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| **REFERRAL PHONE NUMBERS** |
| **Emergency Dial 911**  **Campus Police 814 393 2111**  **Counseling Services 814 393 2525**  **Judicial and Mediation Services 814 393 1918**  **Clarion County Crisis 814 226 7223**  **Alcohol and Other Drug 814 393 1949**  **Health Services 814 393 2121** |

Faculty/Staff Crisis Guide: *Helping People in Difficulty*

Identifying People in Distress

The B.A.R.T. team has created this informational guide as a means to assist faculty and staff when dealing with troubled students. When dealing with troubled students, please always focus on your safety first. This may include

* Being aware of the location of the nearest telephone, whether it is within the building or a personal cell phone
* If a student is a threat to themselves or others, contact 911 immediately
* If a student is exhibiting any of the behaviors below, follow the color code for whom to contact, and always make a B.A.R.T referral
* If you have any questions or help with having a difficult conversation with a student call the Student Support Assistant at 814 393 2031

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| **Emotional behavior** | **Bizarre or irrational Behavior** | **Aggressive behavior** |
| showing a decline in work or academic performance | making disturbing comments in conversation, email, letters, social media postings or papers | Hitting, kicking, shoving |
| demonstrating disruptive or disturbing behavior | acting paranoid or suspicious | Throwing objects |
| showing dramatic changes in appearance, behavior or weight | Making statements that are not reasonable or congruent with reality | Punching objects |
| having problems at home, with classes or work |  | Screaming at another individual |
| sad, anxious or experiencing dramatic mood shifts |  | Bullying/ intimidation |
| mentioning (even jokingly) suicide or death |  |  |
| abusing alcohol or drugs |  |  |
| isolating themselves socially |  |  |
| frequently angry or easily frustrated |  |  |
| struggling with health problems |  |  |
| Absent from class |  |  |
| Declining appearance |  |  |

**Is someone you know?**

**If you notice any of the above, make a referral HOW?**

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How to Make a Report (Referral actions associated with color above)

* Remain calm and know who to call for help. Find someone to stay with the student while calls to the appropriate resource are made. (See referral numbers below)
* Remember that it is not your responsibility to provide the professional help needed for a severely troubled/disruptive student. You only need to make the necessary call and request assistance.
* When a student expresses a direct threat to themselves or others, or acts in a bizarre highly irrational or disruptive way, immediately call Campus Police 814 393 2111
* To refer a student to the B.A.R.T. team you will need to fill out a B.A.R.T. referral form (www.clarion.edu/bart)
* When filling out a B.A.R.T. notification, please include the behaviors that you are noticing the person exhibit
* Include frequency (how often, how much) and intensity of behaviors on a scale from 1-10 with 10 being the worst you could imagine the behaviors
* Include duration of the behavior (How long do they last when they start, and how many days have you witnessed these behaviors?)
* It is most helpful if you include your contact in the form, however, you can remain anonymous if you choose to

Serious Injury or Illness

An injury or illness is considered serious if it is life threating and/or the individual can not transport themselves to a medical care facility. For an emergency, please immediately call 911.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following

* Increased use of alcohol or illegal drugs
* Unexplained increase in absenteeism; vague physical complaints
* Noticeable decrease in attention to appearance and hygiene
* Depression/ withdrawal
* Resistance and overreaction to changes in policy and procedures
* Repeated violations of company policies
* Increased severe mood swings
* Noticeably unstable, emotional responses
* Explosive outbursts of anger or rage without provocation
* Suicidal; comments about “putting things in order”
* Behavior which is suspect of paranoia, (“everybody is against me”)
* Increasingly talks of problems at home
* Escalation of domestic problems into the workplace; talk of severe financial problems
* Talk of previous incidents of violence
* Empathy with individuals committing violence
* Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

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(Inside)

Frequently Asked Questions

**Q. How should I respond to a student that is troubled or showing signs of distress?**

For students that are mildly troubled you can choose to handle them in the following ways:

* Deal directly with the behavior problem according to the classroom protocol
* Address the situation on a more personal level
* Consult with the Student Support Assistant (814) 393 2031
* Refer the student to one of the listed resources. (See referral phone numbers for assistance.

**Q. Where does the report go once I make one?**

* Everything that is submitted to B.A.R.T. is kept anonymous out of respect of privacy for the reporter and person being reported.
* When a report is submitted, the team reviews the reports on a weekly basis and then takes action to support the reports.

**Q. What does the B.A.R.T. team do with the reports?**

* Depending on the report, actions may include a support email or phone call to the student, visiting the student in their residence hall or after class, or utilizing other resources to maintain the safety of the student and campus

**Q. Who is part of the B.A.R.T. team?**

* The B.A.R.T. team is made up of staff from the Center for Wellness, Campus Police, Student Affairs, Minority Student Services, Judicial Services, faculty from Counseling Services, and Residence Life. Bringing in people from these different backgrounds allows us to keep the students best interest in mind and make the best decisions based on each case.