



Anticipating and Aiding Distressed Students

**A guide for faculty, staff, and families
supporting students in need**

Student Affairs
Enhancing your Campus Experience

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 4:30 p.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

*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/>.

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.

Referring a Student for Professional Assistance

How 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.

When to refer

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.

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
 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

Facts and statistics about anxiety disorders

- 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

Symptoms of anxiety include:

- 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

Facts and statistics about depression

- 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

Symptoms of depression include:

- 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

Facts about aggression

- Aggression varies from threats to verbal abuse to physical abuse and violence.
- It is very difficult to predict aggression and violence.

Some indicators of potential violence include:

- 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

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.

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:⁴

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.htm

Aiding the “Substance Abuse” Student

Responding to Emotional Distress

Facts and statistics about substance abuse

Alcohol and drug abuse among college students 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 full-time 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

Signs that a student may have a substance problem include:

- 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

Facts about suicide

- 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.

Some factors associated with suicide risk are:

- 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.

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

Responding to Emotional Distress

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 ¹⁵

Responding to Emotional Distress

Facts and statistics about abusive relationships

- 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

Indicators of abusive relationships include:

- 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.

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.

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/academic-integrity-and>
www.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

Counseling Services Department

201 Commons/Athletic Center

Contact: Christina Raimundo or Abe Zubarev LCSW

Phone: 610-892-1270

Email: cjr5002@psu.edu or aуз14@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	Phone	Email
Ronika Money-Adams	610-892-1328	rmm29@psu.edu
Lewis Sweigart	610-892-1496	lws10@psu.edu
Stephanie Jones	610-892-1321	snf120@psu.edu
Abe Zubarev	610-892-1270	auz14@psu.edu
Robin Stokes	610.892.1392	ras322@psu.edu
Jennifer Traubel	610.892.1390	jet20@psu.edu
Christine Allen	610.892.1394	caa24@psu.edu
Pammy Coghlan	610.892.1226	pqc2@psu.edu
Amy Dealy*	610-892-1317	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

University Statement on Conflicts of Interest and Commitment
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

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

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
- 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
- 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

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

Carelink Community Support Services

1510 Chester Pike, Suite 600
Eddystone, Pa. 19022
610-874-1119
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.

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 Health,
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.

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.

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>

This publication is available in alternative media on request.

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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/