**Anticipating and Aiding**

**Distressed Students**

A guide for faculty, staff, and families

supporting students in need

\*Please note while our manual has been modeled after a similar manual from the University of Maryland Counseling Center,

www.counseling.umd.edu/Onfodata/HSID.pdf, except where cited, this manual is in accordance with the recommendations for aiding students in distress at Penn State University’s Department of Counseling and Psychological Service, http://studentaffairs.psu.edu/counseling/.

**Dear Faculty, Staff, and Families:**

It is our hope at Penn State Brandywine to not only assist our students with achieving academic success, but equip them with the knowledge, resources, and support necessary to maintain mental and emotional health. In so doing, we realize as faculty and staff you are often in a unique position when it comes to the ability of identifying and assisting distressed students. Often faculty and staff get the first glimpse of students in distress and may be the first person a student comes to with the hope of being helped. It is with both the desire to assist in the development of academically sound and mentally healthy students and the knowledge that not all students feel comfortable accessing mental health services on campus that we are providing this manual as a resource that can be used should you choose to intervene and approach a student or a student chooses to approach you about being in distress. This resource is being provided to you with the understanding that there are times when counseling and/or student affairs staff is not immediately accessible and there are some things you can do in an immediate situation to assist a student in need until a better qualified person is able to do so.

As you read this manual you will notice we were unable to list the signs and symptoms for every mental illness or stressful life changing event. We were only able to provide a snapshot of some of the more common stressful life changing events and mental health challenges college students face. Likewise, we were unable to provide an exhaustive list of everything you can do to assist a student should you choose to intervene or everything you should not do. Again, instead, we have included a brief list of what you can do and the things you should do your best to avoid.

Finally, it is our hope that as you read this manual you will remember that you may always contact the Office of Student Affairs to assist a student you believe is in distress Monday through Friday between 9 a.m. and 4:30p.m. Should you find yourself in the unique position of assisting a student outside of those hours please call the Office of Safety and Police (from an off-campus phone, 610-892-1496, on campus dial 496), refer to the enclosed list of crisis hotlines and centers, or call 911.

Thank you for your commitment to a safe, successful, and healthy campus community at Penn State Brandywine.

Sincerely,

Ronika Money-Adams

Director of Student Affairs

Abe Zubarev, LCSW

Counseling Services Department

HELPING STUDENTS IN DISTRESS

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Responding to Student Emergencies

Immediate and decisive intervention is needed when student behavior poses a threat to self or others, including:

• suicidal gestures, intentions, or attempts

• other behavior posing a threat to the student (e.g., hallucinations, drug abuse)

• threats or aggression directed toward others

• demonstrated inability to care for oneself

**Campus resources for responding to student wellness emergencies are:**

• Office of Student Affairs in the Commons/Athletic Center, x270 or 610-892-1270 from an

outside line. Indicate your concern and you will be directed to the appropriate staff person.

• Office of Safety and Police in the Commons/Athletic Center, second floor, x496 or 610-892-1496 from an outside line.

To schedule a consultation with a counselor, contact the Counseling Services Department at x270, or walk the student to the Office of Student Affairs on the second floor in the Commons/Athletic Center.

If the student requires immediate medical attention or hospitalization, call 911 and immediately notify campus police by dialing x496 from any campus phone or 610-892-1496 from an outside line.

If you are directly threatened by a student or feel at risk, call 911.

**What to do:**

Move the student to a quiet and secure place.

Listen attentively and respond in a straight-forward and considerate way.

Enlist the help of a co-worker so that the student isn’t left alone and you aren’t left alone with the student.

Make arrangements for appropriate University intervention.

When contacting a campus resource, have available as much information as possible, including your name, the student’s name and location, 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.

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

Referring a Student for Professional Assistance

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| **How to refer** | **When to refer** |
| • Speak to the student in a straight-forward,  empathetic manner.  • Since many students at first resist the idea of  counseling, be concerned but firm in your  decision that counseling would be helpful. In  addition, be clear about the reasons that you are concerned.  • Be well-informed in advance about the services offered on campus.  • Propose that the student call to make an  appointment and provide the number (x270) and location (second floor of the Commons/Athletic Center in the Office of Student Affairs).  • Remind the student that services are FREE and PRIVATE.  • Occasionally, it is useful to aid students in  scheduling an initial counseling appointment.  You can offer the use of your phone or call  yourself while the student waits in your office. In some circumstances, you may find it wise to  walk the student to the Office of Student Affairs.  • If you need help deciding whether or not it is  appropriate to make a referral, call the Office of Student Affairs and schedule an appointment for consultation with our professional counselor. | In many cases of student distress, faculty and staff  provide satisfactory help through compassionate  listening, facilitating open discussion of problems,  inspiring hope, conveying acceptance, and  recommending basic advice.  In some cases, students need professional help to  triumph over problems and to recommence effective coping. The following signs point out that a student may need counseling:  • The student grows to be increasingly isolated,  unkempt, ill-tempered, or detached.  • The student’s academic or social performance  fluctuates or worsens.  • You find yourself burdened with constant  counseling instead of consultation or advising. |

**A Note on Privacy**

Confidentiality in individual therapy is strictly respected and Penn State University is required by law and by professional ethics to protect the confidentiality of all communication between personal counselors and students (except in cases where harm to self or harm to others is involved).

As a result, we cannot discuss the particulars of a student’s state of affairs with others or even indicate whether the student is, in fact, in counseling. In order for information about the student to be released to you or others, written permission from the student must first be given.

