

CARE & CONCERN RESOURCE GUIDE

The **Division of Student Success & Enrollment Management** has developed this information guide to aid faculty and staff in identifying and assisting students who are experiencing difficulties.

DO YOU OR SOMEONE YOU KNOW NEED ASSISTANCE OR IS HAVING A DIFFICULT TIME?

YOUR ROLE

As a member of the Florida Gulf Coast University community, you are in a unique position to identify signs of distress and connect students to supportive services. We want all students at FGCU to know that we care not only about their academic success, but their overall wellbeing. If you meet or work with a student who seems in need of support, please direct them to the appropriate resources on campus.



STUDENT SUCCESS & ENROLLMENT MANAGEMENT

FLORIDA GULF COAST UNIVERSITY

HOW TO ASSIST A STUDENT IN DISTRESS

Faculty and staff members may come into contact with a student in distress. Learn to identify signs of distress and how to interact with and assist students.

- 1** **Connect** directly with a student (if you feel comfortable and let them know that you have noticed their distress.
- 2** **Listen** and determine if you can directly assist the student with their distress. **Encourage** contact with resource on campus.
- 3** If the student is not receptive, responsive to concerns, or you cannot assist them, submit a **Student of Concern Report:** <https://tinyurl.com/yxv9f87j>
- 4** A member of **Student Care Services** will work with the student to develop a plan and assist them with their issue or concern.

This publication adapted with permission from the University of Central Florida and University of Florida. This piece may be obtained in an alternative format by contacting the Office of Adaptive Services at (239) 590-7956. If you are hearing- or speech-impaired, call the appropriate FGCU office via the Florida Relay at 711 (TTY, VCO, HCO, ASCII or Speech-to-Speech). This information is subject to change. Please visit the website for the most current information.

EMERGENCY: 1-911 (from campus phone) (other important numbers can be found on page 4)

EVERY EAGLE COUNTS

SIGNS OF DISTRESS

Faculty and staff members may come into contact with a student in distress. Learn to identify signs of distress and how to interact with and assist students. If you notice behavior that is unlike the student you know, and if you feel concerned about the signs you observe, always trust your instinct and take action.

INTERPERSONAL SIGNS

- Difficulty getting along with others
- Isolation from family and friends
- Extreme defensiveness
- Amplified short-temper

ACADEMICS

- Uncharacteristically poor work
- Dropping grades
- Difficulty concentrating
- Difficulty working in teams
- Increased difficulty completing tasks
- Excessive absences
- Increased anxiety around exams or deadlines.
- Repeated requests for special consideration, e.g., deadline extensions, changes in requirements, grade changes.

PHYSICAL HEALTH

- Increased frequency of headaches
- Recurring colds and minor illness
- Frequent muscle ache and/or tightness
- Persistent fatigue

CHANGES IN BEHAVIOR

- Changes in personal hygiene
- Changes in eating patterns
- Changes in sleep patterns and level of energy (taking longer to fall asleep, waking up tired, feeling lethargic).
- Increased generalized frustration, agitation and/or anger
- Inappropriate responses and/or disjointed thoughts
- Intense, dramatic, or volatile emotions.
- Loss of interest in pleasurable activities
- Physical harm to self
- Verbal or written references to distress, including suicidal/homicidal thoughts or plans.
- Increased disorganization.
- A greater sense of time pressure
- Certain social media communication.

TITLE IX AND SEXUAL MISCONDUCT

Florida Gulf Coast University is committed to fostering an environment in which all members of our campus community are safe, secure, and free from sex discrimination, including sexual misconduct, stalking, and relationship violence. Our community expects that all interpersonal relationships and intersection-especially those of an intimate nature-be grounded upon mutual respect and an open communication. When learning of conduct or behavior that may not meet these standards, community members are expected to take an active role in promoting the inherent of dignity all individuals.

Responsible Employees: All FGCU employees (except for CAPS, Student Health Services, and the Victim Advocate) must report all information about sexual misconduct to the university. A Responsible Employee is a university employee who has the authority to redress sexual misconduct, the duty to report incidents of sexual misconduct or other student misconduct, or is someone who the student could responsibly believe has the authority or duty.

Reporting: Reports of sexual misconduct, intimate partner violence, stalking or sexual harassment involving a FGCU student or student organization must be filed with the Office of Institutional Equity and Compliance (OIEC). In addition, students may choose to file criminal reports with University Police or other law enforcement agencies.

Title IX Reporting Form:

<https://tinyurl.com/y6s2pmjj>

University Police: 239-590-1900

Lee County Sheriff: 239-477-1000

DEALING WITH IMMEDIATE CRISIS

If a student is in crisis and needs immediate help:

Counseling and Psychological Services (CAPS) provides crisis intervention services during normal business hours. To be seen for an emergency appointment, students can call or walk into the office. For after hours services, call EARS to be connected to a live clinician who is available to assist as needed.

STAYING SAFE ON CAMPUS

No matter where you are going on campus don't walk alone.

If you need an escort please call UPD at 239-590-1900.

You are also encouraged download the Guardian Eagle App that allows two way communication with UPD and receive direct alerts to your phone.

