



Incident Response Guide

Office of Student Development

Your Role:

Faculty and staff play a key role in identifying and responding to distressed students. Faculty and staff are, most often, the “first responders” to come in contact with students in trouble. Responding to students in distress, however, can be confusing and overwhelming, especially in the absence of clear guidelines. Therefore, we have prepared this resource guide to assist you in responding to students in distress.

Key Objectives:

- ❖ Respond and act with care and diligence
- ❖ Act in the best interest of the student
- ❖ Locate the appropriate college and community resources
- ❖ Provide culturally sensitive services

If you wish to consult with counselors, or believe that a student should do so, please contact the **Student Success Center:**

Room N213: Second floor of the North Building

Monday - Thursday: 8:00am - 7:00pm

Friday: 8:00am - 4:30pm

Phone: 203-285-2090

Email: gw-counselinghelp@gatewayct.edu

Staff

Director of Student Success:

Michael Buccilli

Director of Career Services & Veteran Affairs:

Kellie Byrd Danso

Director of College Transition:

Catherine Surface

Counselor:

John Mullane

Counselor:

Maria Torres-Nosel

Acting Counselor:

Katherine Anderson

Student Development Associate:

Sandra Eskridge

Helping Students In Distress:

Immediate and decisive intervention may be needed when a student in distress exhibits emotional or behavioral issues or concerns.

Emotional Issues:

Agitation, irrational fear, a deep sense of sadness, a history of self-mutilation (cutting), disorganized speech and behavior, abuse (physical, sexual, substance), suicidal thoughts, gestures, intentions, attempts.

What to do?

- ✓ Remain calm and listen attentively
- ✓ Respond in a straightforward and considerate way
- ✓ Focus on relevant information
- ✓ Take the student's disclosures as a serious plea for help
- ✓ Express care and concern and assure the student that you will help him/her reach a professional counselor, if needed.
- ✓ If you can, move the student to a quiet and secure place.
- ✓ If necessary, request help of a co-worker so that a student isn't left alone, and you are not left alone with the student.
- ✓ Refer to the community resources provided at the end of this guide and call directly the appropriate offices or provide the information to the student.
- ✓ When making arrangements for college intervention, or making referrals to community services, it will be very helpful to have as much information as possible including your name, the student's name, a description of the circumstances and the type of assistance needed; the exact location of the student in the building and an accurate description of the student.
- ✓ If the student requires immediate medical attention or hospitalization, you should call Campus Security at 203-285-2246.

Please remember NOT to:

- ⊗ Minimize the situation
- ⊗ Argue with or agitate the student
- ⊗ Get locked into a single way of dealing with the student.
- ⊗ Expect the student to make quick changes
- ⊗ Lecture, chastise, or condone the behavior
- ⊗ Allow friends to assume the responsibility of a student without getting input from a professional counselor.
- ⊗ Assume the family knows about the student's condition.

Behavioral Issues:

Bullying, stalking, intimidation, threats or aggression directed toward others, other violations of the Expectations for Student Conduct

- ✓ Remain calm and assess your level of safety.
- ✓ Call for a Campus Security Officer if you feel you are at risk or in danger.
- ✓ Remain in an open area with a visible means of escape.
- ✓ Continue to remain calm and gain control of the situation by being firm and setting limits.
- ✓ Use a time-out strategy (i.e. ask the student to reschedule a meeting with you once s/he has calmed down).
- ✓ If the student refuses to cooperate and remains aggressive and/or agitated, or if you are directly threatened by the student or feel at risk, contact Campus Security (203-285-2246) and have them come to monitor the situation.
- ✓ Contact the Center for Student Success (203-258-2090) for consultation and/or intervention.

Please remember NOT to:

- ⊗ Stay in a situation in which you feel unsafe
- ⊗ Meet alone with an aggressive student.
- ⊗ Lecture, chastise or condone the behavior
- ⊗ Engage in a screaming match or behavior in other ways that may escalate anxiety or aggression.
- ⊗ Ignore signs that the student's anger is escalating.
- ⊗ Touch the student or crowd his/her sense of personal space.
- ⊗ Ignore a gut feeling that you are in danger.

When to Refer:

In many cases of student distress, faculty and staff may provide adequate help through empathy, listening, facilitating discussions, instilling hope, conveying acceptance and offering basic advice. In some cases, however, students need professional help to overcome problems, learn effective coping skills, and engage in achieving their academic goals.

The following signs indicate that a student may need to see a counselor:

- ❖ The student remains distressed following repeated attempts by you and others to be helpful.
- ❖ The student becomes increasingly isolated, unkempt, irritable, disconnected.
- ❖ The student's academic or social performance deteriorates
- ❖ The student's behavior reflects increased hopelessness or helplessness.

