

Faculty and Staff Crisis Resources





This resource guide is provided by
Student Affairs

Acknowledgment

Inspiration for this guide was adapted from U Matter at UMass Red folder to provide faculty and staff with tools to help students.

Revised: Summer 2022 *Please visit the [BIT Team website](https://oswego.edu/student-affairs/behavioral-intervention-team) at oswego.edu/student-affairs/behavioral-intervention-team for the most up to date version. Please write to deanofstudents@oswego.edu with any corrections or comments.

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Where Do I Start?

If you are concerned about a student, don't let uncertainty stop you from taking action. SUNY Oswego is committed to supporting students, and through this guide, you will be able to recognize, respond, refer, and report concerns about your students. For additional information, talk to your supervisor/department chair, or contact the Office of The Dean of Students at 315.312.5483.

For additional information on how to find resources on campus, check out the [Oz Concern Navigator \(oswego.concerncenter.com\)](https://oswego.concerncenter.com) or scan the QR code below.



Respond and Help

Students That Need Support

Clarify Expectations

A syllabus can send a positive signal of support for students' learning and well-being and set early limits on disruptive/self-destructive behaviors. Consider including a section with support resources, such as oswego.concerncenter.com, and expectations. Familiarize yourself with the guiding language for student behavior in the "Code of Student Conduct," found in the Student Handbook.

Report Serious/Persistent Behaviors

Your firsthand knowledge of and personal connection to your students is valuable in understanding and responding to their situation. To coordinate a timely response, report serious or persistent behavior concerns to the Office of the Dean of Students or complete the "Student of Concern Referral Form," on Student Conduct's website.

Practice Self-Care

Helping a distressed student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and take care of yourself. Support resources can be found through the Employee Assistance Program. EAP provides free confidential assessment/referral services for employees and family members.

Share What You Know

Sharing what you know allows the appropriate staff to reach out with support and resources. State and federal laws, as well as college policies, mandate reporting in many crisis situations. FERPA (Family Educational Rights and Privacy Act) allows faculty and staff to report concerns to other campus officials.

Recognize**Respond****Refer****Report****“Not sure what, but something is wrong.”**

- Disturbing content in paper/emails.
- Decline in academic performance.
- Excessive absences.
- Sudden change in demeanor.
- Significant changes in appearance, behavior, or personal hygiene.

- Express concern and care. Offer support and encouragement if the student agrees to get help.
- Give an example of a time that the student’s behavior has concerned you.
- Call 911 for any safety concerns.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Health Services: 315.312.4100
- Office of the Dean of Students: 315.312.5483

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Health Services: 315.312.4100
- Office of the Dean of Students: 315.312.5483

Self-harm, suicidal ideation, suicidal risk

- Decline in academic performance.
- Written or verbal statements with the theme of death that conveys intent to harm self or others.
- Fresh cuts, scratches, wounds.
- Withdrawal from classes, activities, and friends.
- Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me.”

- Call x5555 if there is a potential threat to student’s safety or the safety of others.
- Express concern and care.
- Always take suicidal statements, thoughts/behaviors very seriously.
- If you suspect a student may be suicidal, seek consultation.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416

- Office of the Dean of Students
- Submit a “[Student of Concern Referral Form](#)” on Student Conduct’s website: oswego.edu/student-conduct/report-incident

Alcohol, marijuana, or other drug use

- Intoxicated/high in class or at meetings/events.
- Excessive sleepiness/hyper energy.
- Decline in academics.
- References to alcohol/drug use in conversations, papers, projects.
- Decline in physical appearance (bloodshot eyes, dilated pupils, trembling hands).

- Express concern and care. Offer support and encouragement if the student agrees to get help.
- Give an example of a time that the student’s behavior has concerned you.
- Offer to help the student make an appointment with the AOD Education coordinator in the Office of the Dean of Students.
- Counseling or Health Services may be contacted.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Health Services: 315.312.4100
- AOD Coordinator: 315.312.5483

- Office of the Dean of Students
- Submit a “[Student of Concern Referral Form](#)” on Student Conduct’s website: oswego.edu/student-conduct/report-incident

Anxiety, stress, panic

- Excessive worry, guilt, nervousness.
- Decline in academics/loss of focus.
- Physical symptoms (trouble with breathing, pounding or racing heart, numbness, tingling, sweating or chills, weakness/dizziness, jaw pain/teeth grinding, chest/stomach pain).

- Express concern and care.
- Avoid criticizing, blaming, or sounding judgmental.
- Recommend (or, if necessary, insist upon) intervention.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Health Services: 315.312.4100
- Office of the Dean of Students: 315.312.5483

Recognize

Respond

Refer

Report

Bias incident

- Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief, veteran status, sexual orientation, gender identity and expression, genetic information or any other class protected from discrimination under state or federal law.

- Express concern and care.
- Listen to student's responses.
- Avoid criticizing, blaming, or sounding judgmental.
- Encourage student to save photos, communications, or other evidence of bias.
- Don't remove any evidence prior to reporting.