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

Consciousness of Cultural Diversities

Race, ethnicity, cultural background, creed, sexual orientation, and other magnitudes of diversity are significant to keep in mind as you help a distressed student. Responses to sexism, homophobia, racism, disability status, etc. can influence the way in which emotional distress is manifested and also can impact self-help behavior. General barriers to seeking help—e.g., fear of being labeled in a negative way, denial, lack of information about campus resources—may be even more bothersome for students from underrepresented groups. Communicating understanding, concern, and support is critical in reaching students who may feel cut off and ignored.

Your understanding of the distinctive needs of international students, multicultural students, LGBTQ students, students with disabilities, non-traditional-aged college students, and other underrepresented groups can be imperative in helping culturally diverse students get assistance. Moreover, being well-informed about campus resources that address the unique needs of culturally different and underrepresented students is also very important.

**Resources for culturally diverse students**

***INTERNATIONAL STUDENTS***

Ronika Money-Adams, Director of Student Affairs, Room 214, (x328), rmm29@psu.edu

Stephanie Jones, Associate Director of Student Affairs, Room 211, (x321), snf120@psu.edu

Office of Student Affairs , Second floor, Commons/Athletic Center

Deborah Erie, Director of Enrollment Services, (x201), [dje4@psu.edu](mailto:dje4@psu.edu)

Admissions Office, 106 Main Building

Kevin Armalay, Student Aid Coordinator; (x260), kaa3@psu.edu

Financial Aid Office, 105 Main Building

***LGBTQ STUDENTS***

Abe Zubarev, LCSW, Counselor, (x270), auz14@psu.edu

Counseling Service Department, 201 Commons/Athletic Center

Deborah Erie, Director of Enrollment Services; (x201), dje4@psu.edu

Admissions Office, 106 Main Building

Kevin Armalay, Student Aid Coordinator; (x260), kaa3@psu.edu

Financial Aid Office, 105 Main Building

***MULTICULTURAL STUDENTS***

Ronika Money-Adams, Director of Student Affairs, Room 214, (x328), rmm29@psu.edu

Stephanie Jones, Associate Director of Student Affairs, Room 211, (x321), snf120@psu.edu

Abe Zubarev, Counselor, Room 213, (x270), auz14@psu.edu

Office of Student Affairs, Second floor, Commons/Athletic Center

***STUDENTS WITH DISABILITIES***

Sharon Manco, Instructor in Education; (x461), sam26@psu.edu

Vairo Library, Room 127

Aiding the “Anxious” Student

***Responding to Emotional Distress***

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| **Facts and statistics about anxiety disorders** | **Symptoms of anxiety include:** |
| • Anxiety can be generalized across a range of  situations, or it may be situation-specific (e.g.,  social anxiety, public speaking anxiety, or test  anxiety).  • Anxiety disorders are the most common mental  illnesses in the U.S., affecting 40 million adults  in the United States age 18 and older (18.1  percent of U.S. population).  • People with an anxiety disorder are three to five  times more likely to go to the doctor and six  times more likely to be hospitalized for  psychiatric disorders than those who do not  suffer from anxiety disorders.1 | • agitation  • avoidance  • excessive worry  • fear of losing control  • irrational fears  • panic  • ruminations  • sleep or eating problems  Research suggests that in cases of extreme anxiety,  the most effective treatment is often a combination of psychotherapy and medication. |

**What to do when a student expresses/presents as being anxious:**

• Talk to the student in private.

• Listen attentively to the student as they express their concerns.

• Respond calmly and speak in a soothing manner to questions they may pose.

• Offer reasonable accommodations for the student to complete assignments, exams, projects, etc., if appropriate, as a way to decrease stress and increase a sense of power and control for student.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

**What not to do:**

• Devalue the information shared.

• Argue with irrational thoughts/beliefs (i.e. “If I don’t get a 4.0 this semester I will need to quit school

because it means I’m just stupid.”).

• Assume they know and have access to resources to help address the issue.

1 http://www.adaa.org/AboutADAA/PressRoom/Stats&Facts.asp

Aiding the “Depressed” Student

***Responding to Emotional Distress***

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| **Facts and statistics about depression** | **Symptoms of depression include:** |
| • Depression is a common mental health problem  that varies in severity and duration.  • In its less serious form, depression is a  temporary reaction to loss, stress, or life  challenges. It can be alleviated through the  passage of time and/or the natural healing  effects of social support, daily routines, and  simple coping strategies like distraction and  exercise.  • Severe or chronic depression usually requires  professional help.  • Depressive disorders affect approximately 18.8  million American adults or about 9.5 percent of  the U.S. population age 18 and older in a given  year. This includes major depressive disorder,  dysthymic disorder, and bipolar disorder.2 | • feelings of emptiness, hopelessness,  helplessness, and worthlessness  • a deep sense of sadness  • an inability to experience pleasure  • irregular eating and sleeping  • difficulties with concentration, memory, and  decision-making  • fatigue and social withdrawal  Sometimes depression includes irritation, anxiety,  and anger.  In its most serious form, depression can be  accompanied by self-destructive thoughts and  intentions as a way to escape from the emotional  pain. |

**What to do if a student expresses/presents as depressed:**

• Talk to the student in private.

• Listen attentively to the student as they express their concerns. Ask if the student is depressed to the point of wanting to harm him or herself.

• Offer reasonable accommodations for the student to complete assignments, exams, projects, etc., if appropriate, as a way to decrease stress and increase hope.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs voicemail.

