See Something?
Faculty, Staff, and Student workers are in a unique position to demonstrate compassion for students in distress. People may feel isolated, alone, 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,
Those exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and in other social settings. Trust your instincts to say something if someone leaves you feeling worried, alarmed, or threatened.

Do Something!
Sometimes those around us cannot, or will not, turn to family or friends. Do something! Your expression of concern may be a critical factor in saving their academic or professional career, and possibly their life. The purpose of this brochure is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.

The Family Education Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with health and safety emergencies. Observation of a students’ conduct or statements made by a student are not FERPA protected.
See Something?

Indicators of Distress

Be aware of the following distress indicators. Look for groupings, frequency, duration, and severity, not just isolated symptoms.

**Academic Indicators**
- Sudden decline in quality of work
- Repeated absences
- Disorganized performance
- Multiple requests for extensions
- Overly demanding of faculty and staff time and attention
- Bizarre content in writing or presentations

**Physical Indicators**
- Marked changes in appearance: grooming, hygiene, weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smell of alcohol
- Disorientation or “out of it”
- Garbled, tangential, disconnected, or slurred speech
- Behavior is out of context or bizarre
- Delusions and paranoia

**Psychological Indicators**
- Self-disclosure of personal distress: family problems, financial difficulties, contemplating suicide, grief
- Unusual/disproportional emotional response to events
- Excessive tearfulness, panic reactions
- Irritability or unusual apathy
- Verbal abuse (e.g. taunting, badgering, intimidation)
- Expression of concern about the person by peers

**Safety Risk Indicators**
- Unprovoked anger/hostility
- Physical violence (shoving, grabbing, assault, use of weapon)
- Implying or making a direct threat to harm self or others
- Assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations, or violent behaviors
- Stalking or harassing
- Communicating threats via email, correspondence, texting, or phone calls
Say Something,

Response Protocol

Follow the chart to determine who to contact when faced with a distressed or distressing student.

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

**Yes**

The student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.

CALL
CAMPUS POLICE
706-295-6347

Law Enforcement 911

**No**

You are not concerned for the students immediate safety, but they are having a significant academic or personal issues. You or they could use some support or additional resources.

Refer to:
The resources on the back
or

Thrive.highlands.edu

24/7 Support Line:
833-855-0082

**I’m Not Sure**

The student shows signs of distress, but you are not sure how serious it is. The interaction has left you feeling uneasy or concerned about the student.

Contact Student Support Services for Consultation:

Cartersville 678-872-8012
Douglasville/Marietta 678-872-8504
Floyd/Heritage Hall/Paulding 706-368-7707
or sss@highlands

Report the concern to the Campus, Assessment, Response, Evaluation (CARE) Team by completing a CARE Ticket

www.highlands.edu/care
Use the following tips to refer students to one of these resources:

**Be proactive**
- Engage early on, pay attention to signs of distress, and set limits on disruptive behavior.
- Be direct: Don’t be afraid to ask students directly and ask if they are feeling confused or under the influence of drugs or alcohol, or are having thoughts of harming themselves or others.

**Listen sensitively and carefully**
- Use a non-confrontational approach and a calm voice.
- Avoid threatening, humiliating, and/or intimidating responses.
- Safety first: The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior.
- Do not hesitate to call for help.

**Follow through**
- Direct the student to the physical location of the identified resource.

**Consultation and documentation:**
- Always document your interactions with distressed students and consult with your department chair or supervisor after any incident.

### Georgia Highlands Resources

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<tr>
<th>Campus Safety</th>
<th>Cartersville</th>
<th>678-872-8300</th>
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<td></td>
<td>Douglasville</td>
<td>678-872-4226</td>
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<td>Floyd</td>
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<td>Heritage Hall</td>
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<td>Marietta/KSU</td>
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<td>Douglasville/Marietta/Floyd</td>
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<td>Marietta</td>
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### Community Resources

**Cartersville**
- Willowbrooke Cartersville: 770-812-3610
- Highland Rivers: 770-387-3538
- Cartersville Medical Center: 770-382-1530
- Sexual Assault Center of NW Georgia: 678-721-9348

**Douglasville**
- Sheltered Cove Counseling Center: 770-949-1595
- West Georgia Psychological Services: 678-977-8300
- WellStar Douglas Hospital: 770-949-1500

**Floyd/Heritage Hall**
- Willowbrooke at Floyd: 706-509-3500
- Sexual Assault Center of NW Georgia: 706-292-9024

### National Resources

- Georgia Crisis & Access Line: 1-800-715-4225
- GA Crisis Text Line: Text GA to 741741
- National Sexual Assault Hotline: 1-800-656-4673
- American Foundation for Suicide Prevention: 1-888-333-2377
- National Domestic Violence Hotline: 1-800-799-7233
- SAMHSA Treatment Locator: 1-800-662-4357
- Anxiety and Depression Association of America: 240-485-1001
- Children and Adults with ADHD: 1-800-233-4050
- Depression and Bipolar Support Alliance: 1-800-826-3632
- International OCD Foundation: 617-973-5801
- Schizophrenia and Related Disorders Alliance: 240-423-9432
- Treatment and Research Advancements for BPD: 1-888-482-7227