Campus Resources

Georgia College CARE Team
gcsu.edu/titleIX
478-445-3014

Georgia College CARE Team offers support and assistance to the campus regarding concerns you or someone you care about may be experiencing. It may be necessary to bring an individual to the attention of the CARE Team at 478-445-7475 (RISK). Public Safety at 478-445-4400, Counseling Services at 478-445-5331, or the other departments/agencies listed.

Off Campus Emergency Resources

Georgia Crisis and Access Line
478-445-6225

A statewide resource sponsored by the Georgia Department of Behavioral Health and Developmental Disabilities to access mental health, substance abuse and crisis and emergency services 24/7.

River Edge Behavioral Health/Baldwin Crisis Service Center
60 Frye St, West, Middleburg, GA 30255
478-445-5331

River Edge provides outpatient psychiatric counseling and assessment, support and referral services for individuals in crises 24/7.

Oconee Adult Services
420 North Jefferson Street, Milledgeville, GA 31061
478-445-4271

Oconee Adult Services provide substance abuse treatment and adult mental health for Baldwin County and all surrounding counties.

Oconee Regional Medical Center Emergency Room
821 North College Street, Milledgeville, GA 31061
478-454-3505

Oconee Regional provides emergency services in conjunction with River Edge Behavioral Health for individuals in crisis 24/7.

Coliseum Center for Behavioral Health Life-Line
340 Hospital Drive, Macon, GA 31217
478-741-1335 or 800-546-6221

Coliseum Center provides information, assessment, referral and crisis intervention for emotional mental health concerns, alcohol drug addiction, suicide threats and depression 24/7.

Crisis Line and Safe House of Central Georgia
487 Cherry St, 3rd Floor, Cherry Street Tower, Macon, GA 31201
Hotline: 478-738-9030
Domestic Violence Safe Shelter: 478-738-9030
State Hotline Domestic Violence: 800-33-MD-VEN (800-333-6383)

National Suicide Hotline
800-273-8255

The emergency telephone number in North America that requires immediate attention from the police.

Recognizing Distress or Crisis

Be aware of the potential indicators of distress or crisis in interactions with others. A single indicator from the list does not necessarily suggest a high level of concern. Look for groupings, frequency, duration and severity – not just isolated symptoms. This information was developed to assist you in deciding whether to bring an individual to the attention of the CARE Team at 478-445-7475 (RISK). Public Safety at 478-445-4400, Counseling Services at 478-445-5331, or the other departments/agencies listed.

Possible Signs of Mild to Moderate Distress

Changes in mood and behavior, confusion, irritability, anxiety, depression, lethargy, rapid speech.

Excessive tearfulness, panic reactions, extreme test anxiety, fearfulness

Changes in personal desires or hygiene

Evidence of significant substance use

Repeated requests for special considerations: excuses, late papers, make-up tests

Dependency, excessively needy/clingy, or overly demanding of others time and attention

Bizarre content in communication, writings or presentation

Decreased concentration or increased disorganization

Recent drop in grades, poor attendance, repeated tardiness

Excessive fatigue or changes in sleep patterns, too much or too little

Self-directed or personal distress such as family problems, financial difficulties, grief stresses

Expression of concern about the person from others

Possible Signs of Severe Distress or Crisis:

Evidence of self-injury: cuts, burns, blocked or effort to cover these in unreasonable clothing

Highly disruptive behavior: hostility, aggression, violence, overactive or overly excitable, impulsive behavior

Coming to or class intoxicated, high or smelling of alcohol or marijuana

Giving away possessions

Reports hopelessness or helplessness

Incessence: garbled or slurred speech, diaphoretic or trembling thoughts, disordered or distorted use of language

Delusions or paranoia: extreme suspiciousness, irrational fears or ideas, delusional beliefs

Possible Signs of Dangerous or Threatening Behavior:

Threatening letters, emails, text messages about hurting or killing him/herself or others

Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations or violent behavior

Statements regarding suicide, homicide, hopelessness, lack of interest in living

Display of references to a weapon for violence

Physical confrontation or physical intimidation

Stalking or harassing behavior, including failure to comply with requests to cease contact

Estabulation in these behaviors over time, especially when related to an ongoing grudge or grievance

*Note: Any or all of the signs of distress could be related to victimization or traumatic violence. If an individual is not making contact, it is incumbent on the external mandator, remember that university employees are mandated to immediately report the incident to the Title IX Coordinator in The Office of Human Resources and/or the CARE Team at 478-445-7475 (RISK). Public Safety at 478-445-4400, Counseling Services at 478-445-5331, or the other departments/agencies listed.

