

Campus Resources

Georgia College CARE Team

(Crisis Assessment, Response and Education) Team
478-445-7475 (RISK)

Georgia College CARE Team offers support and assistance to the campus regarding anyone at Georgia College who is concerned about an individual on campus. These concerns might include troubling behavior or potential threat to himself, herself or others. The individual may be a student, staff or faculty member, or a visitor. The phone line is monitored 24/7. If you are dealing with an immediate danger or emergency, please call Georgia College Public Safety directly at 478-445-4400.

Georgia College Counseling Services

gcsu.edu/counseling
478-445-5331

Georgia College Counseling Services offers short term individual, group and couples counseling to currently enrolled students. Some mental health issues may be beyond their scope of practice. Regardless, Counseling Services is available to assist, consult and refer to appropriate off campus treatment providers or for emergency assessments.

Georgia College Public Safety

gcsu.edu/publicsafety
478-445-4400

Georgia College Public Safety offers support services, patrol, investigations and emergency management 24/7 to protect, serve and educate the university community.

Georgia College Division of Student Affairs

gcsu.edu/studentlife
478-445-5169

Georgia College Division of Student Affairs manages a number of student services, programs and activities as well as administers the university's disciplinary code of conduct.

Georgia College Student Health Services

gcsu.edu/healthservices
478-445-5288

Georgia College Student Health Services offers assessment, treatment and outreach programming for health-related issues, injury, illness, women's health concerns, and wellness.

Georgia College Disability Services

gcsu.edu/disability
478-445-5931

Georgia College Disability Services offers support, accommodations and assistance for students with disabilities whose documentation meets University System criteria and who are registered with their office.

Georgia College Women's Center/Project BRAVE

gcsu.edu/womenscenter
478-445-8519

Georgia College Women's Center offers support and education related to gender issues, in particular power based interpersonal violence – sexual assault, intimate partner violence, stalking and other sexual misconduct.

Georgia College Office of Institutional Equity and Diversity (OIED)

gcsu.edu/equity
478-445-4233

Georgia College Office of Institutional Equity and Diversity offers support and assistance related to all issues of diversity, inclusion, equal opportunity and equal treatment that include consultation and investigation related to harassment.

GC Ethics and Compliance Reporting Hotline can be accessed by calling 877-516-3432 or online at <https://gcsu.alertline.com/gcs/welcome>

Georgia College LGBT' Programs and Services

478-445-8158

LGBT' Programs and Services offers support to LGBT' members of the campus community so that they may work and learn in an environment free from discrimination and harassment.

Georgia College Center for Student Success

gcsu.edu/success
478-445-2361

The Center for Student Success offers advising, academic support, tutoring and academic assistance toward successful completion of a degree.

Georgia College Office of Human Resources

Title IX Coordinator
gcsu.edu/titleIX
478-445-1898

Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681) provides that no person shall, on the basis of sex, be excluded from participation in, be denied benefits or be subjected to discrimination under any education program or activity receiving federal financial assistance.

Georgia College Office of Human Resources/ Employee Relations

gcsu.edu/humanresources
478-445-5932 or 478-445-5596

Human Resources and Employee Relations offers support options and expertise in conducting related investigations; including fact finding, interpretation of policies, procedures and applicable laws.

Off Campus Emergency Resources

Georgia Crisis and Access Line

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.
1-800-715-4225

River Edge Behavioral Health/Baldwin Crisis Service Center

60 Hwy 22 West, Milledgeville, GA
478-451-2700/478-451-2797

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

Oconee Adult Services

430 North Jefferson Street, Milledgeville, GA
478-445-4721

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

Oconee Regional Medical Center Emergency Room

821 North Cobb Street, Milledgeville, GA
478-454-3505

Oconee Regional provides emergency assessments 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
478-741-1355 or 800-548-4221

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
Hotline: 478-745-9292

Domestic Violence Safe Shelter: 478-738-9800
State Hotlines Domestic Violence: 800-33-HAVEN
(800-334-2836)

National Suicide Hotline

800-273-8255

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

Contrary to media coverage, most individuals struggling with mental health issues pose no safety risk to anyone. In fact, individuals with mental illness are far more likely to be victims of violence than perpetrators, and those who are at risk are far more likely to harm themselves than to harm others.

