



# RED FOLDER

A quick reference guide for recognizing, responding to, and referring distressed students.



**SCAN HERE**  
for available resources



## 1. RECOGNIZE

Recognize distress. WCSU faculty and staff are in a position where they have frequent contact with students and may be the first to see that something seems 'off.'



## 2. RESPOND

Use these important tips when responding to a distressed student: safety first; be proactive; stay calm; ask direct questions; use active listening; and seek consultation.



## 3. REFER

Refer person in crisis to appropriate services or consultation. Call Police if immediate threat; 911 or (203) 837-9300.

For more information, please visit [wcsu.edu/redfolder](http://wcsu.edu/redfolder).

### TIPS

► **SAFETY FIRST.**

If there is an imminent danger to the student, you, or others, call WCSU Police (203) 837-9300 or 911.

► **BE PROACTIVE.**

If you notice that something seems off, engage students early on. Waiting could mean that the problem gets worse before you see them again.

► **STAY CALM.**

Take a few deep breaths. Use a calm voice when talking and asking questions.

► **ASK DIRECT QUESTIONS.**

Inquire directly if the student is having thoughts of harm to themselves, suicide, or thoughts of hurting others.

► **ACTIVE LISTENING.**

Give the student your full attention. Restate or summarize what the student says so that they feel understood.

► **SEEK CONSULTATION.**

You are not alone. See the resources included here that can help.

### HIGH (RED)

Student's behavior is imminently dangerous to self or others. Student needs immediate assistance.

**Call 911 or  
WCSU Police (203) 837-9300**

### MEDIUM (YELLOW)

Student shows signs of distress, but I am unsure of how serious it is. The interaction left me feeling uneasy and/or very concerned about the student. Refer for further assessment at:

**[wcsu.edu/police/say-something/](http://wcsu.edu/police/say-something/)**

### LOW (GREEN)

I am not concerned for the student's immediate safety, but they are having significant academic and/or personal issues and could use more support. Refer to Student Care Team at:

**[wcsu.edu/judicial-affairs/  
student-care-team-sct/](http://wcsu.edu/judicial-affairs/student-care-team-sct/)**

### RESOURCES

- **Counseling Services: (203) 837-8690**
- **Health Services: (203) 837-8594**
- **Police 24/7: (203) 837-9300 or 911**
- **Student Affairs: (203) 837-9700**
- **Judicial Affairs: (203) 837-8770**
- **Sexual Assault/Domestic Violence 24/7: (203) 731-5204**



► **Call or text 988 for Suicide & Crisis Lifeline 24/7**