Assisting Students in Distress

The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to on and off-campus resources.

SEE SOMETHING

MUSC faculty/staff are in a unique position to identify and take action to help MUSC students in distress.

Students may sometimes feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

You may be the first person to SEE SOMETHING distressing in a student since you have frequent and prolonged contact with them.

SAY SOMETHING

Students exhibiting troubling behaviors in class or online, or who are avoiding class, are likely having difficulties in other settings including with roommates, family, and in work and social settings.

Trust your instincts and **SAY SOMETHING** if a student's behaviors or comments leave you feeling concerned, worried, alarmed, or threatened.

DO SOMETHING

Sometimes students are reluctant to ask for help. **DO SOMETHING!** Your expression of concern may be an important factor in getting students the appropriate help and resources.

Academic Indicators

- Tardiness
- > Trouble concentrating
- Missing tests
- Late assignments
- Change in participation (dominating or avoiding discussion)
- Frequent requests for extensions or special arrangements
- Bizarre content in writings or presentations

Physical Indicators

- Headaches
- Gl complaints
- Weight loss/gain
- Change in appearance
- Change in motor activity or speech
- Falling asleep in class
- Poor personal hygiene
- Disoriented or "out of it"
- Excessive or too little sleep
- Intoxication, hangovers, smelling of alcohol

Safety Risk Indicators

- Suicidal thoughts/statements
- Homicidal thoughts/statements
- Unprovoked anger or hostility
- Irritability or unusual apathy
- Implying or making a direct threat to harm self or others
- Stalking or harassing
- Preoccupation with death or violent acts

The Family Educational Rights and Privacy Act (FERPA)

FERPA permits communication about a student of concern in connection with a health and safety emergency.

Observations of a student's conduct or statements made by a student are not FERPA protected.

Such information should be shared with appropriate consideration for student privacy.

Other Indicators

- Marked change in mood
- Persistent unusual thoughts
- ➤ Hopelessness/helplessness
- Expressions of concern about the student by their peers
- Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief
- Disorganized performance

Support for faculty and staff is available through the Employee Assistance Program at 843-792-2848.



Recognizing & Assisting Students in Distress

Response Protocol

Follow the chart to identify whom to contact when concerned about a student.

Is the student a danger to self or others? Does the student need immediate assistance for any reason?

Yes

The student's behavior is dangerous or threatening to the student or others.

Call 911 or <u>Campus Public Safety</u> 843-792-4023

Report the concern to the Behavioral Support Intervention Team and Associate Dean of Student Affairs or Services

I am not sure

The student shows signs of distress, but I am unsure how serious it is.

During Business Hours:

Call the Counseling and Psychological
Services for consultation at 843-792-4930.
Also, report your concern to the Behavioral
Support Intervention Team and Associate
Dean of Student Affairs or Services.

After Hours & Holidays:

Call County Sheriff's non-emergent or Mobile Crisis line (see options to the right).

If a student has unusual or excessive absences, consult with your dean's office to determine if a welfare check is indicated to assess the student's well-being.

No

I am not concerned for the student's immediate safety, but the student is having significant academic and/or personal issues and could use some support.

Talk with the student and refer them to an appropriate on or offcampus resource.

See options to the right.

| unseling and Psychological Services |
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On Campus

| Student Health Services | 843-792-3664 |
|--|--------------|
| CON Student Services | 843-792-8515 |
| COM Student Affairs | 843-792-1672 |
| CHP Student Affairs | 843-792-4492 |
| CGS Student Services | 843-876-2410 |
| CDM Student Affairs | 843-792-2344 |
| COP Student Affairs | 843-792-8451 |
| Center for Drug & Alcohol Programs | 843-792-5200 |
| Organizational Engagement & Excellence | 843-792-1072 |
| Sexual Assault Services | 843-860-5508 |
| <u> itle IX Coordinator</u> | 843-792-1282 |
| Behavioral Support Intervention Team | |
| Veekends & Holidays Only: Call MUSC | 843-792-2123 |

Off Campus

resident on-call

paging operator to page the psychiatry

| On oumpus | |
|--|-----------------------------------|
| National Suicide Prevention Line, Available 24/7 | 988 or 800-273- 8255 |
| National Crisis Text Line, Available 24/7 | Text HOME to 741741 |
| Charleston Sheriff's Non-Emergency line | 843-743-7200 |
| Charleston and Dorchester Mobile Crisis line | 843-414-2350 |
| Berkeley Mental Health and Mobile Crisis line | 843-761-8282 |
| Charleston Mental Health Clinic | 843-852-4100 |
| Dorchester Mental Health Clinic | 843-873-5063 |
| RAINN | 800-656-4673 |
| My Sister's House | 843-744-3242 |
| Tri-County S.P.E.A.K.S. (formerly People Against Rape) | 843-745-0144 |

Support for faculty and staff is available through the Employee Assistance Program at 843-792-2848.



843-792-4930

Assisting Residents and Fellows in Distress

The purpose of this folder is to help you recognize symptoms of a trainee in distress and identify appropriate referrals to on and off-campus resources.

