



Clarendon
College

Red Folder Initiative

Guide for supporting student well-being

RECOGNIZE, RESPOND, REFER

If a student's conduct is clearly dangerous or threatening, including self-harm or harm to others, call 911 immediately.

Students may experience different levels of distress across various areas of their lives. The type and amount of distress will require different actions and resources. The Red Folder Initiative is a guide to help faculty, staff, and others recognize, respond effectively to, and refer Clarendon College students in distress.

Recognizing Student Distress & Responding Appropriately

RECOGNIZE- Be on the lookout for clusters, frequency & severity of behaviors, not just isolated symptoms. Be alert for multiple behaviors that may occur together or an acute change that is noteworthy, is ongoing and consistent, and/or results in noticeable impairment.

Signs may include:

Safety:

- Verbal, written, or implied references to suicide, homicide, assault, or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
- Communicating threats/disturbing comments, via email, texting, phone call, social media, or other communication

Academic:

- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Classroom disruptions
- Consistently seeking personal, rather than professional, advice
- Multiple requests for extensions/ special consideration (a change from prior behavior)
- Doesn't respond to repeated requests for contact, meetings

Physical:

- Marked changes in physical appearance (poor grooming/hygiene, sudden weight loss/gain, etc.)
- Strange or bizarre behavior indicating loss of contact with reality
- Visibly intoxicated or smelling of alcohol or marijuana
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (bruising, cuts, etc)

Interpersonal/ Intrapersonal:

- Self-disclosure of personal distress (such as family problems, financial difficulties, assault, discrimination, legal difficulties)
- Signs/ expressions of hopelessness, worthlessness, or shame
- Drastic change in interactions with others, acting out of character
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (such as taunting, badgering, intimidation)
- Expressions of concern about the student by peers
- Other behavior that doesn't seem to match the context/setting

RESPOND- Each situation is unique. Use these important tips to determine the most appropriate response for a distressed student.

Safety First:

- Call 911 if there is imminent danger to the student, you, or anyone else.

Say What you See:

- Say what you've noticed, and avoid making any judgments or assumptions.
- "I've noticed ___ and wanted to see if you want to talk about it."

Show You Care:

- Showing concern can have a positive impact on a student's well-being and increase the likelihood they'll seek help if needed.
- "I care about your well-being, so I want to know how I can be most helpful for you"

Hear Them Out:

- Give full attention and make eye contact.
- Be patient and try to understand where they are coming from.
- Your presence and willingness to listen can be healing in itself.
- "I'm sorry; that seems like a hard situation to be in. What has that been like for you?"

Know Your Role:

- Consult with others. If you need input from colleagues, share your concern with the Vice President of Academic Affairs or the Associate Dean of Enrollment Services.
- Do not diagnose or give treatment, but listen compassionately and refer as needed.

REFER- Connect them to resources. Showing them how to access a resource increases the likelihood that they actually will.

If the student's conduct is clearly dangerous or threatening, including self-harm or harm to others:

- Call 911, then call the VP of Academic Affairs at 806-874-4800 or internal extension 101

If the student's conduct is NOT dangerous, reckless or threatening:

- Local, regional and online virtual mental health resources are listed at: www.clarendoncollege.edu/mentalhealthservices
- "Thank you for being so open with me. I think you may benefit from connecting with ___. Can I help you get in touch with them?"
- If needed, refer the student to campus resources as appropriate: the Vice President of Academic Affairs, Associate Dean of Enrollment Services, or appropriate campus dean (See reverse).

**Dial 911 for Emergency Services (request response from an officer with Crisis Intervention Training- CIT).
Dial 988 for National Suicide Prevention Hotline.**

Helpful Mental Health Resources (Amarillo Area & the Panhandle):

- Texas Panhandle Centers (mental health screening/services): 806-337-1000
- Family Support Services (affordable counseling): 806-342-2500
- Amarillo Mental Health Consumers (peer support groups): 806-373-7030 aamhc.us
- Veterans Crisis Line: 800-273-TALK (8255)
- VA (services for veterans): mentalhealth.va.gov
- Cenikor (alcohol/drug abuse help): 888-236-4567
- NAMI- National Alliance on Mental Illness (support groups/classes) 806-570-7356 namitexas.org
- PBHA- Panhandle Behavioral Health Alliance (directory of area services): panhandlebehavioralhealthalliance.org

Possibly, the most important thing we can give a student is our time.

Learn More About Mental Health and/or How to Start A Conversation About Mental Wellness:

- seizetheawkward.org
- ulifeline.org/cc
- goaskalice.columbia.edu
- mentalhealthtx.org
- “The Little Things” Panhandle PBS series on YouTube:
<https://www.youtube.com/playlist?list=PLavP03Pj5xErlaMT4W9wek5QaemyPdmgx>

Clarendon College does not currently offer on-campus counseling regarding mental health issues, but local, regional, and national mental health resources are listed on our website at www.clarendoncollege.edu/mentalhealthservices or use this QR code. Most services listed are available 24/7.



Students will often connect with a faculty or staff member and develop a rapport with them. However, you are encouraged to contact the **Vice President of Academic Affairs at (806) 874-4800** (internal extension 101) or the **Associate Dean of Enrollment Services at (806) 874-4837** (internal extension 171) if you believe a student's behavior warrants a wellness check or other special follow-up from college personnel. The Amarillo, Childress, and Pampa centers should **contact the dean for their location:** Childress: **940-938-7150**, Amarillo & Pampa: **806-660-2000**

