

LEE COLLEGE CARES

A guide to identify and help a student in distress.

IF YOU BELIEVE AN INDIVIDUAL IS IN IMMEDIATE DANGER OF HARMING THEMSELVES OR OTHERS, CALL 911 OR CAMPUS SECURITY AT 281.425.6888

If the student is not in an immediate risk, submit a CARES Team referral.

CARES TEAM REFERRALS



The CARES Team specializes in connecting students to resources to include mental health, basic needs, financial and academic supports by using supportive case management.

We seek to empower students to be successful through life's challenges offering wrap around services.

Students may be referred through an online referral form

(www.lee.edu/go/bit-referral).

MANDATORY REPORTING

State law requires Lee College employees to report observed incidents or credible information promptly to the Title IX Coordinator. This includes behavior against a student or employee reasonably believed to be sexual harassment, sexual assault, dating violence, or stalking. More information can be found on the Title IX Website.



OTHER REPORTING FORMS

Lee College utilizes a centralized reporting process to report issues such as academic honesty, student conduct, student complaints, and bias/discrimination incidents.

<https://cm.maxient.com/reporting.php?LeeCollege>

HELPFUL RESOURCES

Campus Resource	Department / Office
Lee College Security 281.425.6888 (24/7) 832.556.4007 – McNair Campus 832.556.5781- LCEC (Liberty Campus)	Chief Eric Williams ewilliams@lee.edu www.lee.edu/security/
Student Resource and Advocacy Center https://www.lee.edu/srac	Student Center 832.556.4447 basicneeds@lee.edu
Access Center (Disability Services) https://www.lee.edu/disabilities/	disability@lee.edu 281.425.6217 Rundell Hall 101
Title IX Office / Student Conduct https://www.lee.edu/titleix	Jose Martinez Director, Student Conduct and Compliance/ Title IX Coordinator josmartinez@lee.edu 281.425.6546 RH 112

Community Resource	Contact
Domestic or Sexual Violence	The Bridge Over Troubled Waters www.tbotw.org 24/7 hotline – 713.473.2801 Administrative Office - 713-472-0753
	Rainn (Rape, Abuse & Incest National Network) - https://rainn.org/ (call, text, chat) Online confidential support



Virtual Care From Anywhere

TimelyCare offers 24/7 access to virtual care, self care, and well-being tools.



Students and part time employees have access to TimelyCare—on demand FREE virtual and wellbeing services.

How to access:

1. Students download the app or go to timelycare.com/lee
2. Students log on with their Lee College email
3. Click “create account”

Minors and TimelyCare

Students under the age of 18 are eligible for TimelyCare services with consent. After registering for TimelyCare, a parent or guardian completes the consent form to grant access. An email notification is sent to the student to confirm the process is complete.

The consent form and more information can be found online [/www.lee.edu/cares-team/timelycare](http://www.lee.edu/cares-team/timelycare)



MedicalNow

On-demand support for common issues.

TalkNow

24/7 on-demand emotional support to talk about anything.

Scheduled Medical

Choose your preferred day, time, and medical provider.

Scheduled Counseling

Choose your preferred day, time, and mental health provider.

Health Coaching

Use this to help develop healthy lifestyle behaviors.

Psychiatry

Appointments available through a referral.

Self-Care Content

Visit the “Self Care” page for guided self-care content.

Peer Community

Share your experience with a nationwide network of students.

MENTAL HEALTH REFERRALS

Linda Torrez-Mann is a Licensed Professional Counselor who provides short-term counseling services to students aged 18 and older. Linda works collaboratively with students to identify solutions and support their overall well-being.

Location: Student Center, Room 112.1

Referral Process - With this referral form (www.lee.edu/go/mental-health-referral), students may self-refer to start the process. Faculty and staff may also refer students with the student's permission. In addition to in-person sessions, Linda is available to meet virtually or by phone.



Suicide Prevention Lifeline 988

www.lee.edu/cares-team/suicide

Community Mental Health Resources

www.lee.edu/cares-team/mental-health-resources



SRAC Student Resource Guide

The Student Resource and Advocacy Center (SRAC) provides a guide to campus and community resources available to Lee College students free of charge. These resources include housing, food, childcare, utility assistance, and healthcare



LEE COLLEGE

RECOGNIZE AND RESPOND

1 RECOGNIZE

Recognize the signs or indications that students may be in distress. Students may present with signs that are not listed.

