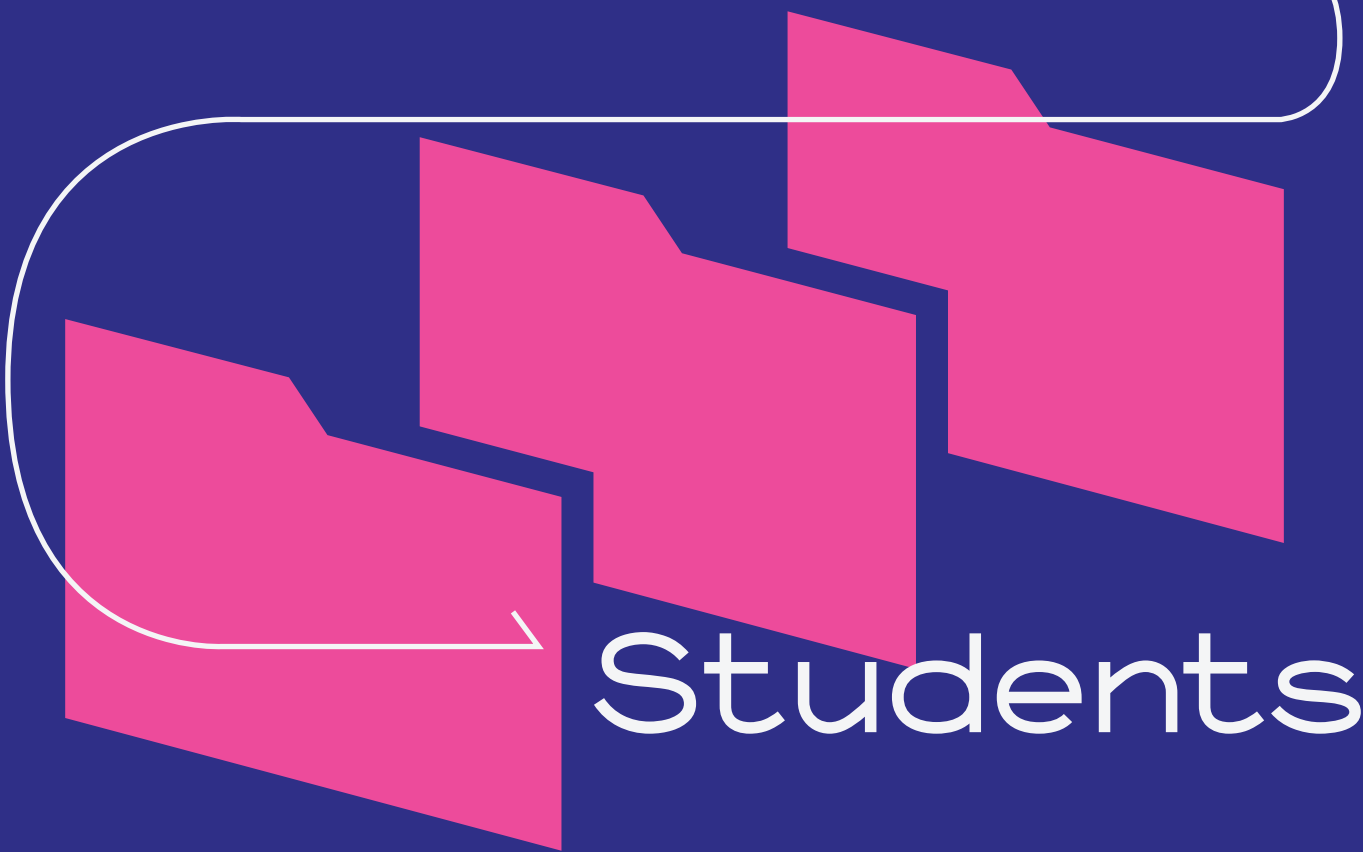


Supporting



Students

In Distress



Developed by

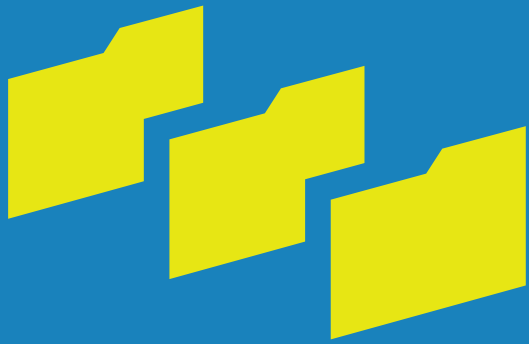
SVA's Student Health and
Counseling Services

Designed by

Hyunji Jun



For more information, or
to go more in depth on the
topics listed below, please
attend the *Helping
Students in Distress*
Training.



