


Students in Crisis or Distress

■ Student in Distress

■ Student in Crisis

Recognizing Warning Signs	
Student in Distress:	Student in Crisis:
<ul style="list-style-type: none"> ▪ Depressed mood & lethargy ▪ Hyperactivity or rapid speech ▪ Unexplained crying, irritability, anxiety or anger ▪ Changes in personal hygiene, dress, or appetite ▪ Lowering of academic performance, changes in attendance or participation ▪ Decreased ability to concentrate ▪ Social withdrawal 	<ul style="list-style-type: none"> ▪ Strange or bizarre behavior indicating loss of contact with reality ▪ Talking or writing about suicide or homicide ▪ Highly disruptive behavior (ex. Hostility, aggression, violence) ▪ Extreme anxiety resulting in panic reactions ▪ Inability to communicate clearly (incoherent, garbled, slurred speech)
<p style="text-align: center;">What to do:</p> <ul style="list-style-type: none"> ▪ Allow student plenty of time to talk with you in private. Communicate care of the student's well-being. ▪ Listen to thoughts and feelings in a sensitive, non-judgmental way. ▪ Make the appropriate referrals. 	<p style="text-align: center;">What to do:</p> <ul style="list-style-type: none"> ▪ Take all suicidal/homicidal expressions seriously and seek immediate help from Student Services and/or Campus Security. <div style="text-align: right; margin-top: 20px;">  </div>



Counselor Contact for Students in Distress	
Bill Bondurant, Academic Advisor	252.638.7222
Mit McLean Academic Advisor	252.638.7232
Denise Horne, Executive Director, Human Resources & Chief Diversity Office	252.638.7225
Gery Boucher, Vice President for Students	252.638.7283
Kathleen Gallman, Vice President for Instruction	252.638.7233
Campus Security	252.638.7261
After Hours – Student Assistance Program	1.800.633.3353



How to Help Students in Distress: A Guide for Faculty and Staff

Stress is a normal and expected reaction to the transitions students face in college. This stress may be associated with academic demands, family problems, social relations, life transitions, work, financial concerns, and cultural experiences. While most students are able to effectively manage and cope with stressors, the pressure can become over-whelming for some students. The inability to effectively cope can lead to disruptions in a student's overall functioning and pose a serious threat to academic success.

Students in Distress

Stress is part of every student's life. However, there are some indicators that, when present over time, indicate that a student's stress level may be cause for concern. In these circumstances, you may see or hear the following:

- Depressed mood and lethargy
- Hyperactivity or rapid speech
- Unexplained crying, irritability, or anger
- Excessive anxiety, worry, perfectionism
- Lowering of academic performance, changes in attendance or participation
- Changes in appearance, personal hygiene or dress, or dramatic weight loss or gain
- Decreased ability to concentrate
- Social withdrawal or apathy
- New or recurrent behavior that pushes the limits of decorum and interferes with the effective management of the class

If a student asks you for help, or you choose to approach a student you are concerned about, here are some suggestions:

- Talk with the student in private
- Listen attentively and communicate your understanding with your verbal responses, facial expressions and body posture
- Avoid judgmental statements, evaluations, and criticisms. Be direct and specific, but avoid comparisons and respect the student's value system, even if it is different than your own
- Maintain clear professional boundaries. Avoid unnecessary self-disclosures
- Refer to adequate resources. Point out that help is available and emphasize that seeking help is a sign of strength. Academic Counselors are available in the Student Center and can offer additional resources and support
- Follow-up with the student, find out how he or she is doing and provide additional support as appropriate

How to Help Students in Crisis: A Guide for Faculty and Staff

Students in Crisis

A crisis is an emotionally significant event or radical change of status in a person's life in which his or her usual style of coping is no longer effective and the emotional or physiological response begins to escalate. As emotions intensify and coping becomes less effective, the student may become disoriented, non-functional, or attempt harm. If a student is experiencing a serious mental health crisis, you may see or hear the following:

- Suicidal statements or attempts
- Written or verbal threats of harm to self or others
- Strange or bizarre behaviors indicating loss of contact with reality (seeing/hearing things that are not there, paranoia)
- Highly disruptive behavior (hostility, aggression, violence)
- Extreme anxiety resulting in panic reactions
- Inability to communicate clearly (incoherent, garbled, slurred speech)

If you believe that there may be imminent danger or harm to the student or someone else as evidenced by the symptoms above, *Contact Student Services at 252.638.7222 and/or Campus Security at 252.638.7261.*

While waiting for help to arrive:

- DO- provide a secure, safe, quiet place
- DO- stay with the student until help arrives
- DO- listen attentively and show empathy
- DO- maintain a straightforward, supportive attitude
- DO NOT- leave the student alone **HOWEVER**
- DO NOT- try to restrain the student if he or she wants to leave
- DO NOT- challenge or shock the student
- DO NOT- minimize the student's distress

Students in Crisis

Suicide:

Recognizing Warning Signs

The following signs *may* mean someone is at risk for suicide. The risk of suicide is greater if a behavior is new or has increased and if it seems related to a painful event, loss, or change. If you or someone you know exhibits any of these signs, seek help.



