

* CSAA's Red Folder is a guide to help faculty and staff recognize, respond to, refer, and report students of concern to the appropriate campus resource. Helping you to respond with care and concern is a critical factor in supporting a healthy campus community.

Recognize

Common indicators of distress can be found throughout this guide. Students may present with indicators not listed.

Respond

Respond appropriately. Each situation is unique. Use the tips and listed pointers to determine the most appropriate response.

Report

Always submit a referral as part of your response to students of concern, regardless of the perceived severity. Review all reporting options to help you determine the appropriate next steps to help the student of concern.

Refer

Encourage help-seeking by providing students with information on the appropriate resources available on campus.

University crisis response protocol

Follow the chart to determine who to contact when faced with a distressed or distressing student.

Is the student a danger to self or others, or do they need immediate assistance?		
YES	NOT SURE	NO
<p>Student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening; suggestive of harm to self or others.</p>	<p>Indicators of distress; severity is unclear. You are uneasy or concerned about the student.</p>	<p>Not concerned about immediate safety, but student has significant academic and/or personal issues and needs some support.</p>
<p>Call 911 or Campus Safety at Lake Shore and Water Tower Campuses: 773.508.SAFE (7233). On Health Sciences Campus, call LUHS Security at 708.216.9077.</p>	<p>During Business Hours— Call the BCT at 773.508.8300, submit a BCT Report via CSAA, or contact the Wellness Center for consultation at 773.508.2530 (after prompt, select #3)</p>	<p>Submit a Coordinated Assistance and Resource Education (CARE) report via CSAA or contact CARE Team: 773.508.8840</p>
<p>Report concern to Behavioral Concerns Team (BCT) via the Center for Student Assistance and Advocacy (CSAA)</p>	<p>After Hours & Holidays Call Campus Safety 773.508.SAFE (7233) or submit a BCT Report</p>	<p>Refer student to a specific campus resource.</p>

The **Center for Student Assistance and Advocacy (CSAA)** is a university-wide initiative, housed within the Office of the Dean of Students (DOS) that centralizes referrals and reports for students of concern. Once a report is filed, DOS staff work with campus partners to provide intervention, situational stabilization, support, advocacy, case management, and resource referrals.

The best way to help a student is to report a student concern as soon as possible.

The CSAA website centralizes all reporting and resourcing for students of concern across the university. Behavioral, academic, personal, discrimination, sexual misconduct, student conduct, and general student concerns may be reported using this one website location.

What the student of concern can expect from the CSAA team after a referral is submitted:

- A case manager will contact the student of concern
- A case manager may schedule a meeting by phone, Zoom or in person to discuss the concern
- A case manager will work with the student of concern to develop a plan of action and/or connect the student to the necessary resources "as needed"

FOR EMERGENCIES OR URGENT CONCERNS

Campus Safety/ Security or local emergency services **911**

All other student concerns can be referred to us by submitting a report using the CSAA homepage.

Lake Shore Campus and Water Tower Campus

773.508.SAFE (7233)
41-911 (on campus landline)

Health Sciences Campus

708.216.9077

John Felice Rome Center

+39 06 355881

Recognize

Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity— not just isolated symptoms.

Safety risk indicators

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

Psychological indicators

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief or thoughts of suicide
- Excessive tearfulness, panicked reactions, irritability or unusual apathy
- Unusual fearfulness, anxiety, nervousness or anger
- Expressions of concern about the student by the student's peers

Physical indicators

- Marked/sudden changes in demeanor (appearance, personal hygiene)
- Deterioration in physical appearance/weight
- Excessive fatigue/sleep disturbance.
- Intoxication, hangovers or smelling of alcohol
- Fresh cuts, scratches or other wounds

Discrimination or sexual misconduct indicators

- Self-reported sexual misconduct, including sexual harassment, assault, stalking, or dating or domestic violence
- Self-reported discrimination or harassment based on a student's protected class(es), which include race, color, religion, sex, age, sexual orientation, gender identity or expression, national or ethnic origin, ancestry, disability, marital status, parental status, military/veteran status, and/or any other characteristic protected by applicable law.
- Sudden shift in mood or strong emotional reaction when sexual violence, harassment, domestic violence, stalking, or child abuse are discussed
- Avoidance/fear/discomfort around a particular person

Academic indicators

- Essays or creative work that include disturbing content and/or themes of despair, hopelessness, suicide, violence, death, or aggression
- Repeated absences and/or a decline in quality of work or classroom performance
- Continuous classroom disruptions or overly demanding of faculty and staff time and attention

Respond

SAFETY FIRST

When a student displays threatening or potentially violent behavior to themselves or others, the student's safety and the welfare of the campus community are of the highest priority. Do not hesitate to call for help.