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What does it **look** like when a student is in distress?

01

Physical



- Nausea
- Dizziness
- Chest pain
- Headaches
- Poor hygiene
- Restlessness
- Panic attacks
- Sleep problems
- Rapid breathing
- Rapid heartbeat
- Stomach aches
- Change in appetite

02

Behavioral



- Irritable/Agitated
- Substance misuse
- Suicidal statements
- Decline in attendance
- Decline in performance
- Disruptive/ Antagonistic
- Withdrawal from social supports
- Bizarre, Peculiar or Suspicious behaviors
- Incoherent or rambling speech or writing

03

Cognitive



- Confusion
- Slowed thinking
- Negative cognitions
- Memory problems
- Distressing dreams
- Poor decision-making
- Preoccupation with death
- Difficulty with concentration
- Difficulty with problem-solving

04

Emotional



- Fear
- Guilt
- Grief
- Apathy
- Anxiety
- Sadness
- Feeling numb
- Feeling isolated
- Irritability/Anger
- Feeling worthless
- Feeling abandoned
- Depressed mood

Does the student need immediate assistance?

Yes

The student is threatening harm to self or others. The student needs medical assistance, ASAP.

Call 911, stay calm, and be prepared to answer the operator's questions about what the emergency is and where the emergency is located.

Contact the nearest SVA security officer.

After emergency responders have arrived an incident report and witness statement should be filed with SVA Security.

Complete a [STAR Report](#).

Seek support from your supervisor and document your interactions with the student.

No Not Sure

The student is in distress and the severity is unclear but I'm concerned.

Provide the student(s) with resources and referrals.

Complete a [STAR Report](#).

Continue to support students and report additional concerns.

Seek support from your supervisor and document your interactions with the student.

Students At Risk (STAR) Reports

All faculty and staff are required to report student concerns to the STAR team when:

- Concerns are about physical and/or mental health including, but not limited to, self-harm and suicide.
- A student is transported by ambulance from SVA's campus.
- A student discloses that they are currently or have recently been hospitalized.
- To learn more about the STAR Team, and what to expect after submitting a [STAR report](#), and for more information about SVA policies: [SVA Handbook](#), [SVA Emergency Incident Guides](#).

How to Intervene Using Active Mind's VAR technique:

VALIDATE

Let the student know what they are feeling is okay and you believe them.

“ I’m sorry to hear that you are struggling right now. It sounds like you have a lot on your plate. ”

Rephrase and repeat back their own words, or mirror their sentiments to let them know you are listening and understand.

“ It’s normal to feel anxious and stressed your senior year and you are not alone. ”

Avoid

Downplaying or dismissing the student's feelings.

“ It is a right of passage and this is what you need to do to be successful in this field. ”

“ It’s not a big deal, you’ll get over it. ”

APPRECIATE

Acknowledge that for many reasons, it can be hard to reach out for help and let them know that you are glad they are opening up to you. Let them know that you care.

“ I’m here for you. Thank you for talking to me. That took a lot of courage. It’s okay to ask for help. ”

Remind them that asking for help is ok and normalize getting support from others.

“ I know it can be hard to share when we are going through a tough time. I appreciate you letting me know. ”

Avoid

Not acknowledging students' openness and vulnerability.

“ You’ve given a lot of excuses but I still haven’t seen any work. ”

“ You’re an adult now. You should know how to deal with this on your own. ”

REFER

Let them know that help is available and share support resources that can be of assistance both on-campus and off-campus.

“ It could be helpful to talk to someone. Let’s look at Student Health and Counseling Service’s website. If you’d like, we can make the call to Student Health and Counseling Services together to schedule an appointment ”

If a student is open to it, share self-care skills and coping strategies to normalize taking care of themselves.

“ Here is a crisis hotline number you can call if you need to speak to someone later. ”

Avoid

Criticism or judgment.

