

# Faculty and Staff Crisis Resources





**This resource guide is provided by**  
Student Affairs and Enrollment Management

**Acknowledgment**

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

Photo credit: Jim Russell

Revised: Summer 2021 \*Please visit the [BIT Team website](https://www.oswego.edu/student-affairs/behavioral-intervention-team) at [oswego.edu/student-affairs/behavioral-intervention-team](https://www.oswego.edu/student-affairs/behavioral-intervention-team) for the most up to date version.

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# Where Do I Start?

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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 Dean of Students at 315.312.5483.

For additional information on how to find resources on campus, check out the [Oz Concern Navigator](#) page, 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 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 Dean of Students office 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  
 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  
 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

Dean of Students office:  
 Submit a “Student of Concern Referral Form” on Student Conduct’s website

**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.
- 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  
 \*Trisha DeWolf AOD Coordinator: 315.312.5483

Dean of Students office:  
 Submit a “Student of Concern Referral Form” on Student Conduct’s website

**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  
 Dean of Students: 315.312.5483

\*These services may have limited availability for online/Syracuse branch students. Please consult with the [Syracuse Student Resources](#) Coordinator or DOS office for resources.

**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:**  
\*Counseling Services: 315.312.4416  
Office of Diversity and Inclusion:  
315.312.4478

Affirmative Action Officer:  
Mary Toale-315.312.2213  
mary.toale@oswego.edu  
Dean of Students Office:  
Submit a "Bias-Related Incident Report Form" on Student Conduct's website.

**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

Dean of Students Office:  
Submit a "General Community Concern or Incident Report" on Student Conduct's website.

**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  
Dean of Students Office:  
(Short-term disability)  
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.
- Explain the impact of student's behavior on the group/class.
- Outline your expectations verbally and in your syllabus.
- Help students explore options and alternatives such as the Dean of Students Office.

Dean of Students Office:  
315.312.5483

University Police: 315.312.5555  
Urgent: 911  
Dean of Students Office:  
Submit a "Student of Concern Referral Form" on Student Conduct's website.

\*These services may have limited availability for online/Syracuse branch students. Please consult with the [Syracuse Student Resources](#) Coordinator or DOS office for resources.

**Recognize****Respond****Refer****Report****Economic hardships**

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

Dean of Students Office: 315.312.5483  
 \*SHOP Food Pantry: shop@oswego.edu  
 Financial Aid: 315.312.2248

**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  
 www.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.

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

Dean of Students Office:  
 Submit a "Hazing Incident Report" on Student Conduct's website.

**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.

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

\*These services may have limited availability for online/Syracuse branch students. Please consult with the [Syracuse Student Resources](#) Coordinator or DOS office for resources.

**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.

Dean of Students Office: 315.312.5483  
\*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  
Dean of Students Office: 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 Dean of Students or Financial Aid Office.
- Be supportive and encouraging.

\*Counseling Services: 315.312.4416  
Dean of Students Office: 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  
www.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 (On-Campus)

Not sure which resource to use? Check out the [Oz Concern Navigator](https://oswego.concerncenter.com) page at [oswego.concerncenter.com](https://oswego.concerncenter.com).

## Accessibility Resources

315.312.3358  
[access@oswego.edu](mailto:access@oswego.edu)

## Counseling Services

315.312.4416  
[oswego.edu/counseling-services](https://oswego.edu/counseling-services)

## First Year Experience

315.312.2151  
[firstyear@oswego.edu](mailto:firstyear@oswego.edu)

## Learning Services

315.312.2571  
[ols@oswego.edu](mailto:ols@oswego.edu)

## Syracuse Campus

315.399.4100  
[syracuse@oswego.edu](mailto:syracuse@oswego.edu)

## Campus Life

315.312.2301  
[campuslife@oswego.edu](mailto:campuslife@oswego.edu)

## CTS (Campus Technology)

315.312.3456  
[help@oswego.edu](mailto:help@oswego.edu)

## Fitness Centers

315.312.3963  
[fitness@oswego.edu](mailto:fitness@oswego.edu)

## Services to Aid Families

315.342.1600  
or x7777

## Title IX

315.312.5604  
[titleIX@oswego.edu](mailto:titleIX@oswego.edu)

## Career Services

315.312.2255  
[careerservices@oswego.edu](mailto:careerservices@oswego.edu)

## Dean of Students

315.312.5483  
[deanofstudents@oswego.edu](mailto:deanofstudents@oswego.edu)

## Health Services

315.312.4100  
[whealth@oswego.edu](mailto:whealth@oswego.edu)

## SHOP

315.312.2446  
[shop@oswego.edu](mailto:shop@oswego.edu)

## University Police

315.312.5555  
[police@oswego.edu](mailto:police@oswego.edu)

# Resources (Off-Campus)

## Crisis and Development Services

315.342.7532

## Oswego County Opportunities

### Crisis Hotline

(OCO)

315.342.1600

## Single Point of Access (SPOA)

(Oswego County Coordinator)

315.963.5316

## Vera House

(Based in Syracuse)

315.425.0818

## Legal Aid Society

315.342.2191

## Office of Persons with Developmental Disabilities

(OPWDD)

315.793.9600 ext. 603

## The Q Center (Syracuse)

315.475.2430

## Liberty Mobile Crisis Unit

1.855.778.1900

## Refugee and Immigrant Self- Empowered

(RISE)

315.214.4480

## Upstate Adult Psychiatry Clinic

315.464.3165



**The key to a supportive community is in your hands**