Nonetheless, please keep the following considerations in mind when dealing with individuals in distress:

Please take all threats – direct and indirect – seriously. Refer these concerns to the CARE Team at **478-445-7475 (RISK)**, or other appropriate offices referenced in this folder.

Mental illness is treatable, and early treatment is most effective. Most severe mental illnesses begin with early signs. Recognizing these signs and referring for treatment before severe symptoms develop can enhance safety for everyone by limiting the progression of the illness.



CARE Team

Parks Hall
Campus Box 27
Milledgeville, GA 31061
478-445-7475 (RISK)

Counseling Services

Suite 210
Wellness and Recreation Center
134 West Campus Drive
Campus Box 61
Milledgeville, GA 31061
Phone 478-445-5331
Fax 478-445-2962

Public Safety

Hall House
301 W. Montgomery St.
Campus Box 88
Milledgeville, GA 31061
478-445-4400

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 dress or hygiene
- Evidence of significant substance use
- Repeated requests for special considerations: excused absences, 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-disclosure of personal distress such as family problems, financial difficulties, grief issues
- Expression of concern about the person from others

Possible Signs of Severe Distress or Crisis:

- Evidence of self-injury: cuts, burns, bruises, or efforts to cover these in unseasonable clothing
- Highly disruptive behavior: hostility, aggression, violence, overactive or overly excitable, impulsive behavior
- Coming to class or work intoxicated, high or smelling of alcohol or marijuana
- Giving away possessions
- Reports hopelessness or helplessness
- Incoherence: garbled or slurred speech, disjointed or rambling thoughts, disordered or distorted use of language
- Delusions or paranoia: extreme suspiciousness, irrational fears or ideas, distorted 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 or reference to a weapon for violence
- Physical confrontation or intimidation
- Stalking or harassing behavior, including failure to comply with requests to cease contact
- Escalation 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 and/or sexual violence. If an individual reports an incident of sexual misconduct, remember that university employees are mandated to immediately report the incident to the Title IX Coordinator in The **Office of Human Resources** at **478-445-1898**. Also, consider referring the students to **The Women's Center** at **478-445-8519** or **Counseling Services** at **478-445-5331** for support. For more information in reference to confidential or non-confidential reporting options please refer to the brochure at the website: gcsu.edu/sexualmisconduct

NOTE:

Behavior that is disruptive to the educational or living environment should be referred to the Student Affairs Office at 478-445-5169 to potentially be dealt with as a disciplinary code of conduct violation.



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STUDENTS

The Reality Nationwide

The number of students entering college with a prior psychiatric history or a documented disability continues to increase. Many chronic psychiatric disorders present for the first time in late adolescence and early adulthood. The first episode of depression often appears during the young adult years. In fact, nearly half of all college students say that they've felt so depressed that they found it difficult to function during the last school year. (ULifeline.org 2013)

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 clear about 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

