





**M h i b k l e , \_ \_ \_ i l l , V d**



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### 3. Hear them out

Be there to listen. Your priority is to provide a space where students can speak and be heard.

They need you to be warm, compassionate, and fully present. Listen patiently as you try to understand where they're coming from and take time to affirm their feelings. This is about them, not you.

Be curious. As an active listener, ask open-ended follow-up questions that might help you understand students and ensure they feel heard. Most importantly, listen and let them speak.

Share carefully. Most of the time it may not be helpful to share your experiences. Your role is to listen and learn so you can connect the student to resources. Sometimes, however, it can be helpful for a student to hear about your experiences with your own well-being or interactions you've had with mental well-

# Responding to a Student of Concern

## **KNOW YOUR ROLE**

Safety first. Do not hesitate to call the Department of Campus Safety for help. Your safety, and that of our students and community, are our top priority. Campus safety can also direct you to other resources on campus, such as the dean or counselor on call.

## **CONSULT**

Call the student's administrative dean for consultation whenever you need to. Sharing your concerns about students helps the deans learn more about our students' well-being and concerns.

## **SET CLEAR BOUNDARIES**

Set boundaries around anything that helps to preserve your own mental well-being. You can't give students the support they need if you are suffering. You're not their therapist.

## **BE WARM**

Your role is to be a warm, supportive presence for the student who is struggling. You're not there to fix anything or give unsolicited advice.

## **BE PROACTIVE**

Have conversations about well-being with students early and often. This normalizes the process of accessing help and becoming well.

## **DOCUMENT**

Always document your interactions with distressed students and consult with your department chair or director after the interaction/incident.

## **PRACTICE SELF-CARE**

Supporting students' well-being can take a toll on our own. If this happens, please do what you need to recover and recharge. When students see you practicing self-care, it helps them realize that their community supports and prioritizes self-care.

## **SET EXPECTATIONS ABOUT RESOURCES**

Help the student be realistic about what to expect from the resource and on what timeline. No resource can meet all needs, and it may take

# Urgent Consultation Resources

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## Support available 24/7:

**Administrative dean on call**

315-228-7333

**Counselor on call**

315-228-7385

**Campus safety**

315-228-7333

**National Suicide Prevention Lifeline** offers free and confidential support for people in distress. Call 988.



**P i a c e a n d h e a l t h h a n d l i n g** Mental health professionals are confidential resources. Although they will gladly accept any information you are willing to provide them about a student's well-being, they cannot share information with you without the student's written consent. Students sometimes grant permission for a counselor to speak with a faculty/staff member, but this is not always the case. It is important that you follow up with the student about your concerns and check in directly.

The **Max A. Shacknai Center for Outreach, Volunteerism, and Education (COVE)** fosters a commitment to social responsibility and engagement through mutually beneficial, community-centered partnerships. Contact 315-228-6880 or [cove@colgate.edu](mailto:cove@colgate.edu).

The **Office of the Chaplains\*** provides the Colgate community with a dynamic, friendly, and supportive place in which to seek answers to life's biggest questions. Contact 315-228-7682 or [chaplainsoffice@colgate.edu](mailto:chaplainsoffice@colgate.edu).

The **Office of Student Disability Services**, located in the Center for Learning, Teaching, and Research (CLTR), provides students with disabilities equal opportunities to benefit from all services, programs, and activities. Contact 315-228-6955.

The **Office of Financial Aid** supports access to quality education for students from all socioeconomic backgrounds and is committed to lessening the burden of debt to better prepare students for opportunities after graduating. Contact 315-228-7431 or [finaid@colgate.edu](mailto:finaid@colgate.edu).

The **Office of LGBTQ+ Initiatives** works to enhance campus inclusion and provide support for lesbian, gay, bisexual, transgender, queer, questioning, and ally students, staff, and faculty through intellectual and leadership

development, building community, outreach, and visibility. Contact 315-228-6840 or [lgbtq@colgate.edu](mailto:lgbtq@colgate.edu).

The **Office of Residential Life** extends student learning and growth into the campus' residential community, promoting a purposeful

Colgate University provides a range of health-related resources for faculty and staff, including benefits for mental health services and substance abuse treatment. Faculty and staff members can use these behavioral health benefits for a personal consultation or to discuss a concern about an employee or colleague. Sessions with counselors, psychologists, and/or

## Behavioral Health Benefits With Medical Coverage

Depending on your medical plan, faculty and staff members have access to behavioral health providers in the community through Excellus Blue Cross Blue Shield. Please visit [colgate.edu/jbcga/employee-life/ga](http://colgate.edu/jbcga/employee-life/ga) or [ecell\\_bcb\\_c](mailto:ecell_bcb_c) for more information.

## Human Resources Wellness Programs

Human resources sponsors the CU Well Employee Wellness Program, which provides activities and resources to help faculty and staff members reach their wellness goals. Colgate's wellness program works to build a healthy workplace culture and offers on-site activities, health

An accessible PDF version of the Colgate Red Folder is available to download at [colgate.edu/counseling](http://colgate.edu/counseling).

# COLGATE UNIVERSITY

Dean of the College

## Counseling and Psychological Services

[counselingcenter@colgate.edu](mailto:counselingcenter@colgate.edu)

315-228-7385

**Location:** Conant House

Campus map available online at [colgate.edu/map](http://colgate.edu/map)

## Walk-in hours

Monday–Friday, 9 a.m.–noon and 1:30–4:30 p.m.

## After hours

Call the counseling center.

For an emergency, call 315-228-7385 and dial #2.