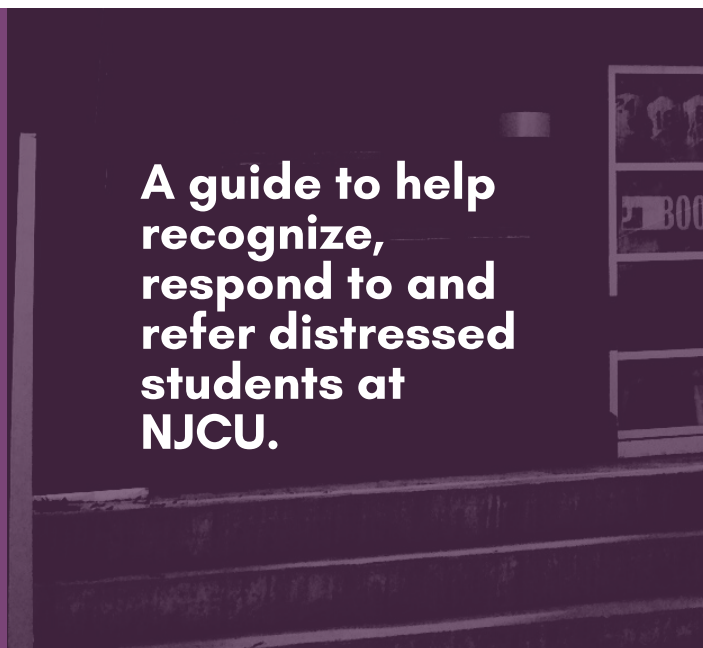




# Recognize Respond Refer

NEW JERSEY CITY UNIVERSITY



A guide to help  
recognize,  
respond to and  
refer distressed  
students at  
NJCU.

## 1. Recognize



Below are the most common signs of distress students may present.

### Safety:

- Signs of self-injury
- Interpersonal violence
- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Stalking or harassing
- Disclosure of thoughts of death, suicide
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Unresponsive or altered level of consciousness

### Academic:

- Repeated absences and/or decline in quality of performance
- Writings/creative work that include disturbing content and/or themes of despair, hopelessness, violence, death or aggression
- Disorganized or repeated requests for extensions
- Conduct that interferes with classroom, group work or activity engagement
- Frequent utilization of faculty/staff office hours for personal support



## THE COUNSELING CENTER



<https://www.njcu.edu/student-life/campus-services-resources/counseling-center>

## Physical/Behavioral:

- Marked changes in physical appearance
- Excessive fatigue
- Sleep disturbance
- Intoxication, hangover, smelling of alcohol, evidence of drug abuse
- Disoriented or “out of it,” out of touch with reality
- Behavior out of context or out of character for the individual

## Psychological/interpersonal:

- Self-disclosure of personal distress – family problems, financial difficulties, grief, shame
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Feeling hopeless and helpless
- Expressions of concern about the student by peers
- Concerning interpersonal communication style (e.g., withdrawn or agitated, mutters under breath, slow response time to questions)
- Delusions and paranoia
- Extreme anxiety and depression



## 2. Respond

Use these important tips to determine the most appropriate response for a distressed student.

### Say what you see:

- Be direct
- Stick to the facts
- Don't make assumptions
- Describe the changes you have noticed
- Ask if they are okay

I've missed you in class lately. Is everything okay?

### Show you care:

- Let them know you are there for them
- Be patient and listen
- Maintain eye contact
- Offer help where you can
- Ask what they need
- Remove distractions

It sounds like you are really overwhelmed. Is there anything I can do to help out?

### Hear them out:

- Listen!
- Provide a space to be heard
- Be curious, ask questions
- Be present and patient
- Let them know they are not alone
- Affirm their feelings

I would like to hear more about how you've been feeling.

### Connect to help:

- Determine the need and resources
- Reaffirm your support and care
- Connect them to resources
- Follow up

Have you thought about utilizing the counseling center?

Thank you for sharing your experience. I am not an expert in this area, but I know someone who might be able to help.

Would it be okay if I put you in contact with them?

## RESOURCES

On-Campus Public Safety.....	201-200-3128
Alcoholics Anonymous of Northern NJ.....	800-245-1377
Bayonne Community Mental Health Center.....	201-339-9200
Bridgeway Crisis Intervention Services.....	201-885-2539
CarePoint Behavioral Health (Jersey City).....	201-795-8375
CarePoint Behavioral Health (Hoboken).....	201-792-8200
Council on Compulsive Gambling of NJ.....	609-588-5515
Depression and Bipolar Support Alliance of NJ..	888-829-2483
Family Service Bureau (Behavioral Health).....	201-246-8077
Hoboken Family Planning.....	201-963-0300
Hope and Healing Support Groups.....	833-795-4673
Hudson County Housing Resource Center.....	201-795-5615
Hudson County Office of Disability Services.....	201-369-5280
Hudson County Special Child Health Services.....	201-204-0004, ext. 1084
Hudson Pride Connections Center.....	201-963-4779
Hudson SPEAKS Against Sexual Violence.....	201-795-5757
Hyacinth Foundation (HIV/AIDS services).....	201-432-1134
Integrity House (Addiction Treatment).....	973-623-0600
Jersey City Medical Center Behavioral Health (Psychiatric Screening Center).....	201-915-2210
Jersey City Medical Center Behavioral Health (Outpatient Services).....	201-915-2272
Legal Services of Northeast NJ.....	201-792-6363
Narcotics Anonymous of NJ.....	1-800-992-0401
New Jersey Self-Help Group Clearinghouse.....	800-367-6274
NJCU Counseling Center.....	201-200-3165
Palisades Medical Center Outpatient Mental Health.....	..... 201-854-0500
PerformCare NJ Children's System of Care.....	877-652-7624




### 3. Refer

Is the student a danger to self/others AND/OR is the student in immediate need of assistance for any reason?


#### SITUATIONS REQUIRING IMMEDIATE ASSISTANCE

**YES** The student is at immediate risk of harming self or others, is incoherent or unresponsive, is in extreme distress, or is causing extreme distress to others. I do not feel comfortable with the student being alone. Or, I have significant concerns about this student and cannot determine if they are at imminent risk.

 Call 201-200-3128 if the student is ON CAMPUS or you are unsure of student's location. Call 9-1-1 if the student is OFF CAMPUS.

#### SITUATIONS REQUIRING ASSISTANCE


**NO** This is not an emergency, however, the student is showing signs of distress and the issue is impacting multiple areas of the student's life. I am concerned about them and want to get them more help soon.

 Consider the nature of the student's distress and context-appropriate resources for consultation. Assist the student in connecting with The Counseling Center 201-200-3165. When in doubt, if you feel the situation is an emergency or can't wait, call 9-1-1.

Riverside Medical Group Mental Health (Bayonne & Hoboken).....	551-233-8181
Riverside Medical Group Mental Health (North Bergen & West New York).....	201-293-0976
Sexaholics Anonymous of NJ.....	201-377-7272
Suboxone Center.....	201-687-7167
TalkCampus (Mental Health App).....	www.talkcampus.io/njcu
Veterans Readjustment Counseling Center.....	201-223-7787
Women Rising (Domestic Violence).....	201-333-5700

#### SITUATIONS YOU CAN HANDLE

**NO** I'm not concerned for the student's immediate safety, but I believe they are struggling with academic and/or personal issues and could benefit from some additional support.

 Refer to appropriate resources. Encourage the student to set up an appointment or assist them in doing so.