ACADEMIC

- Sudden decline in quality of work and grades
- Frequently missed classes/assignments or use of office hours for personal support
- Conduct that interferes with classroom activities
- Doesn't respond to repeated requests for contact or meetings

PHYSICAL/BEHAVIORAL

- Marked changes in physical appearance such as poor grooming/hygiene or sudden changes in weight
- Strange, disoriented, or bizarre behavior indicating loss of contact with reality
- Unusual speech, such as rapid, garbled, rambling, tangential, disconnected or slurred speech
- Intoxication, hangover, smelling of alcohol, evidence of drug misuse

PSYCHOLOGICAL

- Discloses personal distress like family problems, financial difficulties, assault, discrimination or legal difficulties
- Excessive tearfulness, panic reactions, irritability or unusual apathy; reactions seem disproportionate to the event
- Verbal abuse like taunting, badgering or intimidation

CONVERSATION TIPS

"I've been worried about you. Is everything ok?"

"How can I help? It seems like you've had some challenges these past few weeks."

SAFETY RISK

- Verbal, written or implied references to suicide, homicide, self-harm behavior
- Implied or direct threat of harm to self or others
- Unprovoked anger or hostility
- Physical violence like shoving, grabbing, assaulting or use of a weapon
- Signs of self-injury
- Interpersonal violence
- Verbal abuse (e.g., taunting, badgering, intimidation)

2 RESPOND

The following are tips on how to respond to signs of distress

SHOW YOU CARE

Consider the situation and determine the appropriate next steps and available resources

- Remove distractions
- Be patient and listen for understanding
- Maintain eye contact
- Ask what they need
- Summarize what they say
- Offer help where you can
- Let them know you are there for them
- Listen carefully and acknowledge student's pain
- Stay safe: If there is an imminent danger to you, the student or someone else, call 911.
- Ask direct questions: Don't be afraid to directly ask the student if they are having thoughts of harming or killing themselves or others. By asking you are not instilling the thought

CONVERSATION TIPS

"I noticed you missed the last few classes and wanted to check in. Is everything ok?"

"You looked very tired the last few classes and have missed the last two assignments. Is there anything you want to talk about?"

SAY WHAT YOU SEE

- Be direct. Express your concerns directly and honestly
- Briefly acknowledge your observations and perceptions of their situation
- Stick to the facts
- Don't make assumptions
- Describe the changes you have noticed
- Ask if they are ok

HEAR THEM OUT

- Stay calm: Take a few deep breaths to calm yourself
- Listen! Listen carefully and acknowledge the student's pain
- Give your full attention: be present and patient, taking the time needed to make sure you understand what is causing the distress
- Be curious. Ask questions
- Affirm their feelings
- Let them know they are not alone

CONNECT WITH HELP

- Determine the need and appropriate resources available
- Reaffirm your support and care
- Connect them to resources
- Follow up

DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?



YES – IMMEDIATE DANGER

- The student has a weapon and is threatening to use it
- Is threatening immediate serious self-harm or harm to others,
- Or has engaged in a behavior that requires medical attention



Call **911** or Lee College Security at **281.425.6888**



NOT SURE

- Signs of distress are visible, but the severity is unclear.
- The interaction has left you feeling uneasy or concerned about the student and you're not sure how to proceed.



Consult with supervisor or the CARES Team by completing a referral (www.lee.edu/go/bit-referral)



NO

- I'm not concerned for the student's immediate safety, but they are having significant academic and/or personal issues and could use support.



Refer the student to the appropriate campus resources or the CARES Team.

DISRUPTIVE BEHAVIORS

What is Disruptive Behavior?

Behavior that interferes with or disrupts the educational process of other students, faculty, staff, or the educational environment.

Disruptive

- Ask student to leave if disruption occurs.
- Speak with student privately
- Defuse situation by expressing concern
- Listen with care

Distress

- Speak with student privately
- Ask open-ended questions to help identify the problem
- Encourage student to access mental health services

Threatening

- If student is in the classroom and poses danger, dismiss class and contact security
- If student does not pose immediate threat, speak calmly and defuse by asking questions