Advice and consultation:

- [Bias Prevention and Response Team Website](#)
- Counseling Services: 315.312.4416
- Office of Diversity and Inclusion: 315.312.4478

- Affirmative Action Officer: Reginald Braggs- 315.312.2213
- Office of the Dean of Students: Submit a report to the Bias Prevention and Response Team using the "[Bias-Related Incident Report Form](#)"

Cyber misbehavior

- Internet flaming, trolling, name-calling, or harassment.
- Threats to release private information/photos.
- Identity theft/account hacking.

- Express concern and care.
- Encourage student to update passwords and privacy settings.
- Encourage student to keep a log of the bullying/harassing behavior.

- Campus Tech Services: 315.312.3456
help@oswego.edu

- Office of the Dean of Students: Submit a "[General Community Concern or Incident Report](#)" on Student Conduct's website: oswego.edu/student-conduct/report-incident

Disability

- Student mentions struggling due to a disability.
- Student expresses concerns such as difficulty reading, concentrating, or memorizing.
- Challenges with organizing tasks, homework, or deadlines; or other issues potentially related to a potential undiagnosed disability.

- Express concern and care.
- Listen to student's responses.
- Avoid stigmatizing behaviors such as criticizing, blaming, sounding judgmental, overly emphasizing or minimizing the situation.
- Provide student with a referral to Accessibility Resources.
- Be supportive and encouraging.

- Accessibility Resources: 315.312.3358
access@oswego.edu
- Office of the Dean of Students: (Short-term disability) for out of class notice, if that is needed: 315.312.5483

Disruptive behaviors

- Unwarranted interruptions.
 - Slurs/other forms of intimidation.
 - Rude or abusive behavior.
 - Failure to follow directions.
- When to call UP for assistance:**
- Throwing items, refusing to leave, threat of harm to self or others, preventing others from leaving, physically abusive behavior, showing or stating the presence of a weapon.

- Call 911 if there is a potential threat to the student's safety or the safety of others.
- Express concern and care.
- Be clear that disruptive behavior needs to stop. You may ask them to leave the class and to make a time to meet with you once until they are calmer.
- Outline your expectations verbally and in your syllabus.

- Report the situation to your department chair.
- Office of the Dean of Students: 315.312.5483

- University Police: 315.312.5555
- Urgent: 911
- Department Chair
- Office of the Dean of Students: Submit a "[Student of Concern Referral Form](#)" on Student Conduct's website: oswego.edu/student-conduct/report-incident or submit a Starfish Alert Behavioral Concern for Dean of Students'

Recognize**Respond****Refer****Report****Economic financial hardship**

- Frequent or extended absences.
- Decline in academics.
- Mentions relationship, financial, or other challenges.
- Difficulty concentrating or making decisions for themselves.
- Exhaustion/fatigue.
- Excessive worry, eating problems.

- Express concern and care.
- Provide student with resources to the Office of the Dean of Students or Financial Aid Office.
- Be supportive and encouraging.

- Office of the Dean of Students: 315.312.5483
- SHOP Food Pantry: shop@oswego.edu for info on the Student Emergency Fund
- Financial Aid: 315.312.2248
- [Financial Well-being](#): oswego.edu/student-affairs/financial-well-being

Harassment, sexual harassment, stalking

- Communications that continue after being told to stop.
- Threats to release private information/photos.
- Display of sexually suggestive pictures or cartoons in workspace, res halls, or online.
- Verbal/sexual abuse flirtations.
- Demand for sexual favors accompanied by implied threat to academic status.

- Express concern and care.
- Call 911 if there is a potential threat to the student's safety or the safety of others.
- Identify resources like Dean of Students, Title IX, and University Police for safety planning.
- Encourage student to save copies of all communications including texts, voice mails, and pictures.
- Avoid promising confidentiality.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Services to Aid Families (SAF): 315.342.1600

- [Title IX](#): 315.312.5604
titleix@oswego.edu
oswego.edu/title-ix/reporting-incident

Hazing

- Withdrawal from activities/friends.
- Exhaustion/fatigue.
- Significant change in appearance or hygiene (wearing embarrassing or humiliating attire).
- Visible injuries, cuts, or branding (symbols, initials, or Greek letters).

- Express concern and care.
- Call 911 if there is a potential threat to the student's safety or the safety of others.
- Remain calm, showing outrage may cause student to shut down.
- Avoid criticizing, blaming, or sounding judgmental.
- Listen to student's responses.

- Office of the Dean of Students: 315.312.5483
- University Police: If there is a physical safety threat 315.312.5555

- Office of the Dean of Students: Submit a "[Hazing Incident Report](#)" on Student Conduct's website: oswego.edu/student-conduct/report-incident

International crisis (for students abroad) Immigration Status Issue

- Mentions crisis or concern.
- Decline in academics.
- Difficulty concentrating.

- Express concern and care.
- Avoid criticizing, blaming, or sounding judgmental.
- Be supportive and encouraging.
- Listen to student's responses.