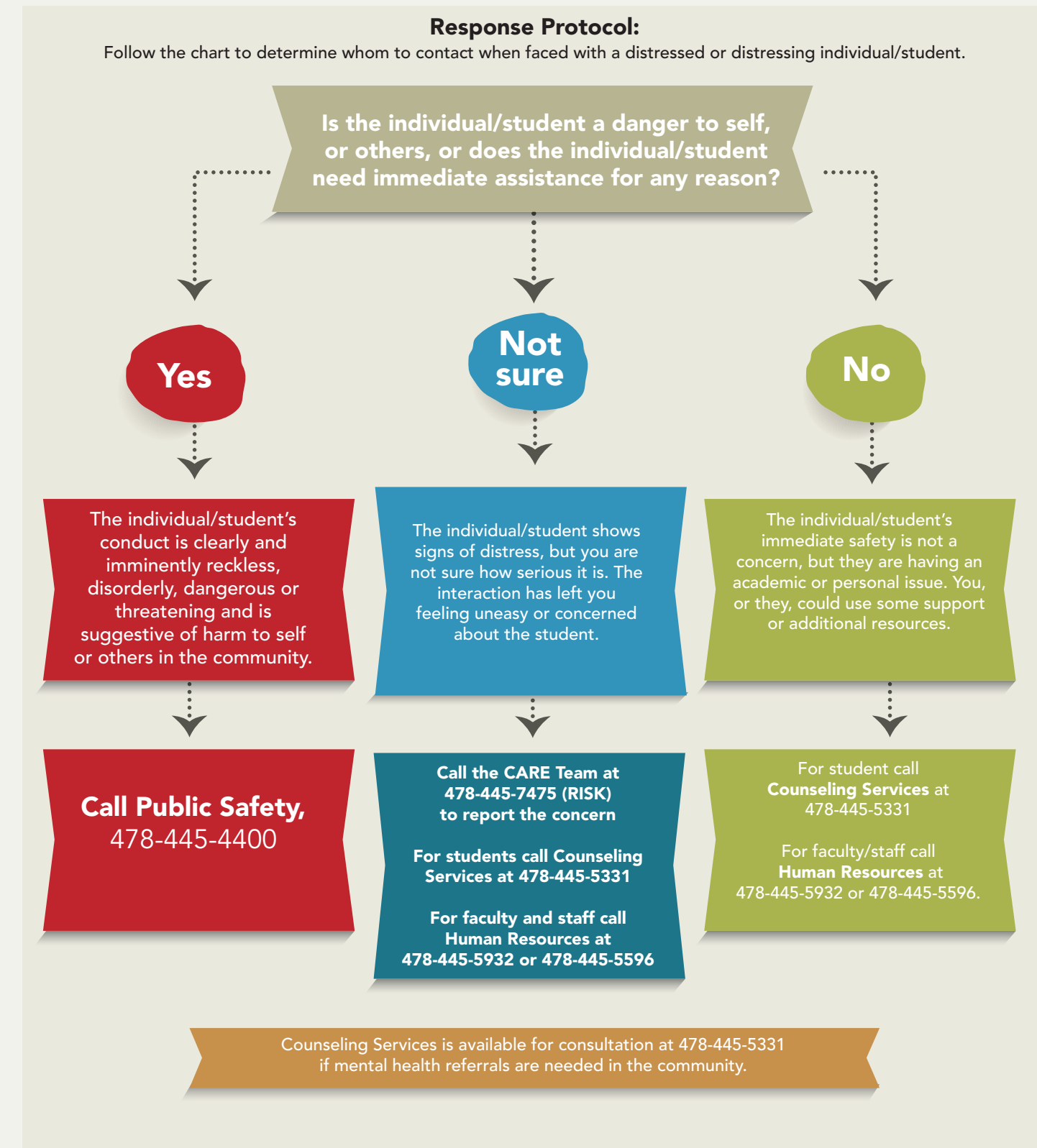
- A student exhibits symptoms listed in mild, moderate or severe distress categories
- A student is depressed, extremely anxious or psychotic
- A student has difficulty controlling emotions and/or behavior, and has not responded positively to your attempts to problem solve
- A student's weight and eating 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 grieving 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, call (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 that 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 students when they are overwhelmed
- **If** the student chooses not to go to counseling, remember that it often takes a few prompts 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 are 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 478-445-4400. **If at any time the situation shifts from severe distress to a threatening situation, call Public Safety first at 478-445-4400 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. Phrase 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, report your concern by contacting any or 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. The primary rights afforded are the right to inspect and review the education records, the right to seek to have the records amended and the right to have some control over the disclosure of information from the records as needed. FERPA does not prohibit you from reporting troubling student behavior to a university official. FERPA does restrict what kinds of information we can share with non-college officials such as other students, parents, and outside agencies.

- FERPA lends federal protections to student records. Although there are many provisions in FERPA, perhaps the most common

concern is the protection of "personally identifiable" information from records to University personnel or to outsiders. University faculty and staff often experience confusion regarding the scope and manner of such protections. However, we should emphasize that FERPA protects student 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.