BE PROACTIVE

Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

BE DIRECT

Let the student know that you have noticed a change and you want to talk. Don't be afraid to ask students directly if they are feeling confused, or having thoughts of harming themselves or others.

LISTEN EMPATHETICALLY AND CAREFULLY

Use a non-confrontational approach and a calm voice. Avoid threatening, judgmental, intimidating or potentially embarrassing responses.

SHARE WHAT YOU KNOW

The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices. Taking appropriate action does not violate a student's privacy rights.

CONSULTATION AND DOCUMENTATION

Always document your interactions with distressed students and consult with your department chair/supervisor after any incident.

FOLLOW UP

Once you have referred a student, it may be helpful for you to follow up with the student. Your first-hand knowledge and personal connection to this student will be valuable in understanding and appropriately responding to the situation.

Report

Always submit a report as part of your response to students of concern, regardless of the perceived severity of the situation/circumstances. As CSAA referrals are not anonymous, our staff encourages you to inform your student of concern that you are referring them to CSAA as a way to get connected to resources on campus.

Behavioral concerns: BCT

The Behavioral Concerns Team (BCT) serves as the centralized coordinated body to address student behavior that indicates distress, causes a disturbance in the community, and/or may present a danger to oneself or others. Committed to proactive, early intervention, the BCT supports students directly and through consultation with campus partners. BCT responds to every report by assessing risk and intervening as needed to ensure student success and safety.

When necessary, the BCT also assesses risk of harm to the University community and coordinates appropriate action to ensure the safety of individual students and the University at large through referral to the University's Threat Assessment Team (TAT).

WHAT: Use for students exhibiting behaviors that present a possible threat to the safety or well-being of oneself or others (examples include suicidal ideation, self-harm, violence or threats against others).

HOW: You may make a referral online at LUC.edu/CSAA via the BCT referral form, or via phone at 773.508.8830.

WHO: Assistant Dean of Students and BCT Case Manager, Office of the Dean of Students.

Personal concerns: CARE

Coordinated Assistance and Resource Education (CARE) provides individualized support to students who seek assistance for themselves or are referred to the DOS for support in navigating personal challenges, barriers, and/or crises. CARE outreach to students is conducted with privacy, sensitivity, and efficiency. After attending a CARE meeting, students can expect to be heard, affirmed, and connected to resources.

WHAT: Referring students who may need general assistance overcoming serious or complex personal difficulties, or getting connected to available resources. Examples include: students struggling with general mental health concerns or food/housing insecurity, or managing a unique personal financial emergency.

HOW: You may make a referral online at LUC.edu/CSAA via the CARE referral form, via phone at 773.508.8840, or via email at careteam@LUC.edu

WHO: Assistant Dean of Students and CARE Case Managers, Office of the Dean of Students

Discrimination and sexual misconduct concerns

The University's response to all allegations of discrimination, sexual misconduct (including Title IX), or equity-based retaliation is coordinated by the Office for Equity & Compliance. For incidents involving students, the Office of the Dean of Students provides resources, supportive measures, and assistance navigating the University's investigation and/or other response. Most University faculty and staff employees are "responsible campus partners" with an obligation to report in specific instances (see below).

WHAT: Reporting alleged or suspected discrimination, sexual misconduct, or equity-based retaliation by or against any student or employee. Examples include reports of sexual assault, stalking, dating/domestic violence, and harassment/misconduct of any kind motivated by an individual's membership in a protected class.

HOW: Submit a report to the Office for Equity & Compliance via their online reporting form, available at www.LUC.edu/equity; the form is also available at the CSAA site—LUC.edu/CSAA. Other contact information for the OEC (including the Title IX Coordinator) can also be found at www.LUC.edu/equity.