**What not to do:**

• Assume they know and have access to resources to help alleviate their stress.

• Assume they have a support network that is aware of the depression.

• Not offer any type of assistance (i.e. making a referral to the office of Student Affairs).

2 http://www.upliftprogram.com/depression\_stats.html#1

Aiding the “Aggressive or Angry” Student

***Responding to Emotional Distress***

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| **Facts about aggression** | **Some indicators of potential violence**  **include:** |
| • Aggression varies from threats to verbal abuse to  physical abuse and violence.  • It is very difficult to predict aggression and  violence. | • paranoia/distrust  • an unstable school or vocational history,  including violent ideation expressed in papers,  online, etc.  • a history of violence or substance abuse  • past history of violence or abuse  • fascination with weapons  • history of cruelty to animals  • impulse-management problems |

**What to do when a student becomes aggressive or angry:**

• Assess your level of safety. If the encounter occurs on campus Monday through Friday between 8 a.m. and midnight and you feel you are in danger, contact campus police by dialing ext. 496 and remain in an open area with visible means of escape. If the encounter occurs off campus and or between the hours of midnight and 8 a.m. and you feel you are in danger, call 911 and remain in an open area with visible means of escape.

• Remain calm and calmly verbalize the behavior is inappropriate and what your boundaries are.

• If the student’s aggression perpetually escalates during your encounter, calmly communicate that you will need them to leave, the meeting is over, and you will consider rescheduling. Also inform them that you will be contacting campus police about the encounter. Proceed to contact campus police by dialing ext. 496.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

**What not to do:**

• Ignore signs of escalating anger and aggression.

• Stay in a situation in which you or other students are unsafe.

• Meet alone with the student who is exhibiting the angry or aggressive behavior.

• Become equally aggressive and angry.

• Enter the student’s personal space as an attempt to calm them.

Aiding the “Stressed” Student

***Responding to Emotional Distress***

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| **Facts and statistics about stress**  College students today feel pressure and stress coming at them from all different levels. They have stress from:  • their own feelings and internal barometer on how they are fitting in socially and academically.  • their expectations placed on them, whether real or perceived, from parents or loved ones to perform and succeed.  • relationship stressors from dating or building social networks while learning to maneuver around the cliques and gossip.  • financial stressors, causing excessive worry and anxiety. Many students wonder how they are going to pay for college and some even work full-time to help support themselves. Students are also being hurt by economic slowdowns and realize that they may not get the job of their dreams once out of school. |

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| Statistics on the stress levels of students in college  reveal that 25 percent of students are poor at  managing stress, while 58 percent report feeling  worried about their grades. Additionally, 71 percent  state that their grades have a direct affect on their  level of stress. 3  **Symptoms of stress include:**  **Emotional/Cognitive Physical**  • feeling irritable • muscle tension  • negative self-talk • pounding or racing heart  • emotional outbursts • sweaty palms  • feeling he/she can’t cope • shortness of breath |

**What to do when a student expresses/presents as being stressed:**

• Talk to the student in private.

• Listen attentively to the student’s concern/dilemma.

• Offer reasonable accommodations for the student to complete assignments, exams, projects, etc., if appropriate, as way to decrease stress and increase a sense of power and control for student.

• Create an academic plan of action for the student and your class, mapping out how they can reasonably accomplish your coursework.

• Offer a scheduled weekly or biweekly coursework check-in during your office hours.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this

manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

**What not to do:**

• Devalue the information shared.

• Overwhelm the student with complicated multi-step solutions.

• Assume they know and have access to resources to help address the issue.

3 http://www.methodsofhealing.com/statistics-on-college-student-stress/

4 http://changingminds.org/explanations/stress/stress\_symptoms.ht

Aiding the “Substance Abuse” Student

***Responding to Emotional Distress***

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| **Facts and statistics about substance abuse** | **Signs that a student may have a substance problem include:** |
| Alcohol and drug abuse among college student interferes with academic performance, puts them at risk for serious accidents and even death, and can lead to addiction problems for a subset of individuals.  Substance use and abuse among college students is often a misguided way to cope with anxiety, depression, and the stressors of college life.  Research shows that the most abused substance is alcohol and that a large number of college students engage in high-risk or binge drinking. “Binge drinking” is defined as drinking five or more alcoholic beverages in one sitting.  According to the National Survey on Drug Use and Health, “young adults aged 18-22 enrolled fulltime in college were more likely than their peers not enrolled full-time (ie., part-time college students and persons not enrolled in college) to use alcohol in the past month, binge drink, and drink heavily. In the past month alcohol use was reported by 63.7 percent of full-time college students compared with 53.5 percent of persons aged 18-22 who were not enrolled full-time.”5 | • repeated failure to handle academics, work, or personal responsibilities  • a pattern of unexplained underachievement  • substance-related disciplinary or legal problems such as assault, driving under the influence, and date rape  • denial of the negative and harmful  consequences of substance use, even in the face of serious problems |

**What to do if a student shares they have a substance abuse problem:**

• Talk to the student in private.

• Listen attentively to the student.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

**What not to do:**

• Ignore the student and down play their situation.

• Assume they know and have access to resources to help address the issue.

• Be guided or verbalize by personal/moral beliefs in values such as substance use is wrong or

experimenting is harmless.

