

Campus Resources

ACCESS CENTER	509-335-3417 accesscenter.wsu.edu
Provides accommodations and services to WSU students with documented disability/medical needs.	
COUNSELING AND PSYCHOLOGICAL SERVICES	206-650-5910 everett.wsu.edu/student-services
Provides confidential counseling services to WSU students.	
EMPLOYEE ASSISTANCE PROGRAM	1-877-313-4455 www.eap.wa.gov
Provides WSU employees counseling, education, and consultation services.	
SAFETY AND SECURITY	425-388-9990 everett.wsu.edu/safety-security
STUDENT CARE COMMITTEE	425-405-1725 everett.wsu.edu/student-services
Supports students who need assistance by connecting them to resources that can help.	
TITLE IX LIAISON	425-405-1725 everett.wsu.edu/student-services
Works with OEO on student conduct cases involving discrimination, sexual harassment, and sexual misconduct.	
OFFICE FOR EQUAL OPPORTUNITY	509-335-8288 oeo.wsu.edu
Intake office for complaints of discrimination, discriminatory harassment, sexual harassment, and sexual misconduct.	
OFFICE OF STUDENT CONDUCT	509-335-4532 standards.wsu.edu
Addresses violations to the WSU Standards of Conduct for Students.	
OFFICE OF STUDENT SERVICES	425-405-1725 everett.wsu.edu/student-services
Provides students with career and academic support, financial aid and scholarship guidance, social opportunities, Title IX reporting, and health and wellness services.	
OFFICE OF THE UNIVERSITY OMBUDSMAN	509-335-1195 ombudsman.wsu.edu
Serves as an impartial and neutral resource to assist all members of the university community.	

Community Resources

BETTERHELP	www.betterhelp.com/united
Confidential counseling services available to students on WSU student insurance.	
DOMESTIC VIOLENCE SERVICES OF SNOHOMISH COUNTY	425-252-2873 dvs-snoco.org
Confidential support for victims of domestic violence.	
EVERETT CRIME VICTIM SERVICES	1-800-346-7555 victimsupportservices.org
EVERETT POLICE DEPARTMENT	425-257-8700
NATIONAL SUICIDE PREVENTION LIFELINE	1-800-273-TALK (8255)
NORTHWEST JUSTICE PROJECT FREE LEGAL HOTLINE	1-888-201-1012
PROVIDENCE EVERETT MEDICAL CENTER	425-316-5000 washington.providence.org
Confidential patient and family medical care.	
SNOHOMISH COUNTY LEGAL SERVICES	1-888-201-1014
SNOHOMISH CRISIS LINE	1-800-584-3578
YWCA PATHWAYS FOR WOMEN	425-774-9843 ywcaworks.org
Provides comprehensive domestic violence services for survivors in need.	

Content in this guide was adapted and copied, with permission, from the UMass Amherst faculty and staff guide for responding to students in crisis. Revised 2017.

WSU EVERETT

HELPING STUDENTS IN DISTRESS

Recognize. Respond.

Refer. Report.

Tips for responding with compassion

Listen sensitively and carefully.

Vulnerable students need you to listen and help. Ask directly how they are doing or if they have thoughts of harming themselves or others.

Trust your gut.

If you are concerned about a student, talk to your department chair, supervisor, or the Office of the Dean of Students.

Connect with campus resources.

We have other professionals and campus resources dedicated to helping you and students. You can start with the AWARE network or any of the other resources listed in this guide. Your firsthand knowledge and personal connection to this student is valuable in supporting them.

Take care.

Helping a distressed student can take a toll on you. Please think of your own wellbeing and seek support if needed.

Stay safe.

Safety is always our top priority. Call 911 if a student poses an immediate threat to self or others.

Share what you know.

State and federal laws and University policies mandate reporting in some situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy. In some instances, employees have an obligation to report behavior, visit oeo.wsu.edu for more information on reporting requirements.

CARE Report

The CARE Report allows you to share concerns about a student's well-being, behavior, or academic performance with colleagues who can help.

After submitting a report, the CARE team will meet to talk about the situation and identify next steps.

The goal is to determine the best way to connect the student with resources that support their success without causing additional stress.