How to Refer:

- ❖ Have information about campus and community resources readily available
- ❖ Speak to the student in a direct, concerned, straight forward manner.
- ❖ If you sense the student is resisting the idea of counseling:
 - Be caring and clear about the reasons you are concerned for the student
 - Be firm in your judgment that counseling would be helpful
- ❖ Remind the student that services are free and confidential.
- ❖ Suggest the student call to make an appointment and provide the Student Success Center's Phone Number (203-285-2090) and contact information (N213).
- ❖ Sometimes it is useful to assist student more actively in scheduling an initial counseling appointment. You can offer the use of your phone or call the receptionist yourself while the student waits in your office. In some situations you may find it wise to walk to the student over to the Center for Student Success.
- ❖ If you need help in deciding whether or not it is appropriate to make a referral, call the Center for Student Success at (203-285-2090) for a consultation with a professional counselor.

Referral Resources:

The following is a list of college resources and a brief list of some community resources that provide specific services related to counseling, mental health and family services, and treatment for alcohol and drug abuse. If you wish, you may directly contact any of these agencies for appropriate services. If none of them are to your choosing, you may call 211, an anonymous social services referral program that keeps a database of all types of counseling/social services facilities.

Please note that Gateway Community College does not endorse nor have any formal relationships with any agency listed below.

College Resources:

Center for Student Success - N213

(203)285-2090

Personal Counseling and Referrals

Career Services

Veterans Services

CONNTAC

International Students (College Transition)

LGBT Students

Center for Student Success - N213

(203)285-2090

Office of Student Development - N217

(203)285-2033

Center for Students and Families – N214

Academic/Career, Income/Work, Financial Services

(203)285-2549

Student Disability Services - S202

203-285-2231

203-285-2233 TTY

Tutoring

Center of Educational Services – S205

Tutoring – basic skills, mathematics, English and sciences.

203-285-2217

The Writing Center – S214

College-level writing assistance and support.

(203)208-2245

Mathematics/Science Center

(203)285-2358

Community Resources:

Al-Anon

Self-help group for families and friends of alcoholics.

1-888-825-2666

Website provides a list of local meetings

No fee

<http://ctalanon.org>

Consultation Center

Mental health issues across the lifespan.

203-789-7645

389 Whitney Avenue

Fee depending on therapist

<http://www.theconsultationcenter.org/>

CT Mental Health

Clinical and case management services to individuals with serious mental illness, often complicated by substance abuse.

203-974-7300

34 Park Street

ONLY for students who are not insured

<http://www.ct.gov/dmhas/cwp/view.asp?a=2906&q=334638>

The Connection Counseling Centers

18 years or older with substance abuse & mental health challenges. Family members or significant others who are involved with substance abuser. Individual, group counseling, & case management services.

203-624-1855

48 Howe Street (Mental Health & Addiction)

205 Orange Street (Mental Health)

State Insurance: Husky ABCD

Private Insurance

<http://theconnectioninc.org/CCC.html>

Domestic Violence Services

Resources for Domestic Violence cases in CT

<http://www.aardvarc.org/dv/states/conndv.shtml>

Fellowship Place

Support services for people with mental health disabilities.
Must have diagnoses. CLINICIAN MUST refer.
203-401-4227
441 Elm Street
<http://fellowshipplace.org/>

Harbor Health Services

Behavioral interventions for mental health and substance abuse.
203-483-2650
14 Sycamore Way Branford
State Insurance: Husky ABCD Medicare
<http://www.harborhealthservices.org/>

Hill Health Center WIC

Provides food information and nutrition education to pregnant women, post-partum women, infants and children.
203-503-3000
393 Columbus Avenue
Husky and Medicare
www.hillhealthcenter.com

Hill Health Center Mental Health

Services for adults and children. Individual & group counseling.
203-503-3075
400 Columbus Avenue
Husky and Medicare
www.hillhealthcenter.com

Hill Health Center (Dixwell)

For both children and adults: internal medicine, pediatrics, mental health counseling, and addiction services. Groups and services for woman struggling with substance abuse, homelessness, mental health challenges or HIV/AIDS.
203-503-3470
226 Dixwell Avenue
Husky and Medicare
www.hillhealthcenter.com

Hill Health Center (State Street)

Specialized medical services, mental health counseling and substance abuse treatment.
203-503-3660
913 State Street
Husky and Medicare
www.hillhealthcenter.com

Prime Clinic

Students demonstrating undiagnosed psychotic behavior.
203-974-7052
34 Park Street Yale Room B-38
Free Service

http://psychiatry.yale.edu/research/programs/clinical_people/prodome.aspx

Psychological Services of Southern CT

Individual, couple, and child therapy.
203-498-1007 New Haven/Milford
436 Orange Street, New Haven
Fee based on ability to Pay-Insurance
<http://drnancyhorn.com/>

Southern CT State Family Clinic

SCSU students observe and practice therapy with actual families.
203-392-6413
Southern Connecticut State University
501 Crescent Street
Davis Hall
\$5-\$25
<http://www.southernct.edu/marriagefamilytherapy/familyclinic/>

Women & Families Center

Sexual Assault Crisis Services
New Haven Office: 203-389-5010
Meriden Office: 203-235-9297
Middletown Office: 860-944-1474
1440 Whalley Avenue
Free Service
www.womenfamilies.org

Youth Continuum

Housing, Emergency shelter, bus token, educational and employment services for youth.
Student must be under age 23.
203-777-8445
924 Grand Avenue (Homeless Shelter)
No Insurance
<http://newhavenconnecticut.wix.com/youth-continuum>

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