5 <http://oas.samhsa.gov/nsduh/2k7nsduh/2k7Results.cfm>

Aiding the “Suicidal” Student

***Responding to Emotional Distress***

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| **Facts about suicide** | **Some factors associated with suicide risk are:** |
| • Although suicide is a rare event, it is second  only to automobile accidents involving alcohol  as a leading cause of death among college  students.  • Suicidal states are often associated with major  depression, a combination of acute anxiety and  depression, post traumatic stress disorder, and  bipolar disorder.  • Suicidal people often tell people about their  thoughts or give clues to others about their  feelings.  • A suicidal student who confides in someone is  often ambivalent about suicide and open to  discussion.  • Students who are at high risk usually have a  specific plan, have a means that is lethal (e.g.,  medication, knife, gun), and tend to be or feel  isolated. | • suicidal thoughts  • pessimistic view of the future  • intense feelings of hopelessness, especially  when combined with anxiety  • feelings of alienation and isolation  • viewing death as a means of escape from  distress  • personal or family history of depression or  psychosis  • personal or family history of suicide  attempts  • substance abuse  • history of self-mutilation |

**What to do when a student communicates suicidal ideation:**

• Listen attentively.

• Take student’s verbalization of suicidal ideation seriously.

• Express concern and that you will need to inform appropriate staff of the seriousness of the situation.

• Inform the appropriate staff (or professionals) of the seriousness of the situation.

- Monday through Friday between 9 a.m. and 4:30 p.m. contact the Office of Student Affairs: 610-892-1270 or ext. 270 from any campus line.

- Monday through Friday between 4:30 p.m. and midnight the Office of Safety and Police:

610-892-1496 or ext. 496 from any campus line.

- All other hours please call any of the local crisis centers (please refer to pgs. 18-19 of the Aiding

Students in Distress manual.) OR Call 911.

You MUST speak with a live professional when it pertains to suicide. There are **NO EXCEPTIONS**.

**What not to do:**

• Dismiss the student’s suicidal ideation.

• Argue with the student about the merits of living.

• Allow the student to leave from your charge without the appropriate professional intervention (i.e.

either the appropriate on-campus staff, a crisis team, or the police).

• Negate to make contact with a live professional if suicidal ideation was expressed.

*Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)*

Aiding the “Victim of a Hate Incident/Crime” Student

***Responding to Emotional Distress***

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| **Facts and statistics about hate incidents on college campuses** |  |
| • A hate crime is a criminal act against a person or his/her property because of that person’s actual or perceived race, color, religion, nationality, disability, gender, or sexual orientation.  • A hate incident is an act that, while not meeting the legal definition of a crime, involves similar types of behavior targeting underrepresented groups. Hate incidents are more common on college campuses than hate crimes.  • According to the Pennsylvania Uniform Crime Report, there were 16,594 crimes reported on college campus in 2007. In 2008 there were 16,729 crimes reported on all of the college campuses in Pennsylvania who report their crimes.8  Hate crimes on campus are more widespread than any statistics are likely to reveal. Some reasons for the low reported numbers are: | • victims are often reluctant to come forward  because they feel isolated.  • victims are often reluctant to come forward  because they fear repercussions from the  perpetrators.  • it is sometimes difficult to prove that the crime was actually a hate crime.  • there is sometimes reluctance of institutions to label a campus crime as a hate crime due to the bad publicity it may cause.  Some factors that contribute to the occurrences of hate crimes include:  • lack of knowledge (ignorance)  • peer group influence  • peer group acceptance  • rivalry among groups or individuals  • increase in minority groups  • decrease in minority opportunity |

**What to do when a student expresses/presents as being the victim of a hate incident/crime:**

• Talk to the student in private.

• Listen attentively to the student’s concern/dilemma.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this

manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

• Document the scene of the crime (i.e. photograph if possible).

**What not to do:**

• Devalue or downplay the information shared.

• Express personal bias.

• Become caught up in the technicalities or legalities of the situation.

8 http://ucr.psp.state.pa.us/UCR/Reporting/Annual/AnnualSumArrestUI.asp

Aiding the “Victim of an Abusive Relationship” Student

***Responding to Emotional Distress***

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| **Facts and statistics about abusive relationships** | **Indicators of abusive relationships**  **include:** |
| • Abusive relationships often involve a repeating pattern of verbal, sexual, emotional, and physical abuse that increases over time.  • One in three women experiences at least one  physical assault by a partner during adulthood.  • Young women ages 19-29 reported more  violence by intimate partners than any other age group.9 | • verbal abuse  • isolation from friends and family  • fear of abandonment  • fear of partner’s temper  • fear of intimidation  • acceptance of highly controlling behavior  • assuming responsibility for partner’s abusive  behavior  • feeling trapped  • fear of leaving the relationship |

**What to do when a student expresses/presents as being in an abusive relationship:**

• Talk to the student in private.

• Listen attentively to the student’s concern/dilemma.

• As soon as possible:

- Contact Office of Safety and Police at extension 496 from any on campus phone or local police

(911).

- Contact The Pennsylvania Department of Public Welfare Child Line at 800-932-0313 (this hotline is staffed at all times).

- Contact your supervisor.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

• Be aware that interventions from a variety of sources increase the chances for change.

• Refer the student to the Office of Student Affairs for help (x270).

• Encourage the student to call campus police when rape or violence is involved (911 and/or x496).

• Encourage the student to connect with family and friends.

**What not to do:**

• Devalue or downplay the information shared.

• Express personal bias.

