

MENTAL HEALTH RESOURCES AND SUPPORT SERVICES



Campus Resources

Georgia Tech Police Department
Emergency: Call 911 | 404-894-2500

Dean of Students Office
404-894-2565 | studentlife.gatech.edu

After-Hours Assistance Line & Dean on Call
404-894-2204

Center for Assessment, Referral and Education (CARE)
404-894-3498 | care.gatech.edu

Collegiate Recovery Program
404-894-2575 | counseling.gatech.edu

Counseling Center
404-894-2575 | counseling.gatech.edu

Health Initiatives
404-894-9980
healthinitiatives.gatech.edu

LGBTQIA Resource Center
404-385-4780 | lgbtqia.gatech.edu

Stamps Psychiatry Center
404-894-1420

VOICE
404-385-4464 or 404-385-4451
24/7 Info Line: 404-894-9000 | voice.gatech.edu

Women's Resource Center
404-385-0230 | womenscenter.gatech.edu

Veterans Resource Center
404-894-4953 | veterans.gatech.edu

Community Resources

Georgia Crisis and Access Line*
1-800-715-4225

The crisis line is staffed with professional social workers and counselors 24 hours per day, every day, to assist those with urgent and emergency needs.

Trevor Project*
1-866-488-7386
Trained counselors are available to support anyone in need 24/7.

National Suicide Prevention Hotline*
1-800-273-8255

A national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7.

Georgia State Psychology Clinic*
404-413-2500
The clinic offers high quality and affordable psychological services to adults, children, adolescents, families and couples from the greater Atlanta area.

This folder was developed by SGA and the Division of Student Life and was made possible through the generous support of the Brandt-Fritz Dean of Students Endowment.
Copyright 2019 • Georgia Institute of Technology • An equal education and employment institution

Indicators of Distress

Academic:

- Sudden decline in work/grades
- Repeated absences
- Disorganized performance
- Multiple requests for extensions
- Overly demanding of faculty's or staff's time and attention
- Bizarre content in writings or presentations
- You find yourself providing more personal than academic support

Physical:

- Marked changes in physical appearance (e.g. grooming or hygiene deterioration, weight loss/gain)
- Excessive fatigue or sleep disturbance
- Intoxication, hangovers, or smelling of alcohol
- Disoriented or "out of it"
- Garbled, tangential, disconnected, or slurred speech
- Behavior is out of context or bizarre
- Delusions and paranoia

Psychological:

- Self-disclosure of personal distress (e.g. family or financial problems, grief, suicidal thoughts)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness or panic reactions
- Irritability or unusual apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Concern from peers

Safety Risk:

- Unprovoked anger or hostility
- Physical violence (e.g., shoving, grabbing, assault, use of weapons)
- Implying or making direct threat to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors
- Stalking or harassing
- Communicating threats

Questions

The Office of the Vice President for Student Life and Dean of Students provides a number of services to assist students with medical and personal emergencies. In addition, the office serves as a consultant to all faculty who are concerned about a student and unsure how to proceed. To access these services during regular business hours, call 404-894-2565. In the event of an after-hours emergency, individuals should contact the Georgia Tech Police Department at 404-894-2500 and request that the "Dean on Call" be contacted.

Privacy

The Family Educational Rights and Privacy Act (FERPA) and other student privacy regulations generally allow university faculty and staff to share observations about behavior of students, statements made by students, and concerns about students with Georgia Tech personnel, parents, law enforcement, and anyone else whose knowledge of the information is necessary to protect the health and safety of the student or other individuals.

When faced with academic and life challenges, students may feel alone, isolated and even hopeless. These feelings can easily disrupt academic performance and lead to unhealthy coping or other serious consequences.

As a result of your frequent and prolonged contact, you may be the first person to notice a student in distress. As fellow members of the Georgia Tech community, it is natural that we feel and show compassion.

Keep in mind that students exhibiting concerning behaviors may be having difficulties in other areas of their lives. Students sometimes feel that they can't share their struggles with family and friends but may be comfortable doing so with faculty or staff. By expressing concern, you may be able to save a student's academic career or even their life.

**If you feel unsafe: call 911
or GTPD at 404-894-2500 for
immediate help.**

Guidelines for Responding to a Student of Concern

Safety First The welfare of the student and the campus community is the top priority when a student displays threatening or potentially violent behavior. The most effective means of preventing suicide and violence is providing coordinated professional help and follow-up.

Trust Your Instincts If you experience any sense of unease about a student, it is important to pay attention to those inner signals. Seek consultation from our department chair, your supervisor, or the Vice President and Dean of Students Office. Promptly report safety concerns and conduct code violations.

