

The purpose of this resource folder is to help faculty and staff recognize symptoms of a student or colleague in distress and identify appropriate referrals to campus and community resources.

Wentworth faculty and staff are in a unique position to respond to a student who may be in distress with care and compassion. Beyond responding to students, we know that faculty and staff may also need to respond to co-workers also in need of support. We know that many in our campus community are managing outside life stressors in addition to their academic or work responsibilities. Our daily interactions with others may afford us an opportunity to observe concerning behaviors and take steps to connect individuals to critical resources.

Most important, trust your instincts. If you have an uneasy feeling about a situation, act! The Wentworth CARE Team has put together these resources to assist you. If you are uncertain of which resource to use, a CARE Referral is often the best option.

Indicators of Distress or Concern:

Academic Indicators

- Sudden decline in quality of work and grades
- Repeated absences
- Verbal aggressiveness in class meetings
- Disorganized or erratic performance
- Continual seeking of special accommodations such as extensions
- Writing or presentations that indicate extremes of hopelessness, social isolation, rage, despair or bizarre content
- Overly demanding of faculty and staff attention
- More personal rather than academic counseling during office hours

Physical Indicators

- Deterioration in physical appearance including grooming, hygiene or weight loss/gain
- Changes in typical clothing (baggy clothing; long sleeves)
- Excessive fatigue or sleep disturbance
- Coming to class bleary-eyed, hung over, or smelling of alcohol
- Disorientated or “out of it”
- Garbled, tangential, disconnected or slurred speech
- Behavior is out of context or bizarre
- Delusions or paranoia

Psychological Indicators

- Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief
- Unusual or disproportionate responses to events
- Excessive tearfulness or panic reactions
- Irritability or unusual apathy
- Verbal abuse (taunting, badgering, intimidation)
- Expressions of concern about the student by their peers
- Expressions of hopelessness or worthlessness

Safety Risk Indicators

- Unprovoked anger or hostility
- Physical violence (shoving, grabbing, assault, use of weapon)
- Implying or making threats to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideation or violent behaviors
- Any written note or verbal statement that has a “sense of finality” or “going away for a long time” (suicidality)
- Stalking or harassing
- Self-injurious or self-destructive behaviors

Does the Student need Immediate Assistance?

YES

The student's conduct is clearly reckless, disorderly, dangerous, or threatening, and suggestive of immediate harm to self or others in the community.

Call 911 for immediate response or Campus Police at (617)989-4444

Report the concern to the CARE team.

NOT SURE

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned about the student.

To Speak with someone from the Center for Wellness, call (617)989-4390 during business hours, and call Campus Police (617)989-4444.

OR

For coordinated campus response, please submit a report to the CARE team at <https://wit.edu/student-life/CARE>

NO

I am not concerned for the student's immediate safety, but they are having significant academic and/or personal issues and could use some support.

Refer to appropriate campus resource using the detailed list on back of this folder.

Resources and Tips

- Use the tips to help you refer the student to one of the resources listed.
- Safety First: The welfare of the campus community is the top priority when an individual displays threatening or potentially violent behavior. Do not hesitate to call for help.
- Listen Sensitively and Carefully:
 - Speak with the individual in private.
 - Use a non-confrontational approach, and a calm voice.
 - Express concern. Be as specific as possible in stating your observations and reasons for concern.
 - Listen carefully to everything the individual says.
 - Repeat the essence of what the individual has told you so your attempts to understand are communicated.
 - Avoid criticizing, judgmental, threatening, humiliating, and intimidating responses.
 - Assess the situation and determine if the individual may benefit from meeting with supportive people on campus. If so, refer a student to the Center for Wellness or an employee to Employee Relations and Engagement.
- Be Proactive: Engage the individual early on, setting limits on any behavior disruptive to classes or work.
- Be Direct: Don't be afraid to ask individuals directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.
- Follow Through: Direct the individual to the physical location of the identified resource.
- Consultation & Documentation: Always document your interactions with distressed individuals and consult with your department chair/supervisor after any incident.

Responding to Reports of Sexual Misconduct and Sex-Based Discrimination

Wentworth is committed to providing education and resources to combat sexual misconduct. There are a number of resources on and off campus that individuals are urged to utilize if they or someone they know has been impacted by sexual misconduct.

Any person may contact the Title IX Coordinator to report Prohibited Conduct. In addition, individuals may report an incidence of Sexual Misconduct and Sex-Based Discrimination, including sexual harassment (including quid pro quo and hostile environment), as well as sexual assault, dating violence, domestic violence, stalking, discrimination based on sex, sexual exploitation, and retaliation by accessing this form: Sexual Misconduct and Sex-Based Discrimination Reporting Form (maxient.com). For additional information please visit <https://wit.edu/about/policies/title-ix>.

Upon submission of this form, The Title IX Coordinator will contact the reporting party and the complainant, the person alleged to have experienced the alleged misconduct or discrimination. Information provided to the Title IX Coordinator is not confidential, but will be handled with discretion. Please note that this form does not constitute filing of a formal complaint. To reach the Executive Director of Equity and Compliance/Title IX Coordinator, please call (617)989-4119.

