



# RED FOLDER INITIATIVE

A guide to help recognize,  
respond to and refer distressed  
students at Stonehill College.

[stonehill.edu/redfolder](http://stonehill.edu/redfolder)



## 1. RECOGNIZE

Please review the most common signs of distress. Students may also present with indicators not listed.

### SAFETY:

- Signs of physical abuse
- Signs of self-injury
- Interpersonal violence
- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Stalking or harassing
- Disclosure of thoughts of death, suicide
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Unresponsive or altered level of consciousness

### ACADEMIC:

- Repeated absences and/or decline in quality of work or performance
- Writings/creative work that include disturbing content and/or themes of despair, hopelessness, violence, death or aggression
- Disorganized performance and/or repeated requests for extensions
- Conduct that interferes with classroom, group work or activity engagement
- Frequent utilization of faculty/staff office hours for personal support

### PHYSICAL/BEHAVIORAL:

- Marked changes in physical appearance
- Excessive fatigue, listlessness
- Sleep disturbance
- Intoxication, hangover, smelling of alcohol, evidence of drug abuse
- Disoriented or "out of it," out of touch with reality
- Garbled, rambling, tangential, disconnected or slurred speech
- Behavior out of context or out of character for the individual

### PSYCHOLOGICAL/INTERPERSONAL:

- Self-disclosure of personal distress – family problems, financial difficulties, grief, shame
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Feeling hopeless and helpless
- Expressions of concern about the student by peers
- Concerning interpersonal communication style (e.g., withdrawn or agitated, mutters under breath, slow response time to questions)
- Delusions and paranoia



## 2. RESPOND

Use these important tips to determine the most appropriate response for a distressed student.

### SAY WHAT YOU SEE:

- Be direct
- Stick to the facts
- Don't make assumptions
- Describe the changes you have noticed
- Ask if they are okay
- Listen!

#### Conversation tips:

*I have missed you in class lately. Is everything okay?*

*You have seemed down the past few classes. Is there anything you want to talk about?*

### SHOW YOU CARE:

- Let them know you are there for them
- Be patient and listen
- Maintain eye contact
- Offer help where you can
- Ask what they need
- Remove distractions
- Summarize what they say

#### Conversation tips:

*It sounds like you are really overwhelmed! Is there anything I can do to help out?*

*I'm hearing you describe that you've been really sad.*

### HEAR THEM OUT:

- Listen!
- Provide a space to be heard
- Be curious, ask questions
- Be present and patient
- Let them know they are not alone
- Affirm their feelings

#### Conversation tips:

*I would like to hear more about how you've been feeling.*

*That sounds really challenging.*

### CONNECT TO HELP:

- Determine the need and resources
- Reaffirm your support and care
- Connect them to resources
- Follow up

#### Conversation tips:

*It sounds like you've really been struggling. Have you thought about utilizing the counseling center? I have heard great things about it from other students.*

*Thank you for sharing your experience. I am not an expert in this area, but I know someone who might be able to help. Would it be okay if I put you in contact with them?*




## 3. REFER

### Is the student a danger to self/others AND/OR is the student in immediate need of assistance for any reason?


#### SITUATIONS REQUIRING **IMMEDIATE** ASSISTANCE

**YES** The student is at immediate risk of harming self or others, is incoherent or unresponsive, is in extreme distress, or is causing extreme distress to others. I do not feel comfortable with the student being alone. Or, I have significant concerns about this student and cannot determine if they are at imminent risk.

 Call 508-565-5555 if the student is ON CAMPUS or you are unsure of student's location. Call 9-1-1 if the student is OFF CAMPUS. After the student has been connected to emergency resources, submit a Needs Assessment Team Referral Form.


#### SITUATIONS REQUIRING ASSISTANCE

**NO** This is not an emergency, however, the student is showing signs of distress and the issue is impacting multiple areas of the student's life. I am concerned about them and want to get them more help soon.

 Consider the nature of the student's distress and context-appropriate resources for consultation. Assist the student in connecting with the 24/7 Support Line through Counseling Services (508-565-1331, Option 2). Seek referral or consultation with Student Affairs or Academic Services & Advising. See the Resources chart included in this guide for additional support. Submit a Needs Assessment Team referral. When in doubt, if you feel the situation is an emergency or can't wait, call SCPD dispatch at 508-565-5555 to consult.

#### SITUATIONS YOU CAN HANDLE

**NO** I'm not concerned for the student's immediate safety, but I believe they are struggling with academic and/or personal issues and could benefit from some additional support.

 Refer to appropriate resources. Encourage the student to set up an appointment or assist them in doing so. See the Resource chart. Submit a Needs Assessment Team Referral Form and/or Academic Intervention Form, depending on the situation.

### WHAT'S NEXT?

- Reflect on your own boundaries, self-care and support needs. Utilize colleagues, supervisors and department heads for consultation and collaboration. Consult HR for information on professional development, wellness programs and employee assistance options that are available to support faculty/staff.
- Consider your status related to campus security requirements and if there are any Title IX- or crime-related reports you must file.
- Report students of concern to the Student Affairs Needs Assessment Team by filling out an online referral form or calling 508-565-1363. While in your role respecting privacy is required under the Family Educational Rights and Privacy Act (FERPA), consulting about academic, safety, health and wellness concerns is allowable under FERPA.
- Circle back with the student after referral to a support resource to check in.
- Understand that due to privacy regulations it may not always be possible for other campus resources to provide you with detailed information after a student referral.

## Resources

### ON-CAMPUS RESOURCES

Academic Advising, Duffy 104.....	508-565-1306
Accessibility Resources, MacPháidín Library 109C .....(academic accommodations) 508-565-1014 .....(housing & meal plan accommodations) 508-565-1910	
Athletics, Sally Blair Ames Sports Complex .....	508-565-1052
Campus Ministry, Chapel of Mary.....	508-565-1487
Campus Police, Bro. James Madigan Carriage House .....(emergency) 508-565-5555 .....(business) 508-565-5100	
Community Standards, Duffy 142.....	508-565-1323
Counseling Services, Chapel of Mary.....	508-565-1331
.....Select <b>Option 1</b> for Appointment Scheduling .....Select <b>Option 2</b> for 24/7 Support Line	
Health Services, Chapel of Mary.....	508-565-1307
Health & Wellness Education, Dining Commons 101.	508-565-1544
Intercultural Affairs, Duffy 149 .....	508-565-1409
International Programs, Duffy 131 .....	508-565-1645
Residence Life, Duffy 145.....	508-565-1290
SODEXO Dietitian, Dining Commons 113.....	508-565-1879
Student Affairs, Duffy 146.....	508-565-1363
Student Engagement, Dining Commons 103.....	508-565-1308
Tutoring Services, MacPháidín Library 314.....	508-565-5014

### EMERGENCY SITUATIONS

On Campus:

Campus Police, Bro. James Madigan Carriage House .... 508-565-5555

Off Campus: 9-1-1

### REPORTING OPTIONS

Bias Incident..... stonehill.edu/reportbias

Sexual Assault/Title IX.....stonehill.edu/titleix

### HOTLINE/TEXTLINE RESOURCES

A New Day Sexual Assault and Domestic Violence Hotline  
..... 508-588-8255 or 1-888-293-7273

Crisis Textline.....Text HOME to 741741

RAINN National Sexual Assault Hotline..... 1-800-656-HOPE

Steve Fund (resource for young people of color) text STEVE to 741741

Suicide and Crisis Lifeline..... 988

Trevor Project (resource for LGBTQ young people).....1-866-488-7386

.....text START to 678678