9 http://counseling.uoregon.edu/dnn/SelfhelpLibraryResources/SexualAssaultSexualAbuse/AbusiveRelationships/tabid/388/Default.aspx

Aiding the “Victim of an Abusive Relationship” Student

***Responding to Emotional Distress***

**If the student is under age 18, you MUST do the following:\***

Pennsylvania law mandates child abuse reporting requirements for all employees at a public university such as Penn State. Though the law requires incidents to be reported to the person "in charge of the situation," all employees are expected to report incidents of child abuse or suspicions of abuse as soon as possible to all of the following:

• Office of Safety and Police (610-892-1496 or ext. 496 from a campus phone) or local police (911);

• the Pennsylvania Department of Public Welfare Child Line at 800-932-0313 (this hotline is staffed at all times); and their supervisor.

**There are four categories of child abuse covered under the law:**

• A non-accidental, serious physical injury to a child younger than 18 years;

• mental injury, sexual abuse, or sexual exploitation of a child younger than 18 years;

• an act that creates imminent risk of serious physical injury to, or sexual abuse or sexual exploitation of, a child younger than 18 years;

• neglect that endangers a child’s life or development.

\*For more detailed information, refer to the “Student Affairs Protocol to Assist Victims of Relationship, Domestic and Sexual Violence, at http://studentaffairs.psu.edu/pdf/SA\_reporting\_policy.pdf.

*Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)*

Aiding The “Academically Troubled” Student

***Responding to Emotional Distress***

**Facts about the academically troubled student**

• The student may come to class late or often may be absent.

• The student usually does not understand the course content.

• The student may be unaware of campus resources to combat the problem.

• Negative thinking and behavior may be evident early in the course.

• The student might lack preparation or interest in the course.

• The student may not be able to balance work, social activities, and academic study hours.

**What to do when a student expresses/presents as being academically troubled:**

• Talk to the student in private.

• Listen attentively to the student’s concern/dilemma.

• Answer questions in a calm and direct manner.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this manual if the crisis occurs during nontraditional office hours (Monday-Friday, midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

• Offer reasonable accommodations for the student to complete assignments, exams, projects, etc., if appropriate, as way to decrease stress and increase a sense of confidence in their ability to academically succeed.

**What not to do:**

• Devalue the information shared.

• Assume they know and have access to resources to help address the issue.

*Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270*

Aiding Students with Disabilities

***Responding to Emotional Distress***

**Facts about disability**

• Students with documentation of a physical, learning, or psychiatric disability should seek out support, and if eligible, accommodations through the Office of Disability Services (x461) in 214E Main Building.

• Students with physical disabilities present special classroom access needs associated with limitations in mobility, speaking, hearing, and/or vision.

• Students with medical disorders may experience difficulties participating in their academic programs due to the condition itself or the ongoing treatment protocol.

• Students with learning disabilities have neurological impairments that interfere with and slow down information processing, memory and retrieval, and output. These disabilities can have a detrimental impact on reading, writing, math, attention, concentration, and/or overall organization.

• Students with psychiatric disabilities have a chronic and debilitating psychological condition that interferes with their ability to participate in the routine educational program. Examples of conditions that fall under this classification include Bipolar Disorder, Major Depression, anxiety disorders, and Post Traumatic Stress Disorder.

• Students with Attention Deficit/Hyperactivity Disorder (AD/HD) may experience inattentive, hyperactive, and/or impulsive behaviors due to a dysfunction of the central nervous system. These behaviors may compromise an individual’s social, vocational, and academic performance.

• Students with disabilities may not realize that they have a particular problem and that treatment/accommodations are available.

**What to do when assisting a student with disabilities:**

• Talk to the student in private.

• Listen attentively to the student’s concern/dilemma.

• Ask questions and communicate concerns/observations in a respectful manner.

• Make appropriate referrals:

- Students in crisis/need should always be referred to the Office of Student Affairs, Monday through Friday, 9 a.m.-4:30 p.m. and/or the campus Office of Safety and Police, ext. 496. Make sure you speak to a live person. If you do not speak to a live person from Student Affairs please refer to the On-Campus Staff Support List in the back of this manual.

- Students should be referred to the appropriate resource service/facility listed in the back of this

manual if the crisis occurs during nontraditional office hours (midnight-9 a.m.).

- If the crisis occurs outside of office hours as described above, make the appropriate referral from the resource list in the back of the manual AND notify the Office of Student Affairs via voicemail.

• Offer reasonable accommodations for the student to complete assignments, exams, projects, etc., if appropriate, as a way to decrease stress and increase a sense of confidence in their ability to academically succeed.

• Remain open to follow up consultation with Disability Services regarding accommodations for the student.

**What not to do:**

• Use patronizing language.

• Underestimate or question stated disability.

• Presume student understands the academic limitations imposed by the disability.

• Assume the student qualifies for accommodations without Disability Services verification.