CARE Team Mission

CARE is a campus-wide team of appointed staff and faculty responsible for identifying, assessing, and responding to concerns and/or disruptive behaviors by students, faculty/staff, and community members who struggle academically, emotionally, or psychologically, or who present a risk to the health or safety of the university or its members.

CARE Members

- Dean of Students
- Associate Dean for Health and Wellness
- Student Support Specialists
- Employee Relations & Engagement
- Campus Police
- Student Conduct & Restorative Practices
- Housing & Residential Education
- Success Studio
- Athletics
- Office of Institutional Equity

CARE Referral Process

A CARE referral should include specific information regarding your concern or the behavior causing your concern. Anonymous referrals are accepted. If provided, your name may be used in some instances as the originator of the concern. Also, due to privacy mandates, you may not be privy to the outcome of any action taken.

Please consider the following when writing the CARE report:

- **Provide facts:** name of the student, date, time, and location of the interaction (if applicable), and provide the names of any witnesses.
- **Be as precise as possible** in your summary, recording every useful detail, including quotes if you can remember them.
- **Keep your report clear of vagueness.** Instead of writing “the student was disruptive,” explain the student’s exact behaviors.
- **If the report summarizes multiple interactions,** please provide those details in sequence.
- **Please indicate if you have made any attempt to communicate with the student previously about your concern.**
- **Be mindful of the influence of bias** (a misinformed perception based on an individual’s identity) when constructing the report

What about privacy?

The Family Educational Rights and Privacy Act (FERPA) allows Wentworth faculty and staff to share observation about the behavior of students, statements by students, and concerns about students generally with the Wentworth personnel who have responsibility for the welfare of students and with law enforcement, as suggested in this document.

FERPA and other student privacy regulations generally allow Wentworth release such information to parents, police, or others whose knowledge of the information is necessary to protect the health and safety of the student or other individuals. Appropriate consideration for student privacy should be given before information is shared with people other than those suggested in this document, and questions about when disclosures are appropriate can be answered by The Registrar's Office.

CARE Response Protocols

- **The individual believes that an incident or situation has reached a level of concern needing additional support.**
- **The individual submits a CARE referral through the following process: CARE Referral (maxient.com)**
- **Within 2 business days, a referral is reviewed by the Dean of Students to determine the initial level of response.**
- **Each week the CARE Team will meet to review each referral and develop an outreach or response plan.**
- **A CARE Team member may contact the individual who filed the referral to gather more information as needed.**
- **Someone from the CARE Team will outreach to the individual of concern.**
- **The CARE Team will continue to follow the case until resolved.**

Campus Resources for Students

Wentworth Campus Police For concerns about students that pose an immediate danger to hurt self or others	617-989-4444
Center for Wellness * and BeWell@WIT For consultation about students of concern and helping connect students to counseling services. Consultation and crisis resource for students by phone.	617-989-4390 Crisis Line: 617-989-4390 Press number 2
Dean of Students For general student support, student financial resources like food or housing insecurity.	617-989-4486
Student Support Specialists The Dean of Students Office acts as a resource, referral agent, and advocate for students so they may live and learn successfully throughout their Wentworth experience	617-989-4617
Success Studio The Success Studio assists Wentworth students with meeting their goals for academic success. Our resources include academic advising and academic support.	617-989-4545
Center for Diversity and Global Engagement The Center for Diversity and Global Engagement promotes personal growth among the Wentworth community and fosters a welcoming, brave and safe environment for all students with a specific focus on underserved populations and their allies	diversity@wit.edu
Office of Institutional Equity Responds to allegations of discrimination and sexual misconduct and coordinates related supportive measures and resources; Provides campus related resources for LGBTQ+ community members.	617-989-4119

Campus Resources for Faculty/Staff

All One Health -Employee Assistance * For concerns about a colleague and referrals to counseling	800-451-1834
Employee Relations and Engagement Wentworth Campus Police For concerning faculty/staff behavior	617-989-4190 617-989-4400

Community Resources for Students, Faculty, and Staff

Boston Police For off-campus concerns about safety and wellbeing	617-343-4500
Samaritans (call or text) For immediate confidential crisis support	877-870-4673
Crisis Text Line For immediate confidential crisis support	text "start" to 741-741
National Suicide Prevention lifeline For immediate confidential crisis support	Call or Text 9-8-8
LGBTQIA+ Youth Hotline For immediate confidential crisis support	866-488-7386
Boston Area Rape Crisis For free and confidential counseling, legal advocacy, medical accompaniment	800-841-8371
Beth Israel Emergency Room Hospital close to campus for medical and mental health evaluations	617-754-2450 190 Pilgrim Rd. Boston, MA
Respond INC RESPOND staff work with survivors of domestic violence to address their immediate and long-term needs, providing emotional support, counseling, financial resources, information and referrals.	617-623-5900

* Confidentiality: Resources marked with an asterisk are confidential. The university offers a number of confidential resources for individuals who are unsure whether to report conduct of concern or who are seeking counseling or other emotional support.