

How to Support and Refer a Student in Distress

- Talk to the student in private
- Being direct, share what you have observed to cause concern
- In a non-judgmental way, express your concern
- Use reflective listening skills, and paraphrase what the student has shared with you
- Help the student to understand available resources and possible solutions
- Refer the student to someone designated to help on campus and explain the process of referral
- Encourage students to connect with the Listening Lounge or TimelyCare
- If you able, sit with the student while they connect to the person who can help

How to Recognize Emotional Distress in Students

Behavior/Appearance	Interpersonal Problems	Academic Problems
<ul style="list-style-type: none">• Tearfulness• Agitation/Edgy• Dramatic and inappropriate changes in behavior• Persistent or extreme irritability• Difficulty concentrating• Rapid change in emotions• Poor hygiene• Rapid change in appearance• Disjointed thoughts• Garbled speech	<ul style="list-style-type: none">• Social isolation• Constant requests for special help and accommodations outside of any that are approved• Excessive visits to your office• Disrespect of personal boundaries• Disruptive behavior• Conflictual relationships• Chronic complaints about others	<ul style="list-style-type: none">• References to suicide or harm to self or others in class assignments• Sudden decline in academic performance• Classroom disruption• Chronic disturbances• Excessive absences or tardiness

Resources and Responsibilities

When a concern arises about a student, please report the concern through one of the campus links below. Note that all reports funnel through the Associate Dean of Student Affairs (ADSA) and the ADSA can determine if the concern fits better with a conduct or BIT path. It is important that faculty and staff refrain from investigation and interview conversations as this may impede the work of ADSA and complicate liability.

Resource	Contact Info	Summary
Campus Security	860.463.5062	Call security for standby assistance, support, or in non-911 related emergencies
TimelyCare	www.timelycare.com/ctstate	A 24/7 mental health crisis line accessible via mobile app. Tele-doc visits also available.
Behavioral Intervention Team	www.mxcc.edu/bit	Staff, Faculty and students can report people of concern to the BIT team via web form
211	Dial 211 from any phone	State of CT resource to help citizens with housing, food, health or financial insecurities
Dr. Sara K. Hanson	SHanson@mxcc.edu	Associate Dean of Student Affairs – can assist students in connecting with all campus resources