Campus Resources

**Advising/Career Services**

**104 Main Building**

Contact: Robin Stokes

Phone: 610-892-1390

Email: bw-advising@psu.edu

bw-careers@psu.edu

• Course/major selection

• Change of major/campus location

• Adviser assignment

• Career assessment, counseling

• Internship/jobs

**Office of Safety and Police**

**214 Commons/Athletic Center**

Contact: Lewis Sweigart

Phone: 610-892-1496

Email: bw-security@psu.edu

• Safety and security

• Parking escort

• Parking permits

• Lost and found

**Learning Center**

**Main Floor, Vairo Library**

Contact: Christine Brown

Phone: 610-892-1460/1463

Email: bw-learningctr@psu.edu

• Tutoring

• Study groups

• Student success workshops

• Disability Services

**Library Services**

**Vairo Library**

Phone: 610-892-1380

Email: bw-library@psu.edu

• Student ID’s

• Online database (LIAS)

• Virtual Reference Services (VRS)

**Math Center (STEM Lab)**

**Main Floor, Vairo Library**

Contact: Janeen Madison

Phone: 610-892-1422

Email: StemLab@psu.edu

• Tutoring through Math 141

• Supplemental instruction

• Administering Math 97 class

**Online Resources**

* **Academic Advising**

bw.psu.edu/Academics/Advising/advising.htm/

* **Academic Integrity**
* https://handbook.psu.edu/content/academicintegrityandwww.libraries.psu.edu/psul/brandywine/community/facultyresources/academicintegrity.html
* **Judicial Affairs**

studentaffairs.psu.edu/conduct/ and

www.bw.psu.edu/StudentLife/policies.htm

* **Office of the Bursar**

www.bursar.psu.edu

* **Office of Disability Services**

www.equity.psu.edu/ods

* **Office of the Registrar**

[www.registrar.psu.edu](http://www.registrar.psu.edu)

**Counseling Services Department**

**201 Commons/Athletic Center**

Contact: Christina Raimundo or Abe Zubarev LCSW

Phone: 610-892-1270

Email: czr5002@psu.edu or auz14@psu.edu

• Triage/brief screenings

• Individual short-term counseling

• Crisis intervention

• Referral for psychological/psychiatric services

• Consultation to faculty/staff

• Health/wellness outreach

**Student Affairs**

**201 Commons/Athletic Center**

Contact: Diane Shorter

Phone: 610-892-1279

Email: bw-stuaffairs@psu.edu

• Clubs and organizations

• Student activities

• Off-campus housing information

• International students

• Parking permits

• Community services

• Health and immunization records

**Writing Studio**

**Upper Level, Vairo Library**

Contact: Debbie Ousey

Phone: 610-892-1352

Email: bw-WritingCenter@psu.edu

• Writing support for papers in all subject areas

• Writing across the curriculum

• Online writing lab (OWL)

On-Campus Staff Support List and

Additional Resources

***On-Campus Staff Support List***

**Name**

Ronika Money-Adams

Lewis Sweigart

Stephanie Jones

Abe Zubarev

Robin Stokes

Jennifer Traubel

Christine Allen

Pammy Coghlan

Amy Dealy\*

**Phone**

610-892-1328

610-892-1496

610-892-1321

610-892-1270

610.892.1392

610.892.1390

610.892.1394

610.892.1226

610-892-1317

**Email**

rmm29@psu.edu

lws10@psu.edu

snf120@psu.edu

auz14@psu.edu

ras322@psu.edu

jet20@psu.edu

caa24@psu.edu

pqc2@psu.edu

aab23@psu.edu

***Additional Resources***

**Emergency Services**

Ambulance and Police 911

**Penn State Resources**

Brandywine Office of Safety and Police

610-892-1496  
Brandywine Counseling Services

610-892-1270

Brandywine Office of Student Affairs

610-892-1270

Penn State Sexual Assault and Relationship Violence Hotline

800-550-7575

Penn State Ethics and Compliance Hotline

800-560-1637

University Statement on Ethical Behavior

[www.universityethics.psu.edu/ethicalbehavior.shtml](http://www.universityethics.psu.edu/ethicalbehavior.shtml)

University Statement on Conflicts of Interest and Commitment

[www.universityethics.psu.edu/conflictsofinterest.shtml](http://www.universityethics.psu.edu/conflictsofinterest.shtml)

University Ethics Policies

www.universityethics.psu.edu/policies.shtml

Code of Conduct

studentaffairs.psu.edu/conduct/codeofconduct/

Penn State Principles

www.psu.edu/ur/principles.html

**Community Resources**

Valley Creek Crisis Center of Chester County

610-280-3270

Domestic Violence Center of Chester County

610-431-1430

Crime Victims Center of Chester County – Sexual

Assault Line

610-692-7273

Delaware County Mobile Crisis Unit- Project REACH

610-352-4703

Delaware County Sexual Assault Hotline

610-566-4342

Delaware County Domestic Violence Hotline 610-

565-4590

Delaware County Victim Services

610-566-4342

Riddle Memorial Hospital

484-580-1000/866.CALL.MLH

Crozer Chester Hospital

610-447-2000

Philadelphia Mobile Crisis Unit

215-685-6440

Philadelphia Sexual Assault Hotline

215-985-3333

Philadelphia Domestic Violence Hotline

866-SAFE-014

Philadelphia Sexual Assault Response Center

215-425-374  
Pennsylvania Child Abuse Reporting Line:

800-932-0313

\*Denotes temporary staff 2014-25

***Additional Resources (continued)***

**Websites**

Penn State University

studentaffairs.psu.edu/counseling/

RAINN- Rape Abuse Incest National Network

www.rainn.org

PCAR-Pennsylvania Coalition Against Rape

www.pcar.org

The Domestic Abuse Project of Delaware County

www.dapdc.org/

Suicide and Crisis Prevention

suicidepreventionlifeline.org/

The Pennsylvania Office of the Attorney General

www.attorneygeneral.gov/theoffice.aspx?id=71

Crime Victims Center of Chester County

www.cvcofcc.org/

Philadelphia County Victim Services

www.phila.gov/districtattorney/victim\_Witnesses.html

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

Local Crisis Intervention Resources

**If you are afraid you will not be able to avoid hurting yourself or someone else, get help immediately.**

* Call 911.
* Go to the **Riddle Hospital Emergency Department**, 1068 West Baltimore Pike, Media, PA,