WHO: Executive Director for Equity & Compliance and Title IX Coordinator, Office for Equity & Compliance.

* IMPORTANT NOTE: *To speak with a confidential advocate who has been trained to assist with issues related to gender-based violence, visit LUC.edu/wellness.*

Reporting obligation for responsible campus partners

With very limited exceptions, all Loyola faculty and staff employees are referred to as "responsible campus partners" and must report any known, disclosed, alleged, or otherwise reported (formally or informally) incidents of sexual misconduct that satisfy any of the following criteria within 24 hours of becoming aware of the incident:

- Sexual misconduct against any individual who is currently a minor by any individual
- Sexual misconduct against an individual who is or was a student at the time of the incident
- Sexual misconduct by an individual who is or was a student or employee at the time of the incident

For more information about the obligation to report, visit LUC.edu/equity.

What about privacy?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with the health and safety emergency. Observations of a student's conduct or statements made by a student are not protected by FERPA.

ACADEMIC CONCERNS: Report concerns about academic performance, class attendance, or general academic engagement.

STUDENT CONDUCT & CONFLICT CONCERNS: Report student conflict(s) and/or alleged violations of Loyola's Community Standards.

Refer

Office of the Dean of Students (DOS)

773.508.8840 · LUC.edu/dos

Provides advocacy and support for students experiencing challenging or complex life circumstances

Office for Equity & Compliance (OEC)

773.508.7766 · LUC.edu/equity

Coordinates University's response to reports and complaints of discrimination, sexual misconduct, and equity-related retaliation

Wellness Center

LSC: 773.508.2530, WTC: 312.915.6360 · LUC.edu/wellness

- **Medical:** Dial-A-Nurse 773.508.8883
 - **Mental Health:** Schedule an initial phone triage appointment at 773.508.2530, Option 3
 - **The Line: Gender-Based Violence Support & Resources :** 773.494.3810
- Connects students with medical care, mental health, advocacy services, and health education

** Please note that students and staff can consult with a mental health professional in urgent situations, 24-7, by calling 773.508.2530, Option 3*

Office of Student Conduct & Conflict Resolution (OSCCR)

773.508.8890 · LUC.edu/osccr

Resolves potential violations of LUC's community standards and provides formal and informal conflict resolution services

Student Accessibility Center (SAC)

773.508.3700 · LUC.edu/sac

Provides support and accommodations for students with disabilities

First and Second Year Advising (FSYA)

773.508.7714 · LUC.edu/fsya

Serves the academic advising and support needs of students through their first and second years

Residence Life

773.508.3300 · LUC.edu/reslife

Provides support for students living in the residence halls

Campus Ministry

773.508.2200 (LSC); 312.915.7186 (WTC); 708.216.1364 (HSC) · LUC.edu/campusministry

Provides spiritual guidance, including support for grief and loss

Student Activities and Greek Affairs (SAGA)

773.508.8850 · LUC.edu/saga

Provides opportunities for students to connect, learn, and engage beyond the classroom

Student Diversity and Multicultural Affairs (SDMA)

773.508.3909 · LUC.edu/diversity

Provides mentorship, educations and academic support services for historically underrepresented student populations

Graduate, Professional & Adult Student Life

312.915.6642 · LUC.edu/gpasl

Supports the personal, social, and professional growth of students on all campuses

Office of International Programs (OIP)

773.508.3899 · LUC.edu/oip

Provides support services for international students, scholars, faculty, and staff, and for students before/after studying abroad

Military Veteran Student Services

773.508.3198 · LUC.edu/veterans

Provides academic and social support for U.S. military veteran students

CRISIS HOTLINES

National Suicide Prevention Hotline

800-273-TALK (8255) · suicidepreventionlifeline.org

24/7, free and confidential support for people in distress. Phone, text message, and online chat support options for suicide prevention and resources

The Steve Fund

stevefund.org

Text STEVE to 741741 to begin chatting 24/7, free and confidential text line for people in crisis; dedicated to the mental health and well-being of students of color

The Trevor Project

888.488.7386 · thetrevorproject.org

24/7, free and confidential hotline for LGBTQ youth. Telephone, text message, and online chat support options for prevention and crisis resources for LGBTQ youth

Crisis Text Line

741741

Communicate with a trained counselor via text