“ You missed the deadline, it’s too late in the semester and there’s nothing I can do. ”

“ You’re not out out for this field and I can’t help you. ”

Student Scenario Using **VAR** Technique:



The student has multiple absences and is missing a lot of work. You notice that the student is disengaged and not responsive to emails.

Validate

"I've noticed that you've missed X amount of classes and haven't submitted some work. I wanted to check in with you and see how you are doing."

Appreciate

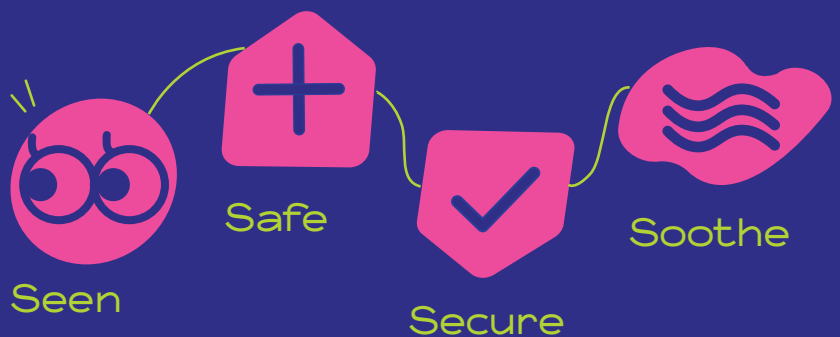
"I know it can be a lot to juggle different class assignments and deadlines. This is a difficult time of year for a lot of students. It can be hard to reach out for help."

Refer

"I just wanted to remind you that there are resources on campus and people available for support if you think it could be helpful. For example (insert appropriate support system). There's no shame in asking for help. Also, I'm happy to meet with you again if you have any questions about your assignments."

Remember The Four S's

Helping a student feel Seen, Safe, Soothed, Secured can help them get through a difficult moment. (Credit: Dan Siegel)



What **else** can we do to support our students?



Share Resources With Students

Destigmatize the act of asking for help by adding mental health resources to the syllabus.

Utilize the automated email reply feature to share on-campus and off-campus resources.



Support Yourself To Support Our Students

Don't forget to take care of yourselves to prevent burnout.

Attend SVA offered trainings and workshops.



Connect With Students

Build rapport with your students and check-in regularly to normalize asking for help.

During midterms and finals encourage students to practice self-care, balance work and rest, and take care of physical and emotional needs.



Set Boundaries With Students

Let students know your boundaries around responding to calls, emails, requesting extensions, and turning in work late.

Do not make promises you cannot keep, you are required to report certain cases.

On-Campus Resources

Academic Advisement	sva.edu/students/academic-life/advisement 212.592.2540
STAR (Students at Risk) Team	star.sva.edu
Student Health and Counseling Services	sva.edu/health 212.592.2246
Student Affairs	212.592.2214
Disability Resources	sva.edu/disabilityresources 212.592.2396
24-hour SVA Security	212.696.4632
Diversity Equity and Inclusion	sva.edu/dei
Title IX Sexual Misconduct, Discrimination, or Harassment Policy and Resources	sva.edu/students/life-at-sva/health-and-safety/sexual-misconduct-policy-and-resources
Student Engagement and Leadership Office	sva.edu/students/life-at-sva/get-involved/engagement-and-leadership

Off-Campus Resources

NYC Well	24/7/365 crisis and referral hotline, crisis counseling and referrals available in multiple languages.	1.888.NYC.WELL (1.888.692.9355), Text "WELL" to 65173
Crisis Textline	Free Mental Health texting service.	Text "SHARE" to 741741
The Trevor Project	Anti-LGBTQ violence organization and support hotline.	Text "START" to 678-678
RAINN	Anti-sexual violence organization.	1.800.656.4673
DOVE NYC	Program providing free services to survivors of sexual assault and domestic violence.	212.305.9060 dove@nyp.org
The National Suicide Prevention Hotline	9-8-8 has been designated as the three-digit dialing code for the suicide and crisis hotline.	Call 9-8-8 1.800.273.8255
SAMHSA	Substance Abuse and Mental Health Services Administration.	https://findtreatment.gov/
NYC 311	NYC housing, food insecurity resources, etc.	https://portal.311.nyc.gov/
911	Call 9-1-1 for medical or mental health emergencies	