



A FACULTY & STAFF RESOURCE GUIDE TO CRISIS PREVENTION

IN AN EMERGENCY

In case of an emergency, such as:

- the student requiring immediate medical attention
- the student refusing to cooperate and remaining aggressive and/or agitated
- the student directly threatening you, or you feeling unsafe

Contact Campus Security at (203) 332-5025 or press '*' twice, and remain on the line

EMOTIONAL ISSUES

What to do?

- Remain calm and listen attentively.
- Respond in a straightforward and considerate way.
- Focus on relevant information.
- Take the student's disclosure as a serious plea for help.
- Express care and concern, and assure the student that you will help him/her reach a professional counselor, if need be.
- If you can, move the student to a quiet and secure place.
- If necessary, request the help of a co-worker so that the student isn't left alone, and you aren't left alone with the student.
- Have as much information as possible, including your name; the student's name; a description of the circumstances and the type of assistance needed; the exact location of the student in the building; and an accurate description of the student.
- **Make a referral, if necessary.**

- Sometimes it is useful to assist students more actively in scheduling an initial counseling appointment. You can offer the use of your phone or call the receptionist yourself while the student waits in your office. In some situations, you may find it wise to walk the student over to the Counseling Center.

BEHAVIORAL ISSUES

What to do?

- Remain calm and assess your level of safety.
- Call for a Campus Security officer if you feel you are at risk or in danger.
- Remain in an open area with a visible means of escape.
- Continue to remain calm and gain control of the situation by being firm and setting limits.
- Use a time-out strategy (i.e. ask the student to reschedule a meeting with you once s/he has calmed down).

REFERRING A STUDENT FOR PROFESSIONAL HELP

- **For consultation, intervention, or if you need help in deciding whether or not a referral is warranted, call the Counseling Center at (203) 332-5097 to speak to a professional counselor.**
- Have information about campus and community resources readily available (see back page)
- Speak to the student in a direct, concerned, straightforward manner.
- If you sense that a student is resisting the idea of counseling:
 1. Be caring and clear about the reasons why you are concerned for the student
 2. Be firm in your judgment that counseling would be helpful
- Remind the student that services are **free and confidential**
- Suggest that the student call to make an appointment, and provide the Counseling Center number (203-332-5097) and location (LH-A108).

CONTACT INFORMATION

Campus Care & Support Team (CCaST) HO-CCaST@hcc.commnet.edu

**Counseling Center: Lafayette Hall, Room A-108
(203) 332-5097**

Based on availability, any of the following counselors can also directly assist you (At least one counselor is available between 9AM and 5:00PM during Fall and Spring semesters).

Off hours, contact Campus Security or the Evening Division at (203) 332-5056

Indira Reddy	(203) 332-5039
Marilyn Wehr	(203) 332-5042
Linda Wolfson	(203) 332-5181
Lindsey Norton	(203) 332-8590
Rebecca Rodriguez	(203) 332-5225

For more information, you may also refer to the unabridged version of the Crisis Prevention Resource Guide at http://www.hcc.commnet.edu/411/CrisisResourceGuide_Final.pdf