

# RED FOLDER

1



RECOGNIZE

2



RESPOND

3



REFER

## CONCERNED ABOUT A STUDENT? SUBMIT A REFERRAL HERE:

<https://inside.ewu.edu/studentaffairs/resources-for-faculty/>

## TALK CAMPUS

<https://inside.ewu.edu/bewell/talkcampus/>

## HOTLINE/TEXTLINE RESOURCES:

**24/7 CRISIS LINE:** text HOME to..... 741741  
For young people of color needing support, text STEVE to ..... 741741

**SEXUAL ASSAULT**  
**24/7 CRISIS LINE**..... 1-509-624-7273

**24/7 YWCA DOMESTIC VIOLENCE CRISIS LINE** ..... 1-509-326-2255

**VANESSA BEHAN**  
**24/7 CRISIS NURSERY** ..... 1-509-535-3155

**NATIONAL SUICIDE PREVENTION LIFELINE** ..... 1-800-273-8255

**RAINN NATIONAL SEXUAL ASSAULT HOTLINE**..... 1-800-656-HOPE

**24/7 REGIONAL CRISIS LINE**..... 1-877-266-1818

**TREVOR PROJECT**  
(resource for LGBTQ young people)..... 1-866-488-7386

**VETERANS CRISIS LINE (PRESS 1)** ..... 1-800-273-8255



**EASTERN**  
WASHINGTON UNIVERSITY

All EWU Employees, including student employees, are **Mandatory Reporters**. Any information pertaining to sexual misconduct, threat of harm to self or others, or child abuse must be reported immediately.

<ol style="list-style-type: none"> <li>1. Call 9-11</li> <li>2. Submit an ICARE Form: <a href="https://inside.ewu.edu/community-care/">https://inside.ewu.edu/community-care/</a></li> </ol>	<p>Poses an immediate danger to self or others:</p>
<ol style="list-style-type: none"> <li>1. Student can go through the Grade Appeal process</li> <li>2. If the student indicates they feel discriminated against, as a mandated reporter you must file a discrimination report</li> <li>3. If the student is unable to resolve directly with the faculty and the grade appeal process or discrimination process do not apply, refer the student to the Department Chair</li> </ol>	<p>Reports grading issue, concern with faculty:</p>
<ol style="list-style-type: none"> <li>1. Direct student to complete ECR form with Records and Registration</li> <li>2. If student is in crisis and needs additional assistance, please submit an ICARE Form</li> </ol>	<p>Wants to complete an Exceptional Circumstance Withdrawal:</p>
<ol style="list-style-type: none"> <li>1. As a Mandated Reporter, you must submit a Title IX Report Form</li> </ol>	<p>Has disclosed that they are experiencing sexual harassment, sexual discrimination, stalking, domestic violence, and/or sexual assault [TITLE IX CONCERN]:</p>
<ol style="list-style-type: none"> <li>1. Refer the students to submit an Accommodation Plan: Comments &amp; Concerns Form</li> <li>2. If faculty have a concern about whether or not an approved accommodation is reasonable, they can have their concerns reviewed by submitting an Accommodation Review Form</li> </ol>	<p>States there is an issue or concern regarding their approved accommodation plan:</p>
<ol style="list-style-type: none"> <li>1. If the student's behaviors are dangerous, or impact the safety of others, please call 9-11</li> <li>2. Submit Student Conduct/Incident Report Form to Student Rights and Responsibilities if behaviors violate Student Conduct Code</li> </ol>	<p>Behaviors are disruptive:</p>
<ol style="list-style-type: none"> <li>1. Refer student to Student Financial Services to apply for short term loan</li> <li>2. If student's financial situation has recently changed, refer them to the Financial Aid and Scholarship Office</li> <li>3. Encourage student to submit a Student Emergency Fund Request</li> </ol>	<p>Needs emergency financial assistance for textbooks, computer, or other school materials:</p>
<ol style="list-style-type: none"> <li>1. Submit a early warning alert in Navigate</li> <li>2. Refer student to Academic Advising</li> </ol> <p><a href="https://inside.ewu.edu/advising/students/online-student-success/">https://inside.ewu.edu/advising/students/online-student-success/</a></p>	<p>Is at risk of failing class and/or not attending</p>

# WHERE TO REPORT IF A STUDENT...

# 1 RECOGNIZE

PLEASE REVIEW THE MOST COMMON SIGNS OF DISTRESS. STUDENTS MAY ALSO PRESENT WITH INDICATORS NOT LISTED.