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(478-445-7475) RISK

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How to Talk to Students About Your Concerns

• Talk in private when you and the student have time and you are not distracted by other demands.
• Listen actively, sensitively and carefully. Use a non-confrontational approach and a calm voice.
• Be frank and honest about your concerns, sharing what you observe without judging.
• Don’t be afraid to ask students directly if they are feeling confused, are under the influence of drugs or alcohol, or are having thoughts of harming themselves or others.
• Be aware of the limits of your ability to help. It is not your role or responsibility to be a therapist, but you can help them get the support they need. (Counseling Services offers additional training, called QPR – Question, Persuade, Refer – to further assist you in helping individuals who may be suicidal or experiencing a mental health emergency.)
• If a student is receptive to seeing a counselor, provide them with the phone number for Counseling Services (478-445-5331) and website, gcsu.edu/counseling, and offer them access to your phone, if possible, so they can make an appointment.
• An example of beginning a dialogue with a student might include: Sounds like you are really struggling. Many people find it helpful to talk in confidence with someone outside of the situation. I want to help you get the help you need and deserve.
• Suggest that a student seek help instead of telling them. Inform the student of our Counseling Services and tell them that students visit Counseling Services for a variety of reasons.

When to Contact GC Counseling Services

• A student exhibits symptoms listed in mild, moderate or severe distress categories
• A student is depressed, extremely anxious or psychotic
• A student has difficulty controlling emotions and/or behavior, and has not responded positively to your attempts to problem solve
• A student’s weight and eating behavior is a concern
• A student’s substance use is a concern
• A student appears to be in an abusive relationship
• A student is having difficulty grasping a loss
• Whenever you are concerned about a student (Trust your instinct)

How to Make a Referral and Connect Students with Services

If in mild to moderate distress (no safety concerns):

• Talk with the student about your concerns and observations, asking about his/her situation. Recommend that they go by Counseling Services (478-445-5331), or check out the website, gcsu.edu/counseling. Be sure to explain what to expect and that counseling is free and confidential.

Call Counseling Services (478-445-5331) and share pertinent information that may be helpful in understanding what’s going on with the student. You can share information, but remember that once Counseling Services has a confidential relationship with a student, they cannot share information with you without permission.

• You may wish to follow-up with student later, as it creates a safe climate for the student when they are overwhelmed.

• If the student chooses not to go to counseling, remember that it often takes a few visits before someone seeks counseling. You are still encouraged to share your concerns with Counseling Services as the student may go later without your knowledge and your information would be helpful to have on file.

Consult and Document – Always document your interaction with distressed students and consult with your department chair/supervisor after any incident.

If in severe distress or crisis (some safety concerns present):

• Between 8 a.m. and 5 p.m.: Monday – Friday, call Counseling Services at 478-445-5331.

After business hours, call Public Safety at 478-445-4560.

If at any time the situation shifts from severe distress to a threatening situation, call Public Safety first at 478-445-4560 or 911.

• When you call Counseling Services, indicate immediately that you are dealing with an urgent or emergency situation. Speak with a counselor about the situation. The counselor will usually then speak with the student by phone, if he or she is in your office.

• Stay with the student, if possible, until an arrangement has been made for the student to be transported by Public Safety to Counseling Services, or until someone arrives.

• Use reflective active listening. (Pause feedback positively whenever possible. Reassure the student that the Public Safety and Counseling Services are here to help them)

• If you are not with the student at the time to inspect your concern by contacting any of all of the following offices: Counseling Services at 478-445-5331, the CARE Team at 478-445-7475 (RISK), Public Safety at 478-445-4400.

Confusion about FERPA and Confidentiality

The purpose of the Family Educational Rights and Privacy Act of 1974 (also known as FERPA or the Buckley Amendment) is to afford certain rights to students concerning their education records that are directly related and maintained by the University. But in most cases, classroom observations of a student, conversations, notes kept for personal use or other non-official information may not be considered part of a “student record.” And University personnel are generally permitted and encouraged to share student information between University offices on a “need to know” basis.

It is important that you not guarantee “confidentiality” to a student, but rather assure them that you will only inform those on campus who can get them the help they need.