### A Quick Guide for Helping Students

#### For Guidance or Advice
- Student communication indicates hunger, homelessness, or food/housing insecurity.
- Student communication indicates no ability to pay for textbooks.
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the college.
- Student is debilitated or overwhelmed by a family situation.
- Student is having academic difficulty due to physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.
- Student does something significantly out of character.
- Student acts peculiar and this is cause for alarm.
- Student displays unhealthy or dangerous patterns or behavior.
- Student is threatening the safety of self or others.
- Student is acting in a frightening or threatening manner.
- Student is not leaving the classroom after being asked to leave.
- Student is reporting or initiating a threat or bomb scare.

#### After Hours & Off Campus Resources:
- **Milwaukee Police Department**
  - Sensitive Crimes Division: 414-935-7405
  - police officers with special training related to sexually based crimes
- **The Healing Center**
  - 414-671-4325
  - individual counseling, advocacy, and support groups
- **Sexual Assault Treatment Center**
  - 414-219-5555
- **Sojourner Family Peace Center**
  - 414-276-1911
  - provides a confidential domestic violence hotline & emergency legal assistance 24/7
- **Milwaukee LGBT Community Center**
  - 414-271-2656
  - includes outreach to LGBT youth, adults, and their allies, and a mental health clinic for confidential outpatient care
- **Milwaukee Women’s Crisis Line and Shelter**
  - 414-671-6140
  - offers 24 hour assistance to women in need of assistance from sexual or domestic violence

#### Alverno Contacts At-a-Glance

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<th>EMERGENCY</th>
<th>911</th>
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<td>Campus Safety &amp; Security</td>
<td>382-6158 or 6911</td>
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<th>NON-EMERGENCY RESOURCES</th>
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<td>Academic Advising</td>
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<td>Campus Minister</td>
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<td>Counseling &amp; Health Services</td>
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<td>Counselor</td>
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<td>Nurse</td>
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<td>Dean of Students Office</td>
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<tr>
<td>(Student Affairs)</td>
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<td>Residence Life Director</td>
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<td>Austin Hall Coordinator</td>
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<td>Clare Hall Coordinator</td>
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<td>Student Accessibility Coordinator</td>
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<td>Title IX Coordinator</td>
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**Early Alert**

Most non-emergent situations involving a student in distress, a student whose behavior has changed, or a student who appears to be going missing can be reported through our early alert intervention system.

Staff from Advising and Student Affairs review each alert quickly and refer the situation to the appropriate colleague for intervention or follow-up.

The Early Alert system is found on the Launchpad in the top left hand section.

### Help From Your HEART

- **H**ear the issue
- **E**mpathize with the person
- **A**ssess the situation and needs
- **R**efer for help
- **T**ell the appropriate office

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**NOTE:** Regardless of the situation, contact any of the above offices for consultation or information. Any non-urgent situation is appropriate for early alert. Intervention with the student and communication with the colleague referring will follow.
HELPING STUDENTS

Medical Issues

Recognize
- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won’t stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

Respond
- Do not move an injured person (unless in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Immediately call for help
- Stay with person until help arrives

Refer
- URGENT: Call Campus Safety & Security 382-6158 or x6911
- Less Urgent Care: Health Services 382-6319, Mon – Thurs 9am-3pm

Know Your Limits:
While sometimes difficult to do, it is important that you realize the limits of your own responsibility when assisting distressed students. If you are involved in an intervention with a student:
- It does not mean you must (or can) resolve the student’s difficulties.
- You are not responsible for the student’s emotional well-being.

Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself through consultation with colleagues.

Mental Health Issues

Recognize
- Reference to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationship changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in paper/e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

Respond
- Express concern and interest
- Avoid criticizing or sounding judgmental
- Remember, even if the problem does not seem urgent to you, it may be very important to the student
- Threatening behaviors require immediate action

Refer
- URGENT: Call Campus Safety & Security 382-6158 or x6911
- Less Urgent: Submit an Early Alert, call the campus Counselor 382-6119, or call the Dean of Students Office 382-6118

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Misconduct Issues

Recognize
- Harassment:
  - Phone calls, text messages or any type of communication continued after the person has been told to stop
- Disorderly conduct:
  - Inappropriate outbursts or persistent interruptions
  - Continued arguing beyond the scope of academic debate
- Disruptive or Threatening Conduct:
  - Throwing items in anger
  - Refusing to leave the classroom or office
  - Refusing others the option to leave
  - Brandishing a weapon

Response
- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Express your concern for the student
- Help explore options and alternatives and outline your expectations
- Threatening behaviors require immediate action

Refer
- URGENT: Call Campus Safety & Security 382-6158 or x6911
- Less Urgent: Submit an Early Alert, Consult with Department Chair or College Dean, or call the Dean of Students Office 382-6118

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Crime Victimization

Recognize
- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Sudden changes in demeanor (for example, a formerly assertive student becomes withdrawn or formerly easy-going student appears angry all the time)
- Student appears to be afraid of another student in the same class

Response
- Listen to and believe what the student tells you
- Do not ask for details of what happened
- Do not minimize what happened
- Do not blame the student
- Say phrases like: “I’m glad you are safe now” and “I’m glad that you trusted me enough to tell me.”
- Encourage the student to seek assistance
- Do not pressure the student to report the crime
- If the situation involves a Title IX concern (e.g. sexual harassment, sexual violence or sexual discrimination of any kind), contact the Title IX coordinator.
- Campus Safety & Security or Student Affairs staff can assist the student to report if that is what she decides she wants to do.

Refer
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- Less Urgent: Submit an Early Alert or call the Dean of Students Office 382-6118

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