Listen Sensitively and Carefully Distressed students need to be seen, heard, and helped. Many students may have trouble articulating their real issues and feelings. Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

Be Proactive Engage students early on, setting limits on disruptive or self-destructive behavior. Use the Code of Academic Conduct and/or the class syllabus to inform students in writing of the standards and expectations for campus/classroom conduct, and if possible, the consequences for disruptive behavior. Devote time to reviewing this information in the syllabus or your policies and procedures manual.

Support and Avoid Escalation Distressed students can be sensitive and easily provoked. Avoid threatening, humiliating, and intimidating responses. Use a non-confrontational approach, a calm voice, and words that highlight your desire to help them.

Help Access Resources Be available. Show interest and offer support. Refer students to campus departments or offices that have the necessary expertise and personnel to best help.

Work with a Team Share information and consult with the appropriate Institute officials to coordinate care for the student, including when to reach out to their family. Safeguard a student's privacy rights. Always report serious or persistent troubling behavior to the appropriate office: GTPD, the Office of the Vice President and Dean of Students, or the Office of Student Integrity.

How do I talk to a student about my concern?

Prepare to Reach Out

- Seek suggestions from experienced colleagues and your department chair.
- Review your physical environment and allow sufficient privacy and time to meet.
- Know the available campus resources and the referral processes.
- Remain calm and know who to call for help in case of need.
- If you decide not to have direct contact with the student, refer the student to the Center for Assessment, Referral and Education (CARE) or visit studentlife.gatech.edu and complete the referral form.

Connecting

- Listen supportively. Repeat the student's statement to clarify and demonstrate an understanding of the student's perspective.
- Ask if the student wants to hurt themselves. Asking does not plant ideas in the student's mind.
- Do not challenge or become argumentative with the student. Do not try to minimize the student's distress.
- Respect the student's privacy without making false promises of confidentiality.
- Document all incidents and attempts to resolve the situation.

Making a Referral

- Be honest with the student about your limits of expertise.
- Recommend services and provide direct referrals.
- Frame any decision to seek and accept help as a positive choice.
- If necessary, find someone to stay with the student while calls to the appropriate resources are made, and offer to escort the student.
- Keep in mind the guidelines for responding to a student of concern and that your own well-being is very important.

Supporting Your Mental Health & Well-being

The University System of Georgia has contracted with Kepro to provide employees and their family members with a comprehensive Employee Assistance Program (EAP). All healthcare benefits-eligible employees and their families have access to the program. Visit hw.gatech.edu/eap for more information and access to the EAP services.

Is the Student In Need of Immediate Assistance?

Yes, It Is Urgent

Student conduct is clearly irritated, disorderly, dangerous, or threatening and suggestive of immediate harm to self or others in the community.

Call 911 for immediate response or the Georgia Tech Police Department at 404-894-2500. After the immediate crisis has been resolved, report the concern through the Student Life website (studentlife.gatech.edu) by completing the Referral Form.

What to Expect: You can expect support around the situation. Expect immediate support from emergency personnel and contact from the Vice President for Student Life and Dean of Students Office after the crisis, immediate response from emergency personnel and after-the-crisis follow-up from the Vice President for Student Life and Dean of Students.

I'm Not Sure

Student is exhibiting some verbal or physical aggression, disrupting class, difficulty communicating or relating to others. Student is clearly irritated or making others feel uncomfortable. Student is chronically absent or otherwise unable to perform as a student.

Refer the student to the Center for Assessment, Referral and Education (CARE) or the Vice President and Dean of Students' Office. For reticent students, consider walking the student to CARE (1st floor of Smithgall Student Services, Suite 102B) or the Vice President and Dean of Students Office (Suite 210 in Smithgall Student Services). Follow up with a report to the Vice President and Dean of Students (studentlife.gatech.edu) by completing the Referral Form.

What to Expect: You can expect support around the situation. Your report to the Vice President and Dean of Students is confidential and you will be contacted to discuss your observations (studentlife.gatech.edu).

No, It's Not Urgent

Student is exhibiting indicators of distress but is not immediately disruptive or fully non-functional as a student.

Refer the student to the Center for Assessment, Referral and Education (CARE), the Vice President of Student Life and Dean of Students' Office or another relevant resource center that can assist the student with stress management, and mental health and well-being tools and services.

What to Expect: You should conduct a follow-up conversation with the student to inquire about their progress accessing the resources you suggested.

If you feel like the student needs additional support, complete the Student Life Office of the Vice President and Dean of Students Referral Form at studentlife.gatech.edu. Start by clicking on "Get Help Now."

What to Do Next: Review the Guidelines for Responding to a Student of Concern and the steps to take to talk to the student.