- Office of the Dean of Students: 315.312.5483
- Office of International Education and Programs: 315.312.2118

Recognize**Respond****Refer****Report*****Continued
International crisis
(for students abroad)
Immigration Status
Issue**

- Excessive worry.
- Sleeping/eating problems.
- Disengaged.
- Mentions concern about visa or immigration status.
- Sleeping/eating problems.

- Counseling Services:
315.312.4416
- International Student and Scholar
Services Office:
315.312.5775

**Isolation, loneliness,
difficulty transitioning
into or out of college**

- Decline in academics.
- Lack of peer engagement.
- Excessive worry.
- Sleeping/eating problems.
- Exhaustion/fatigue.
- Mentions lack of a social circle.
- Statements such as "I don't have any friends here," "no one understands me," or "I don't go to events because I don't want to go alone."

- Express concern and care.
- Provide student with resources.
- Avoid minimizing the situation.
- Suggest a campus event or student organization.
- Be supportive and encourage student to connect to resources.

- Counseling Services: 315.312.4416
- Campus Life: 315.312.2301
- Residential Life and Housing Office:
315.312.2246
reslife@oswego.edu

**Known or suspected
health or medical
issue**

- Frequent absences.
- Decline/struggle in academics.
- Noticeable weight loss or gain.
- Hair loss; pale or gray skin tone.
- Difficulty with time management, following directions, or organization.
- Unusual or secretive eating habits; obsession with fat/ caloric content.

- Call 911 if there is a potential threat to student's safety or safety of others.
- Express concern and care.
- Listen to the student.
- Recommend medical intervention.

- Health Services:
315.312.4100
- Counseling Services:
315.312.4416
- Office of the Dean of Students:
For an Out of Class Notice, if
needed: 315.312.5483

Recognize

Respond

Refer

Report

Personal or family tragedy, loss, or crisis

- Frequent or extended absences.
- Decline in academics.
- Mentions relationship, financial, or other challenges.
- Difficulty concentrating or making decisions for themselves.
- Exhaustion/fatigue/sleeping.
- Excessive worry, eating problems.

- Express concern and care.
- Listen to student's responses.
- Avoid criticizing, blaming, or sounding judgmental.
- Provide student with resources to the Office of the Dean of Students or Financial Aid Office.
- Be supportive and encouraging.

- Counseling Services: 315.312.4416
- Office of the Dean of Students: for emergency funds and/or out of class notice: 315.312.5483

Relationship violence, sexual assault, stalking

- References to sexual assault or relationship violence in conversations, papers, projects.
- Visible injuries or bruises.
- Mishaps or injuries with illogical/no explanation.
- Crying or leaving when sexual violence, domestic violence stalking, or child abuse is the topic.
- Fearful or anxious about pleasing partner/other's.
- Mentions partner/other's possessiveness, jealousy or violent behavior, but may apologize/excuse/laugh it off.

- Express concern and care.
- Call 911 if there is a potential threat to the student's safety or the safety of others.
- Listen to student's responses.
- Remain calm. Showing outrage may shut the student down.
- Avoid criticizing, blaming, sounding judgmental.
- Don't minimize the situation.
- Resources for safety planning.
- Suggest medical intervention.
- Avoid promising confidentiality.

- Urgent: 911
- University Police: 315.312.5555
- **Advice and consultation:**
- Counseling Services: 315.312.4416
- Services to Aid Families (SAF): 315.342.1600
- OCO Crisis Hotline: 315.342.1600
315.342.7532
1.877.342.7532

- [Title IX:](#) 315.312.5604
titleix@oswego.edu
oswego.edu/title-ix/reporting-incident

Maintaining Compliance With Laws and Policies

Intellectual Integrity

As leaders and role models, faculty and professional staff must adhere to the highest standards of intellectual integrity in scholarship and professional practice. The College endeavors to foster an environment in which students adhere to these same standards that will extend beyond their time at SUNY Oswego.

Code of Student Conduct

Discipline shall be applied to conduct by a student/ student organization occurring on College premises, activities off-campus, or at College sponsored programs off-campus. College sponsored programs by a student/ student organization off-campus include but are not limited to: internships, student teaching, community service, international programs, intramural and club sports activities, and athletics.

Non-discrimination Policy

SUNY Oswego does not discriminate on the basis of race, color, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, or criminal conviction.

Title IX

Members of SUNY Oswego who experience or observe sexual or interpersonal violence are required to immediately report their experience or observation. The college prohibits sex discrimination, sexual assault, sexual harassment, stalking, domestic violence, dating violence or any form of interpersonal violence and encourages reporting these instances so that the college can investigate.

Resources



Not sure which resource to use?

Check out the [Oz Concern Navigator](https://oswego.concerncenter.com) page at oswego.concerncenter.com.

Other useful resource pages:

[The Institute for Equity, Diversity, Inclusion, and Transformative Practice
resources and services](https://oswego.edu/diversity/resources-and-services)

oswego.edu/diversity/resources-and-services

[Student Affairs resources](https://oswego.edu/student-affairs/resources-0)

oswego.edu/student-affairs/resources-0



The key to a supportive community is in your hands