Faculty are often the first university personnel to become aware that a student is experiencing difficulties whether expressed directly, showing up in the content or execution of their academic work, classroom deportment, or as an intuition or gut feeling. Sometimes we have time to reflect and sometimes we need to act immediately. You are never wrong calling 911. Certainly call 911 IMMEDIATELY if:

- The student requires immediate emergency medical attention or hospitalization;
- The student is unmanageable (disruptive, aggressive, hostile);
- You are directly threatened by a student or feel at risk because of his or her behavior; or
- The student is threatening suicide.

Immediate or Specific Threats or Expressions might sound like:

- “I am going to kill Joe Smith on Friday;”
- “I am going to make them all pay tomorrow;” or
- “I am going to kill myself before my test on Tuesday.”

Behavioral concerns that you may have not requiring immediate action are usually best handled through The Student Behavioral Review Team (SBRT). The SBRT meets weekly and includes members from Student Affairs, Student Conduct, Residence Life, Student Wellness Services, and the CCSU Police Department. The SBRT reviews reports on students whose behavior has raised a concern with a faculty member, a staff member, or another student. The team gathers relevant information, assesses the details for each situation, and then together determines whether and how to respond. You can contact Ramon Hernandez, Assistant Dean of Student Affairs at x21619 (Hernandez@ccsu.edu) or Christopher Dukes, Student Conduct Officer at x21667 (DukesC@ccsu.edu).

For concerns about a student’s physical or emotional well-being, mental health, or if they are experiencing difficult life events, refer them to either the Student Wellness Services: Counseling Center, Marcus White (MW) room 212, x21945; Health Services located next to the MW Annex Computer Lab, x21925. Faculty can call as well to request a consult with a mental health or medical professional or can walk students over to any of these offices. Office hours are Monday through Friday from 8:00 AM to 5:00 PM. For sudden medical issues such as a student passing out or complaining of severe chest pain, call 911.

For information about working with students with suspected drug or alcohol issues, please call Jonathan Pohl, Ph.D., Coordinator of Wellness Education at x21948 (Pohlj@ccsu.edu).

If facing a non-emergent issue after normal office hours that you believe cannot wait until the next day, call the CCSU Police at x22357 or, if you need the assistance of a mental health professional, in New Britain, call the Wheeler Clinic’s Community Response Team (24/7) at 860-747-8719. Infoline 211 can connect you with crisis services in other towns.

If you are still uncertain and need more specific guidance with a non-emergent issue, you can always contact Christopher Diamond, MD, Director of Student Wellness Services (SWS) at x21934 (cell phone is on voice message) or Shannon Jackson, Psy.D., Associate Director of SWS for Counseling at x21629.

Other Resources:
- ConnSACS Sexual Assault Crisis Service Statewide 24 Hour Toll Free Hotline 1-888-999-5545
- Suicide Prevention (24 hour hotline): 1-800-273-TALK (8255) to connect to a skilled, trained counselor at a crisis center in your area, anytime 24/7.
- Infoline 211 – call Infoline to connect with Mobile Crisis Services for Youth or other questions and emergency services