

# CAMPUS CARE GUIDE

## PART 1: RECOGNIZING EMOTIONAL DISTRESS

### **PAY ATTENTION FOR MULTIPLE SIGNS OF EMOTIONAL DISTRESS CONSIDER: FREQUENCY, DURATION, AND SEVERITY**

WHEN IN DOUBT REACH OUT TO YOUR MHWS TEAM FOR CONSULTATION AND SUPPORT

#### **ACADEMIC SIGNS**

- Decline in quality of work or grades
- Repeated absences or requests for extensions
- Overly demanding of time and attention
- Disruptive/inappropriate behavior
- Concerning content in writing, presentations, or discussions

#### **PHYSICAL SIGNS**

- Poor hygiene or deterioration in appearance
- Noticeable weight loss or gain
- Excessive fatigue, listlessness, or lack of energy
- Swollen or red eyes

#### **PSYCHOLOGICAL SIGNS**

- Personality changes, "not acting like themselves"
- Mood changes: increased irritability, anxiety, anger, or moodiness
- Difficulty controlling emotions or calming down
- Loss of joy/pleasure
- Feeling hopeless or overwhelmed

#### **BEHAVIORAL SIGNS**

- Withdrawal or social isolation
- Impulsive or risky behavior
- Verbal outbursts
- Physical signs of agitation: restlessness, hyperactivity, rapid speech
- Incoherent, confused speech
- Verbal or written statements covering themes such as suicide, death, homicide, acts of violence or other threatening statements

#### **WARNING SIGNS FOR SUICIDE**

- Direct communication: talking/writing about wanting to die, extreme shame/guilt, and/or being a burden to others
- Indirect communication: vague written or verbal statements about suicide (e.g. "I can't do this anymore," "What's the point?")
- Feelings of emptiness, hopelessness, extreme sadness
- Saying goodbye, tying up "loose ends," giving possessions away
- A sudden and significant improvement in mood and/or symptoms

#### **IF YOU ARE CONCERNED ABOUT A STUDENT'S IMMEDIATE PHYSICAL SAFETY:**

**Contact Public Safety at 631-451-4242**

#### **TO CONSULT ABOUT A NON-EMERGENCY MENTAL HEALTH SITUATION CONTACT MENTAL HEALTH & WELLNESS SERVICES**

Ammerman Campus: 631-451-4040

Eastern Campus: 631-548-2650

Grant Campus: 631-851-6876

Information provided by SCCC  
Mental Health & Wellness Services

# CAMPUS CARE GUIDE

## PART 2: RESPONDING TO STUDENTS IN EMOTIONAL DISTRESS

### IT'S EVERYONE'S JOB TO CARE FOR ONE ANOTHER

### AS A FACULTY/STAFF MEMBER YOU ARE IN A POSITION TO SUPPORT A STUDENT IN NEED

IF YOU FEEL UNEASY ABOUT HOW TO PROVIDE SUPPORT, CONTACT MHWS TO DISCUSS AN INTERVENTION PLAN

#### PREPARE TO REACH OUT TO THE STUDENT

- Become aware of campus resources
- Contact MHWS to discuss your concerns and how to best support the student
- Set aside adequate time for the conversation

#### CONNECT WITH THE STUDENT

- This can be done through an email, video conference, phone call, or in person - choose a space that protects the student's privacy
- Clearly and simply express your concerns; focus on the specific behavior of concern
- Try to share your perspective without directly challenging the student
- Listen and validate the student's feelings and experiences
- Normalize how the student is feeling and reflect on how everyone struggles during challenging times
- Explore the student's support system. Do they have supportive friends or family members they can go to?
- Try to foster hope. This is just a moment in time, feelings are fluid and fleeting

#### TIPS FOR BUILDING TRUST

- Be patient
- Listen
- Use open-ended questions
- Validate the student's thoughts and feelings
- Normalize their reactions
- Use the student's language when reflecting their thoughts and feelings
- Use empathy
- Be non-judgmental
- Pay attention to your non-verbal cues

#### MAKING A REFERRAL: MILD/MODERATE DISTRESS

(No safety concerns)

- Recognize and acknowledge your limitations (time, expertise, knowledge of resources)
- Recommend that the student connect with a licensed professional through MHWS
- Provide student with information on the services offered through MHWS
- Inform the student that services are FREE & CONFIDENTIAL
- Direct the student to the MHWS website or provide them with the contact information for their campus MHWS coordinator
- If on campus, offer to walk the student over to MHWS
- Call MHWS to inform them of the referral and provide pertinent information
- Check in with the student later to see how they are doing
- Be aware that some students might be hesitant to reach out. It sometimes takes several referrals before students seek support

#### MAKING A REFERRAL: SEVERE DISTRESS OR CRISIS

(Safety concerns are present)

- Between 9AM-5PM, Monday through Friday: contact your campus MHWS Coordinator. The coordinator will ask about the situation and provide guidance on appropriate next steps.
- After hours: contact PUBLIC SAFETY  
631 451 4242

Information provided by SCCC  
Mental Health & Wellness Services

# CAMPUS CARE GUIDE

## PART 3: RESOURCE CENTER

### RESOURCES AVAILABLE TO OUR STUDENTS

WE ENCOURAGE FACULTY AND STAFF TO FAMILIARIZE YOURSELF WITH THESE RESOURCES

#### ON CAMPUS RESOURCES

##### MENTAL HEALTH & WELLNESS SERVICES (MHWS)

<https://www.sunysuffolk.edu/experience-student-life/mental-health-services/>

Email: [mentalhealth@sunysuffolk.edu](mailto:mentalhealth@sunysuffolk.edu)

##### Ammerman Campus:

Ammerman Building, Counseling Center,  
Room 209  
631-451-4040

##### Eastern Campus:

Peconic Building  
Room 212  
631-548-2650

##### Grant Campus:

Caumsett Hall  
Room 220  
631-851-6876

#### DISABILITY SERVICES

<https://www.sunysuffolk.edu/disabilityservices>

Ammerman Campus: [disabilitya@sunysuffolk.edu](mailto:disabilitya@sunysuffolk.edu)

Eastern Campus: [disabilitye@sunysuffolk.edu](mailto:disabilitye@sunysuffolk.edu)

Grant Campus: [disabilityg@sunysuffolk.edu](mailto:disabilityg@sunysuffolk.edu)

#### STUDENT HEALTH SERVICES

<https://www.sunysuffolk.edu/experience-student-life/health-services/index.jsp>

Ammerman Campus: 631-451-4047

Eastern Campus: 631-548-2510

Grant Campus: 631-851-6709

#### OFF CAMPUS RESOURCES

##### PSYCHIATRIC EMERGENCIES

##### **DASH Care Center**

24 Hour Crisis Community Based Site  
90 Adams Avenue, Hauppauge, NY 11788  
631 952 3333

**Call 911** or go to your nearest emergency room

##### SEXUAL ASSAULT AND RELATIONSHIP VIOLENCE

##### **Victims Information Bureau of Suffolk (VIBS)**

24-Hour Hotline  
631-360-3606

##### **The Retreat (East End)**

24-Hour Hotline  
631-329-2200

#### CRISIS HOTLINES/TEXT LINES

##### **RESPONSE Hotline**

24 Hour Crisis Counseling  
631 751 7500

##### **National Suicide Prevention Lifeline**

Call or text: 988

#### SUBSTANCE USE/ABUSE

##### **Long Island Council on Alcoholism and Drug Dependence (LICADD)**

24-Hour Hotline  
631-979-1700

Information provided by SCCC  
Mental Health & Wellness Services