Common indicators of distress can be found throughout this guide. Students may present with indicators not listed. Respond appropriately. Each situation is unique. Use the tips and listed pointers to determine the most appropriate response. Encourage help-seeking by providing students with information on the appropriate resources available on campus. 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.

In the spirit of cura personalis, a hallmark of Ignatian spirituality that urges us to care for the entire person, the CURA Network, led by the Office of the Dean of Students (DOS), is a University-wide system that centralizes referrals, reports, and response for students who are in need of care.

The best way to help a student is to report concerns as soon as possible. Referrals allow staff to explore the complete picture and respond with the appropriate support. Upon receiving a report, staff from the Office of the Dean of Students work with campus partners to provide intervention, situational stabilization, support, advocacy, case management, and resource referrals to our students.

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

- A case manager will contact the student of concern
- A case manager will schedule a meeting 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

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**  
Student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening; suggestive of harm to self or others.

**NOT SURE**  
Indicators of distress; severity is unclear. You are uneasy or concerned about the student.

**NO**  
Not concerned about immediate safety, but student has significant academic and/or personal issues and needs some support.

- 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.
- During Business Hours—Call the BCT at 773.508.8300, submit a BCT Report via CURA, or contact the Wellness Center for consultation at 773.508.2530 (after prompt, select #3)
- Refer student to a specific campus resource.

- Report concern to Behavioral Concerns Team (BCT) via the CURA Network
- After Hours & Holidays Call Campus Safety 773.508.SAFE (7233) or submit a BCT Report

- Submit a Coordinated Assistance and Resource Education (CARE) report via CURA or contact CARE Team: 773.508.8840

- Refer student to a specific campus resource.

FOR EMERGENCIES OR URGENT CONCERNS

911

Campus Safety / Security or local emergency services

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

*CURA Network · Office of the Dean of Students*
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 referrals are not anonymous, our staff encourages you to inform your student of concern that you are referring them to CURA 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.

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/CURA 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/CURA 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

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.

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 CURA site—LUC.edu/CURA. 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

ACADEMIC CONCERNS: Academic Concerns

Referrals are appropriate when a faculty member seeks to raise a concern about academic performance, course attendance, or general academic engagement. Academic Concerns referrals are routed to Student Academic Services (SAS) for review and coordination with academic services and academic advising staff within SAS and across the Colleges/Schools.

STUDENT CONDUCT & CONFLICT CONCERNS: The Office of Student Conduct & Conflict Resolution (OSCCR) works to address conflict and alleged violations of Loyola’s Community Standards. OSCCR promotes student success and development through upholding policies and procedures that ensure a safe, respectful, and inclusive environment in which students can thrive. Use this form to report student conflicts or potential violations of the 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, education, 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

*CURA Network  •  Office of the Dean of 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