

## ASSISTING STUDENTS IN DISTRESS

### When should I intervene?

Intervene if you notice a significant concern or problem affecting the student's well-being or academic performance. Faculty and staff can help through empathic listening, facilitating open discussion of problems, instilling hope, conveying acceptance, and offering basic advice. Students may need additional help and resources to address and overcome the problem.

**How do I express my concern?** Ask to speak with the student in private. Specifically state your observations and concerns. Listen carefully to what the student says. Avoid criticizing and sounding judgmental.

**Is my conversation with the student confidential?** No. Only licensed counselors working IN THAT ROLE can maintain confidentiality. We will, however, try to maintain the student's privacy. As a faculty or staff member, you may need to provide information to others who can better assist the student. Under Title IX, as a responsible employee, you are mandated to report to the Title IX Coordinator any incidents of sexual violence, stalking, and/or sexual harassment that involves a student. FERPA permits communication about a student of concern in connection with a health and safety emergency.

**How do I refer a student?** For non-emergency referrals call Campus Safety at 603.921.1089 stating the reason for your concern. Or fill out a CARE report at: [NashuaCC.edu/Care-Team](https://www.nashua.cc.edu/Care-Team)  
**For students in immediate danger to themselves or others, call 911.**



## COMMUNITY RESOURCES

- **www.211nh.org** Search for local and state-wide resources here
- **Kepro:** Remote counseling for students. Visit [EAPHelp.com](https://www.eaphelp.com) and use code: CCSNH (site available in Spanish) toll free 844-854-7281
- **Bridges Domestic & Sexual Assault Services** 24-Hour Support Line: 603.883.3044, [BridgeNH.org](https://www.BridgeNH.org)
- **Community Guide to Recovery** [Nashuanh.gov/1153/Community-Connections-Guide-to-Recovery](https://www.Nashuanh.gov/1153/Community-Connections-Guide-to-Recovery)
- **Crisis Text Line:** 741-741. Free, 24/7 mental health support via text message
- **Disaster Distress Helpline:** Immediate crisis counseling for people in emotional distress related to natural or human-caused disaster, 800.985.5990
- **Harbor Homes:** 603.882.3616. Mobile Crisis Response Team: 603.816.0101
- **National Suicide Prevention Hotline/Lifeline:** Free, confidential support: 800.273.8255
- **NH Statewide Addiction Crisis Line:** 844.711.4357, [hope@keystonehall.org](mailto:hope@keystonehall.org)
- **The Trevor Project:** 24/7 confidential suicide hotline for LGBTQ Youth, 866.488.7386
  - **Trans Lifeline:** (Staffed by Transgender people for transgender people) 877.565.8860
  - **Veteran's Crisis Line:** 800.273.8255



# Faculty & Staff Resources for Assisting Students

A guide to campus & community resources available to help students in crisis.



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## Contact Information

### Emergency: Call 911

When student poses immediate harm to self or others. You can also access the Red 911 phones, emergency buttons in elevators, or Blue Exterior Phones

**Campus Safety: Non-Emergency**  
Dial Ext. 1767 from any office phone or call 603.921.1089, NCCSafety@ccsnh.edu

**Student Services & Title IX:**  
VP Student and Community Affairs  
Lizy Gonzalez, Room 156  
603.578.8928

**Campus Safety & Security**  
Kyle Metcalf, Director  
603.897.9988

**Campus Safety & Security**  
Craig Nelson, Assistant Director  
603.406.4521

**Disability Services, ADA/504 Coordinator**  
Jodi Quinn, Library Room 130C  
603.578.8996

**Student Life:**  
Amy Vazifdar, Room 204  
603.578.8900 Ext. 1580

**CARE Team:**  
NCCCares@ccsnh.edu  
Available 8AM-4PM:  
603.931.0457, or  
603.578.8934



## NCC CARES

**SEE Something, SAY Something, DO Something**

**SEE SOMETHING:** Students may at times feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings may disrupt academic performance and personal relations. It may also lead to difficulties coping and other serious consequences.

You may be the first to **SEE SOMETHING** that is distressing your students since you have frequent and prolonged contact with them.

**SAY SOMETHING:** Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, or in social settings.

Trust your instincts and **SAY SOMETHING** if a student leaves you feeling worried, alarmed, or threatened!

**DO SOMETHING:** Students may not, or cannot, turn to family or friends. **DO SOMETHING!** Your expression of concern may be a critical factor in saving a student's academic career or even their life.

**Police Emergency: Call 911**  
**Or Campus Safety for non-emergency, 603.921.1089**



## Risk Indicators What to watch for

### ACADEMIC Indicators:

- Disturbing content in writing or presentations (e.g. Violence, death)

To issue a "CARE TEAM/Well-Being Concern" alert on EAB, scan this QR code:



### PSYCHOLOGICAL Indicators:

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Verbal abuse such as taunting, badgering, or intimidation
- Expressions of concern about the student by their peers

### SAFETY RISK Indicators

- Unprovoked anger or hostility
- Making implied or direct threats to harm self or others
- Academic assignments dominated by theme of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors

### PHYSICAL Indicators

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, smelling of alcohol