SEE SOMETHING

MUSC faculty/staff and peers are in a unique position to identify and take action to help MUSC trainees in distress.

Trainees may sometimes feel *alone, isolated,* and even *hopeless* when faced with academic and life challenges. These feelings can easily disrupt work and/or home life and may lead to dysfunctional coping and other serious consequences.

You may be the first person to SEE SOMETHING distressing in a peer or trainee since you have frequent and prolonged contact with them.

SAY SOMETHING

Anyone exhibiting troubling behaviors at work are likely having difficulties in other settings including with roommates, family, and in work and social settings.

Trust your instincts and **SAY SOMETHING** if a someone's behaviors or comments leave you feeling concerned, worried, alarmed, or threatened.

DO SOMETHING

Sometimes people are reluctant to ask for help. **DO SOMETHING**! Your expression of concern may be an important factor in getting them the appropriate help and resources.

Academic Indicators

- Frequent and/or extended absences
- Tardiness
- Trouble concentrating
- Loss of interest in outcome of patients
- Change in participation (dominating or avoiding discussion)
- > Frequent requests for extensions or special arrangements
- Bizarre content in writings or presentations

Physical Indicators

- Headaches
- Gl complaints
- Weight loss/gain
- Change in appearance
- Change in motor activity or speech
- Falling asleep in class
- Poor personal hygiene
- Disoriented or "out of it"
- Excessive or too little sleep
- Intoxication, hangovers, smelling of alcohol

Safety Risk Indicators

- Suicidal thoughts/statements
- Homicidal thoughts/statements
- Unprovoked anger or hostility
- Irritability or unusual apathy
- Implying or making a direct threat to harm self or others
- Stalking or harassing
- Preoccupation with death or violent acts

Other Indicators

- Marked change in mood
- Persistent unusual thoughts
- Hopelessness/helplessness
- Expressions of concern about them by their peers or anyone interacting with them
- Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief
- Disorganized performance

Support for faculty and staff is available through the Employee Assistance Program at 843-792-2848.



Response Protocol

Follow the chart to identify whom to contact when concerned about a resident or fellow.

Is the person a danger to self or others? Do they need immediate assistance for any reason?

Yes

The resident/fellow's behavior is dangerous or threatening to themself or others.

Do Not Leave Them Alone

Off Campus: Call 911

On Campus: Call <u>Campus Public Safety</u> 843-792-4023

Notify Program Director and/or G GME DIO (Dr. Cynthia Talley) via operator

I am not sure

The trainee shows signs of distress, but I am unsure how serious it is.

Refer to EAP: Who will assess resident by phone or video, refer to ED or Mobile Crisis assessment or next day appointment if safety can be secured.

Mon. - Fri. 8:00 am to 5:00 pm

Call the Employee Assistance Program at 843-792-2848 and share you need urgent help.

After Hours, Weekends & Holidays:

Call MUSC operator at 843-792-1414 and ask to page Employee Assistance.

Talk with the trainee and refer them to an appropriate on or off-campus resource.

No

I am not concerned for the trainee's immediate safety, but they are having significant academic and/or personal issues and could use some support.

Talk with the trainee and refer them to an appropriate on or offcampus resource.

If this is a Patient Safety issue, notify the

Program Director and/or GME DIO
(Dr. Cynthia Talley).
If Resident/Fellow is missing: Notify
Program Director and/or the GME DIO (Dr.
Cindy Talley). For pharmacy residents
contact Charleston Division Director and
System Director for Pharmacy Service.

On Campus

| Employee Assistance Program | 843-792-2848 |
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| Center for Workplace Wellbeing | 843-608-1196 |
| Center for Drug & Alcohol Programs | 843-792-5200 |
| Organizational Engagement & Excellence | 843-792-1072 |
| Sexual Assault Services | 843-860-5508 |
| <u>Title IX Coordinator</u> | 843-792-1282 |
| Weekends & Holidays Only: Call MUSC paging operator to page the psychiatry resident on-call | 843-792-2123 |

Off Campus

| National Suicide Prevention Line, Available | 988 or 800-273- |
|---|-----------------------------------|
| <u>24/7</u> | 8255 |
| National Crisis Text Line, Available 24/7 | Text HOME to 741741 |
| Charleston Sheriff's Non-Emergency line | 843-743-7200 |
| Charleston and Dorchester Mobile Crisis line | 843-414-2350 |
| Berkeley Mental Health and Mobile Crisis line | 843-761-8282 |
| Charleston Mental Health Clinic | 843-852-4100 |
| Dorchester Mental Health Clinic | 843-873-5063 |
| RAINN | 800-656-4673 |
| My Sister's House | 843-744-3242 |
| Tri-County S.P.E.A.K.S. (formerly People | 843-745-0144 |
| Against Rape) | |

Visit the <u>MUSC Well-Being</u>
<u>Collective site</u> for additional resources.



Support for faculty and staff is available through the Employee Assistance Program at 843-792-2848.

