

Campus Resources

Thea Bowman AHANA and Intercultural Center

Maloney Hall, Room 455 | www.bc.edu/ahana
(617) 522-3358

Boston College Police Department (BCPD)

Maloney Hall, 1st Floor | www.bc.edu/bcpd
Emergency: (617) 552-4444
Non-Emergency: (617) 552-4440

Campus Mission and Ministry

McElroy 233 | www.bc.edu/ministry
(617) 552-3475 | ministry@bc.edu

Office of the Dean of Students

Maloney Hall, Suite 448 | www.bc.edu/dos
(617) 552-3470 | deanofstudents@bc.edu

Residential Life

Maloney Hall, Suite 413 | www.bc.edu/reslife
(617) 552-3060 | reslife@bc.edu

Sexual Assault Network

(617) 552-2211 | www.bc.edu/sanet

University Counseling Services

Gasson 001 | (617) 552-3310
www.bc.edu/counseling

University Health Services

2150 Commonwealth Avenue
www.bc.edu/offices/uhs
(617) 552-3225 | uhs@bc.edu

Women's Center

Maloney Hall, Room 441 | www.bc.edu/wc
(617) 552-3489 | women@bc.edu

Emergency Contacts:

Administrator on Call (via BCPD)
(617) 552-4444

Psychological Emergency Clinician (PEC)
(617) 552-3310

Show Concern

Ask questions

Provide Support

Academic Associate Deans

Morrissey College of Arts & Sciences

Senior Class: (617) 552-2800 | Stokes S140
Junior Class: (617) 552-2800 | Stokes S140
Sophomore Class: (617) 552-2277 | Stokes S140
Academic Advising: (617) 552-9259 | Stokes S140
Graduate: (617) 552-3268 | Gasson 108

Carroll School of Management

Undergraduate: (617) 552-3932 | Fulton 315
Graduate: (617) 552-8833 | Cushing 202

William F. Connell School of Nursing

Undergraduate: (617) 552-4925 | Maloney 218
Graduate: (617) 552-4928 | Maloney 220

Law School

Associate Dean for Students: (617) 552-4348
Stuart House M308F

Lynch School of Education

Associate Dean of Students: (617) 552-4204
Campion 104
Undergraduate Student Services: (617) 552-4204
Campion 104

Boston College School of Social Work

Academic and Student Services: (617) 552-4762
McGuinn 136

School of Theology & Ministry

Student Affairs: (617) 552-6504
9 Lake Street, room 239

Woods College of Advancing Studies

Advising and Counseling: (617) 552-3900
St Mary's Hall South, Ground Floor

University
Counseling Services
**BC STUDENT
AFFAIRS**

BOSTON COLLEGE

Recognizing and Responding to Students in Distress

A RESOURCE FOR FACULTY & STAFF

In any given situation, there are several right ways to reach out to students in a caring manner. The only risk is in doing nothing at all.

RECOGNIZE AND RESPOND

How to Recognize Someone in Distress

Academic Indicators

- Repeated absences
- Missed assignments, exams, or appointments
- Deterioration in quality or quantity of work
- Extreme disorganization or erratic performance
- Written or artistic expression of unusual violence, social isolation, despair or confusion, pre-occupation with suicide or death
- Continual seeking of special provisions (e.g., extensions on papers, make-up exams)
- Patterns of perfectionism: (e.g. inability to accept any grade but an A)
- Overblown or disproportionate response to grades or other evaluations

Behavioral and Emotional Indicators

- Direct statements indicating distress, family problems, or loss
- Angry or hostile outbursts, yelling or aggressive comments
- Withdrawn from others, low motivation
- Expressions of hopelessness or worthlessness; crying or tearfulness
- Expressions of severe anxiety or irritability
- Excessively demanding or dependent behavior
- Failure to respond to outreach by professors or staff
- Shakiness, tremors, fidgeting or pacing
- More animated than usual, euphoria, overly enthusiastic

Physical Indicators

- Deterioration in physical appearance or personal hygiene
- Excessive fatigue, exhaustion, falling asleep in class repeatedly
- Visible changes in weight, statements about change in appetite or sleep
- Noticeable cuts, bruises or burns
- Frequent or chronic illness
- Disorganized speech, rapid or slurred speech, confusion
- Unusual inability to make eye contact
- Coming to class bleary-eyed or smelling of alcohol or marijuana

How to Respond to a Student in Distress:

- Speak directly with the student
- Refer the student to the appropriate resource
- When in doubt, **consult**

When talking to the student directly:

You will not be taking on the role of counselor. You need only to listen, care and offer resource referral information.

- Meet individually and in a quiet place
- Set a hopeful tone
- Express your concern and caring
- Point out specific behaviors you've observed
- Listen attentively to the student's response and encourage him or her to talk
- Suggest resources and referrals
- Avoid making promises of confidentiality
- Plan for follow-up

** Unless the student is suicidal or a danger to others, the ultimate decision to access resources belongs with the student.*

When you refer the student directly:

Explain the limitations of your knowledge and experience. The referral resource has the resources to assist the student in a more appropriate manner.

- Provide name, phone number and office location of the referral resource or walk the student to the referral resource
- If you walk student to referral resource, inform the resource of your concerns. If the student is sent over without you, notify the resource of your concerns by phone prior to the student's arrival.
- Realize that your offer of help may be rejected
- Keep the lines of communication open. Follow up with the student

When you consult, do so with one or more of these resources:

- Your supervisor or co-worker
- Academic Advising
- Department Chair or Associate Dean
- Graduate Program Administrator
- University Counseling Services
- University Health Services
- Office of the Dean of Students
- BC Police
- Residential Life

The Situation is Urgent if:

- There are written or verbal statements that mention despair, suicide, or death
- Severe hopelessness, depression, isolation and withdrawal
- Statements that suggest the student is "going away for a long time"

If a student is exhibiting any of these signs, s/he *may* pose an immediate danger to her/himself. In this case, you should stay with the student and contact University Counseling Services at (617) 552-3310.

After hours you can access the Psychological Emergency Clinician on call via the BC Police (617) 552-4444, or Health Services (617) 552-3227.

No wrong door.

Rest assured, no matter what pathway you choose, the BC network of support is here for you.

The Situation is an Emergency if:

- Physical or verbal aggression is directed at self, others, or property
- The student is unresponsive to the external environment; he or she is (e.g., incoherent or passed out, dis-connected from reality/exhibiting psychosis, displaying outright disruptive behavior
- The situation feels threatening or dangerous to you or others

If you are concerned about immediate threats to safety, call the BC Police: (617) 552-4444.