

When To Refer A Student: Response Protocol

Use this table to determine who to contact when supporting and working with a distressed or distressing student. Please utilize the following Counseling Center resource for faculty and staff when working with distressed students:

<https://www.whittier.edu/counseling/facstaff>

Situation	Contact
Situation The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening including self-harm behavior.	Contact Call 911 or Campus Safety. On-Campus: 4911 (from campus phones) Off-Campus: 562.907.4911 (from off-campus phones)
Situation The student shows signs of distress but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.	Contact Consult with and/or refer to the Counseling Center or the Student Life Resource Case Manager. Counseling Center: 562.907.4239
Situation I'm not concerned for the student's immediate safety, but the student is having significant academic and/or personal issues and could use some support or additional resources.	Contact Consult with a member of our CARE Team and/or Student Life Resource Case Manager. Academic Support Referral: https://cm.maxient.com/reportingform.php?WhittierCollege&layout_id=9 CARE Form: https://cm.maxient.com/reportingform.php?WhittierCollege&layout_id=2



Whittier CARES

As a student, faculty, and/or staff member, we are in a unique position to demonstrate compassion for our community members.

Students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to difficulties and other serious consequences.

You may be the first person observing and/or experiencing something distressing with a student or peer. Care and compassion should always be central when providing assistance.

The CARE Team is here to assist with providing resources, offer immediate support, and work in partnership with students to provide support and compassion with an equity, justice, and inclusion framework.

Academic Indicators

- Attendance
- Writing
- Participation/engagement
- Late/missing assignments
- Exam/quiz scores
- Quantitative skills
- Class preparation
- Time management

CARE and Wellness Indicators

- Family concerns or challenges
- Patterns of significant interpersonal conflict
- Traumatic experience/s
- Unresolved financial challenges
- Stressful work/life balance
- Social skills/ campus community integration
- Unmet basic needs
- Illness
- Classroom disruption

Resources and Tips



Be Proactive

Engage students early on, pay attention to early signs of distress, and share resources (via syllabus, workplace environment, club/organization meetings)

Empower

Work in partnership with the student and/or peer to access the resources available. Offer strategies and suggestions like talking with their faculty member, supervisor, student life resource manager, Let's Talk (drop-in counseling), Wellness-based apps such as TalkCampus; Shine; Sanvello; Liberate.

Listen with Compassion and Vulnerability

Use a non-confrontational approach and calm voice. Avoid threatening, humiliating, and intimidating responses.

Follow Up and Follow Through

Direct students to the resources they are needing and facilitate a warm "hand-over" to a person not a department.

Consultations

Always write down your interactions as this will be helpful to the resource that follows up. Please consult with the appropriate support resources: Associate Dean for Student Life, Associate Dean for Academic Affairs, Student Life Resource Case Manager, Counseling Center, and/or Supervisor.