HOW TO ASSIST STUDENTS



FGCU CAMPUS RESOURCES

When a Care and Concern Reporting Form is Submitted:

- A member of **Student Care Services or Housing & Residence Life** will review the report and may contact you to discuss the reported incident.
- A member of Student Care Services or Housing & Residence Life may reach out to the student of concern and work with the student to develop an action plan or support system to assist them with their issue or concern.
- Consultation may occur with the **Behavioral Consultation and Assessment Team (BCAT)**.
- BCAT is a team of University officials who provide consultation, recommendations, and, when appropriate, resources to the University community regarding individuals of concern.
- Depending on the circumstances, the referral person may not receive further information.

FINDING STABLE HOUSING

If a student is living on a friend's couch, in a car, or does not have a place to go, please contact Student Care Services or dial 211 (United Way) after hours. Student Care Services may be able to assist with additional resources. This process starts by contacting Student Care Services at care@fgcu.edu.

GETTING ENOUGH TO EAT

For students struggling with getting enough to eat: **The Food Pantry** is an initiative that provides food and toiletries to fellow Eagles in need.

For more information, call 239-745-3663 or visit <https://www.fgcu.edu/adminservices/foodpantry/>

HOW TO DEAL WITH SUICIDAL IDEATION

When dealing with potential suicide, try to find out the following:

- Is there a suicide plan? If so, what is the plan?
- Where/when will the attempt be made?
- Have they ever attempted suicide before?
- Have family or close friends attempted suicide?
- Contact UPD and CAPS immediately or 24/7 Hotline. **Do not leave the student, if possible.**

RECOGNIZING SIGNS OF DISTRESS

- Obvious bizarre or strange behavior
- References to harming self or others
- Persistent sadness or crying
- Nervousness, agitation, impaired speech, exaggerated movement
- Highly irritable or aggressive behavior
- Marked deterioration of hygiene or appearance
- Disorientation
- Signs of drug and/or alcohol use
- Persistent drowsiness or lethargy

EFFECTIVE COMMUNICATION STRATEGIES

- Talk to the student in private
- Listen carefully to make sure you understand
- Praise the student for discussing with someone
- Acknowledge the student's distress and empathize
- **DO NOT be negative or judgmental**
- Use Campus Resources

MAKING A REFERRAL TO COUNSELING

- Encourage the Student to contact Counseling and Psychological Services
- Call for the student if they are with you
- Express that counseling is often helpful
- Personally walk the student to CAPS

DOES THE PERSON REQUIRE IMMEDIATE ASSISTANCE?



YES (DISRUPTIVE)

Safety is an immediate concern.
Active threats; reference to harm of self or others; or disruptive.

Call UPD or Phone: 911 or Non-Emergency
Call Dean of Student Office: 239-590-7900.



UNSURE

Safety is not an immediate concern; Distress
Observed but severity not clear.

File a Report: <https://tinyurl.com/yxv9f87j>
or Call 239-590-7900.



NO (DISTRESSED)

Student is in distress, anxious, or
otherwise unable to be successful.

Student Care Services: 239-590-7900
File a Report: <https://tinyurl.com/yxv9f87j>

- 🌀 Talk with your supervisor to develop a response.
- 🌀 Consider having someone meet with you and the student.
- 🌀 Deal directly with the behavior according to classroom protocol; provide corrective feedback and offer to help.
- 🌀 Encourage the student to use campus and community helping resources; offer to walk the student to assistance or call and make an appointment.

If appropriate, provide referral for individual to see CAPS or other resources. May use Ears Helpline after hours at 239-590-3277.

DISRUPTIVE

Verbal or physical threats,
active threats of suicide,
resists help

VS.

DISTRESSED

Troubled, confused, very sad, highly anxious,
lacks motivation or concentration, bizarre
behavior, talking or writing about suicide

CLASS ABSENCE NOTIFICATIONS

These are notices that are sent, as a courtesy, to a students professors to alert them to their absence in class due to an injury, illness, family emergency, etc. These notices are only a courtesy and do not excuse the student from completing the missed work, exam, or quiz. Class Absences Notices can be requested through Student Care Services.

DECEASED STUDENT NOTIFICATIONS

When students of the University pass away (whether during a term or not). There is a method to notify appropriate departments. An email memo is sent to the college of their major. If you are aware that a student has passed away, please contact the Dean of Students or Student Care Services.

IMPORTANT PHONE NUMBERS

Emergency (from campus phone)	1-911
University Police	239-590-1900
Counseling and Psychological Services (CAPS)	239-590-7950
24 hour Hotline	239-590-EARS (3277)
Student Care Services	239-590-7900
Dean of Students	239-590-7900
Office of Student Conduct	239-590-7900
Student Health Services	239-590-7966
Adaptive Services	239-590-7956
Housing & Residence Life	239-590-1700
Office of Institutional Equity & Compliance	239-590-4366

FOLLOW US ON: **INSTAGRAM** @FGCUCARE, **FACEBOOK** @FGCUCARETEAM & **TWITTER** @FGCUCARE

FOR MORE INFORMATION VISIT: FGCU.EDU/STUDENTLIFE/CARE