484-227-3215

* Call the **Delaware County Mobile Crisis Unit** (Delaware County Crisis Connections Team - DCCCT)

(24/7) 855-889-7827, [www.delcosuicideprevention.org](http://www.delcosuicideprevention.org)

* If you are on the Penn State Brandywine campus, call the Office of Safety and Police: 610-892-1496

Students who are experiencing a psychological or emotional crisis often need immediate help and intervention. Some examples of serious crises include:

1. Suicidal or homicidal thoughts or impulses;

2. Sexual or physical assault;

3. Hearing voices or otherwise misperceiving reality;

4. Overwhelming loss, such as a death in the family.

**National Hotlines**

* Suicide Prevention Lifeline: 800-273-8255
* Sexual Assault Hotline: 800-656-4673
* Domestic Violence: 800-799-7233

**24/7 Drug and Alcohol Assessment**

* **Keystone Center**, 2001 S. Providence Ave, Chester, PA 19103, 800-558-9600 & 610-876-9000
* **Northwest Human Services** - D&A Assessment, 800 Chester Pike, Sharon Hill, PA 19079, 610-537-1765
* **Crozer Chester Medical Center Community Division**, 2600 W. 9th St, Chester, PA 19013,610-497-7223

**Domestic/Relationship Violence And Sexual Assault Services**

* **Penn State's Sexual Assault and Relationship Violence Hotline** (24/7), 800-550-7575
* **Delaware County Women Against Rape**, [www.delcowar.org](http://www.delcowar.org)
* **Sexual Assault Hotline**: 610-566-4342 / Other Serious Crimes: 610-566-4386
* **National Domestic Violence Hotline**, 800-799-7233
* **National Sexual Assault Hotline** (RAINN), 800-656-4673

**Other Crisis / Hospital Resources**

* Crisis Services-**Mercy Fitzgerald Hospital**, Lansdowne Ave & Bailey Road, Darby, PA 19023,610-237-4210
* Base Service Unit - **Northwest Human Services**, 800 Chester Pike, Sharon Hill, PA 19079,610-534-3636
* **Delaware County Crisis Connections Team** (DCCCT) Peer Warm Line, 855-464-9342

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

Philadelphia and Delaware County Resources

**AIDS Services in the Asian Community ASIAC**

1711 Chestnut St.

Philadelphia, Pa. 19148

215-629-2300

www.asiac.org

Prevention, community education, testing, case

management, translation services, and LGBTQ

community support.

**Belmont Center for Comprehensive Treatment**

4200 Monument Ave.

Philadelphia, Pa. 19131

215-877-2000

[www.einstein.edu/locations/belmont-behavioral-health](http://www.einstein.edu/locations/belmont-behavioral-health)

**Carelink Community Support Services**

1510 Chester Pike, Suite 600

Eddystone, Pa. 19022

610-874-1119

[www.carelinkservices.org/](http://www.carelinkservices.org/)

**Community Interactions**

*Swarthmore Office*

740 Chester Rd.

Swarthmore, Pa. 19081

610-328-9008

www.ciinc.org/

*Resource Center*

388 Reed Rd.

Broomall, Pa. 19008

610-544-0200

*Delaware Office and Resource Center*

Graystone Plaza

625 W. Newport Pike

Wilmington, Del. 19804-3259

302-993-7846

**Compeer of Suburban Philadelphia**

www.compeerfriends.org/

*Montgomery County Office*

3125 West Ridge Pike, Suite D

Eagleville, Pa. 19403

610-631-1009

*Delaware County Office*

225 South Chester Road Suite 2B

Swarthmore, Pa. 19081

Phone: 610-541-0790

**Consumer Satisfaction Team, Inc.**

520 N. Delaware Ave., 7th Floor

Philadelphia, Pa. 19123

215-923-9627

www.thecst.com

**Crozer Chester Medical Center (CCMC) and**

**Mental Health Crisis Center**

One Medical Center Boulevard

Upland, Pa. 19013

610-447-2000

www.crozerkeystone.org

**Delaware County Office of Behavioral Health**

20 S. 69th St.

Upper Darby, Pa. 19082

610-713-2365

www.co.delaware.pa.us

**Delaware Valley Community Health**

**Fairmount Primary Care Center**

1410-12 Fairmont Ave.

Philadelphia, Pa. 19130

215-235-9600

215-232-4093

www.dvch.org/fairmount.php

**Esperanza Health Center**

www.esperanzahealthcenter.org/

*Kensington Ave Office*

156 Kensington Ave.

Philadelphia, Pa. 19134

215-831-1100

*Fifth Street Office*

2940 N. 5th St.

Philadelphia, Pa. 19133

215-221-6633

*Hunting Park Office*

4417 N. 6th Street

Philadelphia, Pa. 19140

215-302-3600

Provides HIV diagnosis and treatment. Non-profit

organization dedicated to providing primary and

maintenance health care regardless of ability to pay

and/or health insurance. Most staff are bi-lingual

Spanish speakers.

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

**Fairmount Behavioral Health Systems**

561 Fairthorne Ave.

Philadelphia, Pa. 19128

215-487-4000

www.fairmountbhs.com

**Frankford Health Center**

4510 Frankford Ave

Philadelphia Pa., 19124

215-744-1302

**Greater Philadelphia Health Action**

Administrative Office

432 N. 6th St.

Philadelphia, Pa. 19123

888-296-GPHA (appt.)