For more information, please visit everett.wsu.edu/student-care-reporting

RECOGNIZE	RESPOND	REFER	REPORT
“Not sure what, but something’s wrong.”			
Disturbing content in paper/emails Decline in academic performance Excessive absenteeism Irrational or bizarre behavior Sudden change in demeanor (e.g. an extroverted student withdrawn, an organized student forgetful, etc.)	Express concern and care Give an example of a time that the student’s behavior has worried you Listen to and believe student’s responses Be supportive and encouraging if student agrees to get help	Urgent: 911 Advice and consultation: Counseling Services 206-650-5910	CARE Report
Family or personal tragedy, loss, or crisis <i>(Illness or death of family member, job loss, breakup, legal difficulties, etc.)</i>			
Frequent or extended absences Decline in academic performance Mentions relationship, financial or other challenges Difficulty concentrating and making decisions Exhaustion/fatigue, excessive worry, sleeping/eating problems	Express concern and care Avoid criticizing, sounding judgmental, minimizing or blaming Listen to and believe student’s responses Be supportive and encouraging if the student agrees to get help	Advice and consultation: Counseling Services 206-650-5910 Office of Student Services 425-405-1725 Student Legal Services Office 509-335-9539	CARE Reportn
Medical and mental health concerns <i>(Sudden or long-term illness, depression, or anxiety)</i>			
Direct statements about medical and/or mental health concerns Frequent or extended absences Excessive fatigue, falling asleep in class Significant decline in appearance, behavior or personal hygiene Noticeable weight loss or gain Irritability, agitation, or anxiety Emotionless facial expression, slow speech, difficulty concentrating, expressing feelings of hopelessness or worthlessness Crying or tearfulness Unusually withdrawn or animated behavior Disorganized speech, rapid or slurred speech, confusion Decline in academic performance, leaving class abruptly Extreme disorganization or erratic academic performance	Express concern and care Avoid criticizing, sounding judgmental, minimizing or blaming Listen to and believe student’s responses	Urgent: 911 Advice and consultation: Providence Everett Medical Center 425-316-5000 Counseling Services 206-650-5910 Office of Student Services 425-405-1725	CARE Report
Self-harm, suicide, safety risk			
Written or verbal statements preoccupied with themes of death, suicide, or harming self or others Fresh cuts, scratches or other wounds Withdrawal from activities and friends Statements of hopelessness such as, “ <i>I hate this life</i> ” or “ <i>Everyone is better off without me</i> ” Statements to the effect that the student is “ <i>going away for a long time</i> ” Physical or verbal aggression that is directed at self, others, animals, or property May accompany other types of emotional distress (see medical and mental health concerns above)	Express concern and care Avoid criticizing, sounding judgmental, minimizing or blaming Always take suicidal statements, thoughts or behaviors very seriously If you suspect a student may be thinking about suicide, seek immediate consultation If possible, ask directly about their thoughts and plans Call 911 if there is a direct threat to student’s safety or the safety of others (consult with the AWARE Network if you are unsure)	Urgent: 911 Advice and consultation: Counseling Services 206-650-5910 Safety and Security 425-388-9990	CARE Report Call 911

RECOGNIZE	RESPOND	REFER	REPORT
Alcohol or other drug abuse			
Intoxicated/high in class or at meetings/events Excessive sleepiness or hyper energy Decline in academic performance References to alcohol or drug use in conversations, papers, projects, etc. Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.) Unusual smells on breath, body or clothes	Express concern or care Give an example of a time that the student’s behavior has worried you Listen to and believe the student’s responses Be supportive and encouraging if the student agrees to get help	Urgent: 911 Advice and consultation: Counseling Services 206-650-5910 Providence Everett Medical Center 425-316-5000	CARE Report
Misconduct, inappropriate behavior, and classroom disruption			
Disruptive Conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats Disorderly conduct*: Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon <small>*Disorderly conduct and threatening behaviors require immediate action</small>	Express concern and care Explain the impact of student’s behavior on the group or class Clarify or outline your expectations Contact police if student does not respond to your intervention and continues serious disorderly conduct and threatening behaviors	Urgent: 911 Advice and consultation: Counseling Services 206-650-5910 Safety and Security 425-388-9990	Office of Student Services 425-405-1725 Everett Security 425-388-9990
Crime victimization, hazing			
Appears fearful, anxious, nervous or angry Withdrawal from activities and friends Visible injuries or bruises Cuts, brands, or scars with a distinct pattern (e.g. Greek alphabet letter) Unusual absence of or damage to personal items such as laptop, cellphone, etc.	Express concern and care Listen to and believe the student’s responses Do not interpret student’s emotions as evidence of crime Avoid criticizing, sounding judgmental, minimizing or blaming. Say things like, “ <i>I’m sorry that happened, but I’m glad you’re safe now.</i> ” and “ <i>Thank you for trusting me enough to tell me.</i> ”	Urgent: 911 Advice and consultation: Office of Student Services 425-405-1725	CARE Report
Violence, harassment, interpersonal/sexual assault			
Appears fearful or unusually anxious about pleasing others Apologizes or makes excuses for partner/other’s behavior Mentions partner/other’s possessiveness, jealousy or violent behavior, but may laugh it off Visible injuries or bruises Frequent mishaps or injuries with illogical or no explanations Crying or leaving when sexual violence, domestic violence, stalking or child abuse is brought up	Express concern and care Listen to and believe student’s responses Do not interpret student’s emotions as evidence of assault or violence Avoid criticizing, sounding judgmental, minimizing or blaming Recommend (or, if necessary, insist upon) medical intervention Provide information on resources and reporting options Say things like, “ <i>You’ve been through something very frightening. I’m so sorry.</i> ”	Urgent: 911 Advice and consultation: Office of Student Services 425-405-1725 Providence Everett Medical Center 425-316-5000	Office of Student Services 425-405-1725 Office for Equal Opportunity 509-335-8288
Bullying, harassment, sexual harassment, cyberstalking			
Internet trolling, name-calling or harassment Communications that continue after being told to stop Threatening to release private information/photos Verbal abuse, innuendo of a sexual nature, unwanted sexual flirtations Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual’s academic status or employment Display of sexually suggestive pictures or cartoons in workspace, residence halls or online Continued jokes, language, gestures or remarks of a sexual nature	Express concern and care Listen to and believe student’s responses Avoid criticizing, sounding judgmental, minimizing or blaming Encourage targeted student to save all digital communications as downloaded files and/or hard copies Provide information on resources and reporting options	Urgent: 911 Advice and consultation: Office of Student Services 425-405-1725	Office for Equal Opportunity 509-335-8288 Office of Student Services 425-405-1725 Office of Student Conduct 509-335-4532