

RED FOLDER INITIATIVE

A guide to help recognize, respond, and refer students at Holy Cross College

hcc-nd.edu/redfolder*

1. RECOGNIZE

Please review some of the most common signs of distress.

SAFETY:

- Signs of physical abuse
- Signs of self-injury
- Interpersonal violence
- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Stalking or harassing
- Disclosure of thoughts of death, suicide
- Verbal abuse (e.g. taunting, badgering, intimidating)
- Unresponsive or altered level of consciousness

ACADEMIC:

- Repeated absences, missed meetings, and/or decline in quality of work or performance
- Writings/creative work that includes disturbing content and/or themes of despair, hopelessness, violence, death, aggression
- Disorganized performance and/or repeated requests for extensions
- Conduct that interferes with classroom, group work or activity engagement
- Frequent utilization of faculty/staff office hours for personal support

PHYSICAL/BEHAVIORAL:

- Marked changes in appearance (poor hygiene, unusual clothing, bruises or scratches, etc.)
- Excessive fatigue, listlessness
- Sleep disturbance
- Intoxication, hangover, smelling of alcohol, evidence of drug abuse
- Disoriented or 'out of it,' out of touch with reality
- Garbled, rambling, tangential, disconnected, or slurred speech
- Behavior out of context or out of character for the individual

PSYCHOLOGICAL/INTERPERSONAL:

- Self-disclosure of personal distress – family problems, financial issues, grief, shame
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Feeling hopeless and helpless
- Expressions of concern about the student by peers
- Concerning interpersonal communication styles (e.g. withdrawn, agitated, muttering under breath, slow response time to questions)
- Delusions or paranoia

2. RESPOND

Use these important tips to determine the most appropriate response for a distressed student.

SAY WHAT YOU SEE:

- Be direct
- Stick to the facts
- Don't make assumptions
- Describe the changes you've noticed
- Ask if they are okay
- Listen!!!

I've missed you in class lately. Is everything okay?

Hey, can we talk?

You've seemed down for a while. Do you want to talk?

SHOW YOU CARE:

- Let them know you are there for them
- Be patient and listen
- Maintain eye contact
- Offer help where you can
- Ask what they need
- Remove distractions
- Summarize what they say
- Follow up with them

It sounds like you're overwhelmed! Is there anything I can do to help?

HEAR THEM OUT:

- Listen!
- Provide a space to be heard
- Be curious, ask questions
- Let them know they are not alone
- Affirm their feelings

I'd like to hear more about how you've been feeling.

That sounds really challenging!

CONNECT TO HELP:

- Determine the need and resources
- Reaffirm your support and care
- Connect them to resources
- Walk them to resource offices
- Follow up

Thanks for sharing your experience. I'm not an expert on this, But I know someone who might be able to help. Would it be okay if I put you in contact with them?

3. REFER

Situations requiring immediate attention:

YES

The student is at immediate risk of harming self or others, is incoherent or unresponsive, is in extreme distress, or is causing extreme distress to others. I do not feel comfortable with the student being alone. Or, I have significant concerns about this student and cannot determine if they are at imminent risk.

Call Campus Safety & Security (574-239-8312) if the student is ON CAMPUS or you are unsure of the student's location. Call 9-1-1 if the student is OFF CAMPUS. After the student has been connected to emergency resources, submit a CARE TEAM referral form.

Situations requiring assistance:

NO...

This is not an emergency; however, the student is showing signs of distress, and the issue is impacting multiple areas of the student's life. I am concerned about them & want to get them more help soon. Consider the nature of the student's distress and context-appropriate resources for consultation. Assist the student in connecting with Counseling (574-239-8303). Seek referral or consultation with Student Affairs or OSS. See Resources chart for additional support. Submit a CARE TEAM referral. When in doubt, if you feel the situation is an emergency and can't wait, call HCC Safety & Security at 574-239-8312 to consult.

ASK YOURSELF: *Is the student a danger to self/others AND/OR is the student in immediate need of assistance for any reason?*

NO

I'm not concerned for the student's immediate safety, but I believe they are struggling with academic and/or personal issues and could benefit from some additional support

Refer to appropriate resources. Encourage the student to set up an appointment or assist them in doing so. See the Resources list. Submit a CARE TEAM referral form, depending on the situation.

WHAT'S NEXT?

*Reflect on your own boundaries & support needs. Consult: colleagues, supervisors, department heads for collaboration; contact HR for information on professional development, wellness programs, and EAPs that may be available to support faculty/staff.

*Consider your status re: campus security requirements, Title IX- or crime-report filings

*Report students of concern to the CARE TEAM via care@hcc-nd.edu.

*Check back with the student after referral to a support resource.

*While respecting privacy is required under FERPA, consulting about academic, safety, health and wellness concerns is allowable under FERPA.

*Understand that due to privacy regulations, it may not always be possible for other campus resources to provide you with detailed information after a student referral.

RESOURCES:

ON-CAMPUS:

HCC Safety & Security 574-239-8312

HCC Student Crisis (daytime)

Dean of Students 574-239-8378

Res. Life Office 574-239-8388

HCC Student Crisis (after hours)

On Call Duty 574-334-1813

U-Edge 574-334-1876

CARE Team care@hcc-nd.edu

Campus Ministry 574-239-8305

Counseling Services 574-239-8303

Student Activities 574-239-8389

Title IX/Sexual Assault 574-239-8418

OFF-CAMPUS:

Emergency 911

St. Joseph County Police 574-245-6500

ND Police (non-emerg.) 574-631-5555

Roseland Police (U-Edge) 574-272-6485

Suicide/Crisis Hotline 988

Mobile Response Team 574-533-1234 opt. 1

Epworth (inpatient psych) 574-647-8400

St. Joseph Medical ER 574-335-1110

Beacon Memorial ER 574-647-7458

Concentra Urgent Care 574-277-7600

MedPointe Urgent Care 574-213-9814

*MORE RESOURCES on the Counseling Services page