215-925-2400

**HOPE Worldwide Clinic**

**Community Health Clinic**

2221 N. Broad St.

Philadelphia Pa. 19132

215-235-1818

The range of health and social services includes

primary and specialty health care, mental health

services, community health education and outreach, as well as professional health training for medical

personnel.

**Horsham Clinic**

722 E. Butler Pike

Ambler, Pa. 19002

215-643-7800

www.horshamclinic.com

**Impact Systems, Inc.**

4 Beryl Rd.

Paoli, Pa. 19301

610-644-2927

www.impact-systems.com

**Maria de los Santos Health Center**

401 West Allegheny Avenue

Philadelphia, Pa. 19133

215-291-2500

www.dvch.org

**Mazzoni Center**

21 S. 12th St.

Philadelphia, Pa. 19104

215-563-0652 (main)

215-563-0658 (health center)

LGBTQ health center that offers HIV/STD testing and treatment. HIV case management and food for those living with HIV/AIDS. Hepatitis A and B vaccines, gynecological care, emergency contraceptives, pregnancy tests, counseling and support groups for LGBTQ issues, victims of domestic abuse, and substance abusers.

**Mental Health Association of Southeastern Pa**

1211 Chestnut St., 11th Floor

Philadelphia, Pa. 19107

215-751-1800

www.mhasp.org

**Mercy Catholic Medical Center**

**Mercy Fitzgerald Hospital**

1500 Lansdowne Ave.

Darby, Pa. 19023

610-237-4000

www.mercyhealth.org

**Mirmont Treatment Center**

100 Yearsley Mill Rd.

Lima, Pa. 19063

484-227-1400

www.mainlinehealth.org/mirmont

**Norristown Regional Health Center**

1401 DeKalb Street

Norristown, PA 19401

610-278-7787

Services provided include: behavioral and primary

care services and prenatal care. A homeless outreach

program operates out of this building also.

**Philadelphia Department of Public Heath,**

**Health Centers**

Multiple locations

www.phila.gov/health

Provides primary care services, dental services and

HIV/AIDS treatment, testing, and counseling to

individuals who are uninsured or under-insured.

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270***

**Philadelphia Health Management Corporation**

260 S. Broad St., 18th Floor

Philadelphia, Pa. 19102

215-985-2500

www.phmc.org

Continuing education and specialized training, chronic disease management and treatment, early intervention services, health promotion, HIV/AIDS prevention, mental health and retardation services and referrals, welfare-to-work programs.

**QCHC Family Health Center**

2501 W. Lehigh Ave.

Philadelphia Pa. 19132

215-227-0300

www.qchc.org/

Primary and behavioral care regardless of ability to pay.

**Riddle Memorial Hospital**

1068 West Baltimore Pike

Media, Pa. 19063

866-CALL MLH (appt.)

610-566-9400 (general information)

**Schuylkill Falls Community Health Center**

4325 Merrick Road

Philadelphia Pa. 19129

215-843-2580

215-843-4086

Sliding fee scale. No fee for teenagers 17 years of age

or younger.

**South East Health Center**

800 Washington Ave

Philadelphia Pa. 19147

215-339-5100

www.gphainc.org/

Primary and behavioral care regardless of ability to

pay.

**Spectrum Health Center (previously Primary**

**Health Care Center)**

*Haddington Health Center*

Progress Haddington Plaza

5619-25 Vine St.

Philadelphia, Pa. 19139

215-471-2761

*Broad Street Health Center*

1415 North Broad St., Second Floor

Philadelphia, Pa. 19122

215-235-7944

**United Community Clinic**

**University of Pennsylvania School of Social**

**Work**

First African Presbyterian Church

4159 Girard Avenue

Philadelphia, Pa. 19104

484-238-0822

Free, quality health care.

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

References

The websites indicated below are referenced within this guide. The guide in its entirety has been modified to fit the purposes of Penn State Brandywine’s campus from its original source,

www.counseling.umd.edu/Infodata/HSID.pdf

1 http://www.adaa.org/AboutADAA/PressRoom/Stats&Facts.asp

2 http://www.upliftprogram.com/depression\_stats.html#1

3 http://www.methodsofhealing.com/statistics-on-college-student-stress/

4 http://changingminds.org/explanations/stress/stress\_symptoms.htm

5 http://oas.samhsa.gov/nsduh/2k7nsduh/2k7Results.cfm

6 http://www.psychpage.com/

7 http://smhp.psych.ucla.edu/qf/assess&screen\_qt/suicidalassessment.pdf

8 http://ucr.psp.state.pa.us/UCR/Reporting/Annual/AnnualSumArrestUI.asp

9 http://counseling.uoregon.edu/dnn/SelfhelpLibraryResources/SexualAssaultSexualAbuse/

AbusiveRelationships/tabid/388/Default.aspx

***Need assistance? Contact the Office of Student Affairs (second floor Commons/Athletic Center, x270)***

This publication is available in alternative media on request.

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State University. Direct all inquiries regarding the nondiscrimination policy to the Affirmative Action Director, The Pennsylvania State University, 328 Boucke Building, University Park, PA 16802-5901; Tel 814-865-4700/V, 814-863-0471/TTY. U.Ed. BWO 15-29

**Penn State Brandywine**

**Second Floor, Commons Athletic Center**

**25 Yearsley Mill Road**

**Media, Pa. 19063**

**610-892-1270 / 610-892-1279**

**www.bw.psu.edu/StudentLife/**