## 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
- Unprompted disclosure of thoughts of death or suicide
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Unresponsive or altered level of consciousness

## ACADEMIC:

- Repeated absences and/or decline in quality of work or performance
- Writings/creative work that include unprompted disturbing content and/or themes of despair, hopelessness, violence, death, or 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 physical appearance
- 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 difficulties, 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 style (e.g. withdrawn or agitated, mutters under breath, slow response time to questions)
- Delusions and 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 have noticed
- Ask them if they are okay
- Listen!

I have missed you in class lately. Is everything ok?

You have seemed down the last few classes. Is there anything you want to talk about?

## SHOW YOU CARE

- Be present, patient, and listen to them
- Let them know they are not alone and you are there for them
- Provide them a space to be heard and don't make assumptions about them
- Be curious- ask them questions
- Describe changes you have noticed

It sounds like you are overwhelmed! Is there anything I can do to help out?

I would 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
- Follow up

Thank you for sharing your experience. I am not an expert in this area, but I know someone who might be able to help. Would it be okay if I put you in contact with them?

Is it alright if I reach out to you next week? I'd like to follow up and see how you're doing.

It sounds like you've really been struggling, have you thought about visiting the counseling center? I have heard great things from students.

# 3 REFER

IS THE STUDENT IN NEED OF IMMEDIATE ASSISTANCE?

## 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 911, even if on-campus. After the student is connected to emergency resources, submit an ICARE referral. Mandated reporters must submit the TIX form within 24 hours.

## NO

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

See the Where to Report Chart included in this guide for additional support. Encourage the student to set up an appointment or assist them in doing so.

## WHAT'S NEXT?

- Reflect on your own boundaries, self-care and support needs. Utilize colleagues, supervisors, department heads for consultation and collaboration. Consult with HR for information on professional development, wellness programs, and employee assistance options that are available to support faculty/staff.
- Consider your status related to campus security requirements and if there are any Title IX or crime-related reports you are required to file.
- Circle back with the student after a referral to a support resource to check-in.
- Understand that due to privacy regulations, it may not always be possible for other campus resources to provide you detailed information back.

## UNCLEAR

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 and 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 and Wellness Services or the 24/7 Regional Crisis Line 1-877-266-1818. See the Where to Report Chart included in this guide for additional support. Submit an ICARE referral. When in doubt, if you feel the situation is an emergency or can't wait, call EWU Dispatch at 509-359-7676 to consult.

## CAMPUS RESOURCES

**EWU PD CHENEY CAMPUS:** Dial 911 if you have a life-threatening emergency or crime in progress

For non-emergency police assistance ..... 509-359-7676

**EWU SPOKANE CAMPUS SAFETY:** Dial 911 if you have a life-threatening emergency or crime in progress

For non-emergency campus safety assistance ..... 509-358-7995

**SPOKANE POLICE DEPARTMENT** ..... 509-456-2233

**ACADEMIC ADVISING** ..... 509-359-2345

**COUNSELING AND WELLNESS SERVICES(CWS)**..... 509-359-2366

**STUDENT ACCOMMODATIONS (DISABILITY) AND SUPPORT SERVICES** ..... 509-359-6871

**GLOBAL STUDENT SERVICES** ..... 215-547-3179

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**..... 360-407-9490

**HOUSING AND RESIDENCE LIFE**..... 509-359-2451

**MULTICULTURAL STUDENT CENTER** ..... 509-359-4004

**PRIDE CENTER** ..... 509-359-7870

**PROGRAM LEADING TO UNIVERSITY SUCCESS(PLUS)**..... 509-359-6505

**STUDENT CARE AND SUPPORT SERVICES** ..... 509-359-7924

**STUDENT RIGHTS AND RESPONSIBILITIES** ..... 509-359-6960

**TITLE IX COORDINATOR**..... 509-359-6724

**VETERANS RESOURCE CENTER** ..... 509-359-7040