If a person talks about:

- Being a burden to others
- Feeling trapped
- Experiencing unbearable pain
- Having no reason to live
- Killing themselves



Specific things to look out for include:

- Increased use of alcohol or drugs
- Looking for a way to kill themselves, such as searching online for materials or means
- Aggression, acting recklessly
- Withdrawing from activities
- Isolating from family and friends
- Sleeping too much or too little
- Visiting or calling people to say goodbye
- Giving away prized possessions



People who are considering suicide often display one or more of the following moods:

- Depression
- Loss of interest
- Rage
- Irritability
- Humiliation
- Anxiety



800 College Court

New Bern, North Carolina 28562

Phone (252) 638-7200

Community Resources Guide



Emergency & Crisis Services:

Fire, Police, EMS
911

RHA Community Crisis Services
Crisis Response Centers & Mobile Crisis Management Services
1-844-709-4097

National Suicide Prevention Lifeline
1-800-273-8255

Veteran's Crisis Line
1-800-273-8255

Coastal Women's Shelter
(Abuse/domestic violence)
252-638-4509

National Child Abuse Hotline
1-800-422-4453

National Runaway Safeline
1-800-RUNAWAY

Promise Place
252-636-3381

CarolinaEast Medical Center
252-633-8111



Mental Health:

Regional Behavioral Health Services (RHA) 1917 Trent Blvd. New Bern, NC 28562 (252) 571-9039	PORT Human Services 1309 Tatum Dr, New Bern, NC 28560 (252) 429-1838
Trillium Health Resources 1708 E. Arlington Blvd. Greenville, NC 27858 (877) 685-2415	Student Assistance Program MyGroup McLaughlin Young 5925 Carnegie Blvd Suite 350 Charlotte, NC 28209 (800) 633-3353
Colony Behavioral Health Group 2807 Neuse Blvd New Bern NC 28562 (252) 636-0112	Crossroads Mental Health 2000 Neuse Blvd New Bern NC 28560 (252) 633-8204
Allied Psychological Services 790 Cardinal Rd, New Bern, NC 28562 (252) 636-3999	Catholic Charities 502 Middle Street, New Bern, NC 28560 (252) 638-2188
National Suicide Prevention Lifeline 1-800-273-8255	Veteran's Crisis Line 1-800-273-8255
Easter Seals UCP of NC 2801 Neuse Blvd, New Bern, NC 28562 (252) 633-0876	

Substance Abuse/ Prevention:

Regional Behavioral Health Services (RHA) 1917 Trent Blvd. New Bern, NC 28562 (252) 571-9039	Catholic Charities 502 Middle Street, New Bern, NC 28560 (252) 638-2188
Easter Seals UCP of NC 2801 Neuse Blvd, New Bern, NC 28562 (252) 633-0876	Celebrate Recovery Temple Baptist Church 1500 Kingdom Way, New Bern, NC 28560 (252) 633-3330
National Helpline 1-800-662-4357	Alcoholics Anonymous (910) 455-3666
Narcotics Anonymous Down East Area (252) 321-1631	Al-Anon (910) 455-3666



Victim Advocacy:

Coastal Women's Shelter (Abuse/domestic violence) (252) 638-4509	National Child Abuse Hotline 1-800-422-4453
	Promise Place 1401 Park Avenue, New Bern, NC 28560 (252) 636-3381

Emergency Shelter & Resources:

Food Bank of Central and Eastern North Carolina 205 S Glenburnie Road New Bern NC 28562 (252) 514-2006	
Abundant Life Miracle Center (Food Pantry) 1303 Beaufort Street, New Bern, NC 28562 (252) 633-3376	St Peter A.M.E. Zion Church Clothing and Meals 617 Queen St, New Bern, NC 28560 (252) 626-7078
Religious Community Services (RCS) Food and Clothes Closet 919 George St, New Bern, NC 28560 (252) 633-2767	St Andrews Lutheran Church Clothing and Meals 1605 Neuse Blvd, New Bern, NC 28560 (252) 637-5879
Craven Community College Career Clothing Closet 800 College Ct, New Bern, NC 28562 (252) 638-7247	Tabernacle Baptist Church Food and Clothing 616 Broad St, New Bern, NC 28560 (252) 637-4166
Cornerstone Assembly Church (Food Pantry) 2304 US-70, New Bern, NC 28560 (252) 675-0344	Catholic Charities Food and Hygiene Items 502 Middle Street, New Bern, NC 28560 (252) 638-2188
Coastal Women's Shelter 1333 S Glenburnie Rd, New Bern, NC 28562 (252) 638-4509	

Childcare and Family Resources:

Child Care Network New Bern and Havelock 1-866-521-KIDS	
Coastal Children's Clinic 703 Newman Road, New Bern, NC 28562 (252) 633-2900	Craven-Cherry Point Child Development Center 200 Webb Blvd Havelock NC 28532 (252) 447-3892
Carolina East Pediatrics Berne Square, New Bern, NC 28562 (252) 636-1919	Exceptional Family Member Program – Cherry Point Bldg. 232, 4th Ave and E St Cherry Point NC 28533 (252) 466-4401



Childcare and Family Resources cont....

Craven County Health Department 2818 Neuse Blvd New Bern NC 28562 (252) 636-4920	MERCI Clinic 1315 Tatum Drive, New Bern, NC 28562 252) 633-1599
Eastern Carolina Women's Center 801 McCarthy Blvd New Bern NC 28562 (252) 633-3942	Craven County WIC Program 2818 Neuse Blvd New Bern NC 28562 (252) 636-4920
Humana (Health Insurance) 1-800-4HUMANA	CARTS (Transportation) 2822 Neuse Blvd, New Bern, NC 28562 (252) 636-4917



1-844-709-4097



Mobile Crisis Services
Call 1-844-709-4097
Available 24/7/365

CRISIS TEXT LINE | TM

Text START to 741-741



Text to 838255 to Get Help NOW

There is help.

PROJECT;
"your story is not over"

hope

"Your story is not over; help is a phone call away!"