. 54th Street: 212.767.8400

**Mental Health/Suicidal Risk Emergency (After-hours crisis resources)**
- Mt. Sinai Roosevelt Hospital: 1.888.SUICIDE (1.888.784.4233)
- National Hope Line Network: 1.800.SUICIDE (1.800.784.4233)
- Samaritans Suicide Prevention Hotline: 1.800.273.TALK (1.800.273.8255)
- National Suicide Prevention Lifeline: 1.800.273.TALK (1.800.273.8255)

**Academic Indicators**
- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- Multiple requests for extensions
- You find yourself addressing more personal than academic concerns during office hours
- Overly demanding of faculty/staff attention

**Safety Risk Indicators**
- Unprovoked anger or hostility
- 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 - a “cry for help”
- Communicating threats via email, social media, correspondence, texting, or phone calls

**Physical Indicators**
- Marked changes in physical appearance, including deterioration in grooming, hygiene, or weight loss/gain; signs of physical abuse (bruises, pain, etc.)
- Excessive fatigue/sleep disturbance
- Intoxication, hang over, or smelling of alcohol
- Disoriented or “out of it”
- Garbled, tangential, or slurred speech

**Psychological Indicators**
- Self-disclosure of personal distress; family problems, financial difficulties, contemplating suicide, grief
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by his/her peers
- Elevated or expansive mood (e.g., exaggerated happiness, excessive dialogue for prolonged periods)

**Rape & Sexual Assault**
- Safe Horizon for Rape, Sexual Assault, Incest: 212.227.3000
- NYPD SVU Liaison Squad: (24 hours) 212.267.RAPE (212.267.7272)

**T S T U D E N T R E S O U R C E S**
- • Sudden decline in quality of work and grades
- • Repeated absences
- • Bizarre content in writings or presentations
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Follow the chart to determine what to do when faced with a distressed or disruptive student.

**RESPONSE PROTOCOL**

**IS THE STUDENT A DANGER TO SELF, OR OTHERS, OR DOES THE STUDENT NEED IMMEDIATE ASSISTANCE FOR ANY REASON?**

**YES**
- The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.

**“I’M NOT SURE”**
- The student shows signs of distress, but I am not sure how serious it is. My information has led me feeling uneasy and/or concerned about the student.

**“NO”**
- I am not concerned for the student’s immediate safety, but he/she is having significant academic and/or personal issues and could use some support or additional resources.

**PUBLIC SAFETY**
- CALL 911
- After speaking with Public Safety, report your concern to Behavioral Intervention Team (B.I.T.)
- Dean of Students: 212-237-8888
- Counseling: 212-237-8888

**CALL the COUNSELING CENTER**
- During business hours, call for consultation
- 212-237-8888
- or contact B.I.T. at BIT@jjay.cuny.edu

**REFER Student to an appropriate campus resource**
- Support for faculty and staff after working with a distressed or disruptive student: Counseling Center
- 212-237-8888

**HOW TO REFER**

**Use these tips to help you refer a student in need of assistance.**

**PREPARING TO REACH OUT TO THE STUDENT**
- Consult with the Behavioral Intervention Team to explore the issues involved and course of intervention.
- Know the available campus resources and the referral process where appropriate.
- Make suggestions from experienced colleagues and the dean’s chair.
- Allow sufficient time to thoroughly address the issues of concern.
- Review your physical environment and make provisions for your safety and that of others. If necessary, notify colleagues in close proximity of your intended intervention.
- Remain calm and know whom to call for help in case of need.
- When a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way, contact Public Safety.
- If you decide not to have direct contact with the student, refer incident to the proper resource.

**CONNECTING WITH THE STUDENT**
- Listen supportively.
- Respect the student’s statement to clarify and to demonstrate an understanding of the student’s perspectives.
- Do not challenge, shock, or become argumentative with the student.
- Do not try to minimize the student’s distress.
- If safe, meet and talk in private to minimize embarrassment and defensiveness.
- Clearly express your concerns focusing on the behavior in non-accusatory terms.
- Ask if the student wants to hurt himself. Asking does not plant ideas in the student’s mind.
- Offer supportive alternatives, resources and referrals.
- Respect the student’s privacy without making false promises of confidentiality.
- Explore the student’s support systems.
- Emphasize the importance of professional help for the student.
- Document all incidents and attempts to resolve the situation.
- Be factual and objective.

**MAKING THE REFERRAL**
- Recommend services and provide student with realistic expectations.
- Note that some campus resources can offer confidential support while others require consent or report. Do not encourage students to hide their condition or to continue with a course of their college career to effectively achieve their goals.
- Direct the student to a preferred assistance source.
- Be frank with the student about your limits (time, expertise, student’s reluctance to talk).
- Frame any decision to seek and accept help as an intelligent and wise choice.
- Make sure the student understands what actions are necessary.
- Encourage and assist the student to make and keep an appointment.
- Offer supportive alternatives, resources and referrals.
- Respect the student’s privacy without making false promises of confidentiality.
- Explore the student’s support systems.
- Emphasize the importance of professional help for the student.
- Document all incidents and attempts to resolve the situation.
- Be factual and objective.

**DO SOMETHING**

Students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege.

**SAY SOMETHING**
- Do not communicate in a threatening way. Communicate your concern in a clear, direct, and straightforward manner.
- Explain your concern as a factual observation and be specific about your concerns.
- Be concerned, but do not be argumentative. Understand that students are more likely to accept help when they feel understood.
- Keep your concerns private, but make them known (e.g., to a trusted friend, professor, counselor, or public safety).
- Let the student know that you are concerned and want to help.
- Offer to help the student find resources or support.
- Be supportive and non-judgmental. Avoid making assumptions or offering solutions.
- Let the student know that you are available to help in the future.

**SEE SOMETHING**
- Do not ignore what you see. Communicate your concern to appropriate personnel or resources.
- Students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege, students with appropriate communication to student privilege.

**THE PURPOSE OF THE POCKET IS TO HELP YOU IDENTIFY PRIORITIZED INDICATORS OF ASSISTING STUDENTS IN DISTRESS.**

**THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

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The purpose of this packet is to help you recognize prioritized indicators of assisting students in distress.