

# FACULTY AND STAFF RED FOLDER

## RESOURCES

[ EMERGENCY: 9 - 911 ]

**AFTER BUSINESS HOURS CALL  
CAMPUS SAFETY AND SECURITY:**  
563-387-2111

**STUDENT ENGAGEMENT:**  
563-387-1020

**RESIDENCE LIFE**  
563-387-1330

**COUNSELING SERVICE**  
563-387-1375

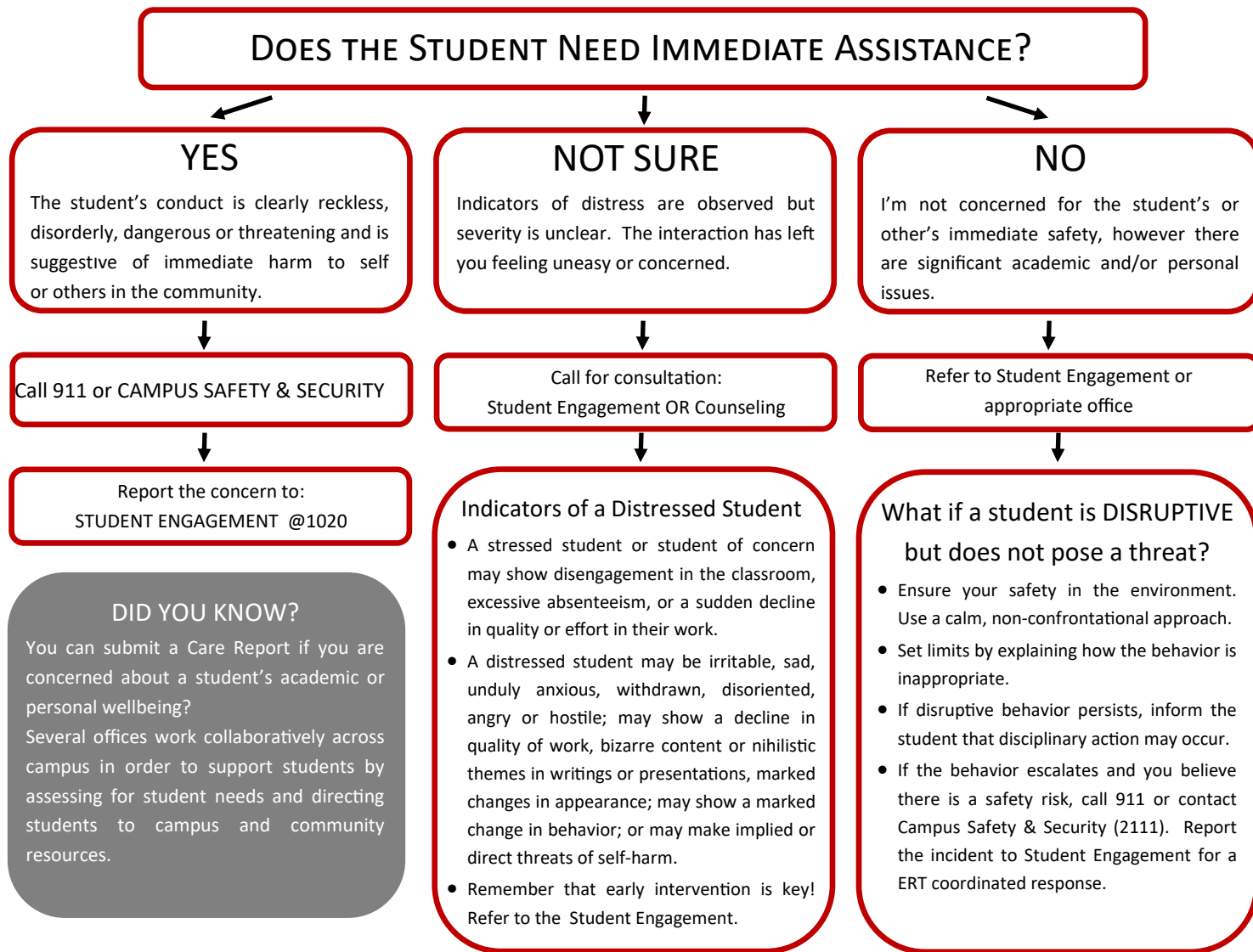
**Title IX office:**  
563-387-1825

**On campus resources:**  
Center for Academic Enrichment  
563-387-1270  
Health Services: 563-387-1045  
Campus Ministries: 563-387-1040  
Human Resource Department  
563-387-1134

**EMPLOYEE ASSISTANCE (EAP)**  
877-595-5281

**Off campus resources:**  
GREAT RIVERS 211\*  
RIVERVIEW CENTER (sexual assault)  
888-557-0310  
HELPING SERVICES (relationship  
violence)  
800-383-2988  
Mobile Crisis Team: call  
(855)851-8111 or text (855)  
895-8398

MySSP app or website for  
telemental health and crisis  
supports



**DID YOU KNOW?**  
You can submit a Care Report if you are concerned about a student's academic or personal wellbeing?  
Several offices work collaboratively across campus in order to support students by assessing for student needs and directing students to campus and community resources.

**RECOGNIZE,**

**RESPOND,**

**REFER,**

**REPORT**

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www.myssp.app

## DO's and DON'Ts of Communication with a Distressed Student

### Connecting with the Student

- DO listen through the anger. Use active listening.
- DO acknowledge the feelings of the individual.
- DO allow the person to vent and tell you what is upsetting to him/her. Use silence to allow the person to talk it out.
- DO set limits. Explain clearly and directly what behaviors are acceptable: "I will be willing to speak with you as soon as you lower your voice."
- DO be firm, steady, consistent and honest, clearly express your concerns focusing on the behavior in non-disparaging terms.
- DO focus on what you can do to help resolve the situation.
- DO ask directly if the student wants to hurt him/herself or others.
- DO respect the student's privacy without making false promises of confidentiality.

### Making the Referral

- DO recommend services and provide direct referrals. Assist student in contacting resources.
- DO frame any decision to seek and accept help as an intelligent choice.
- DO make sure the student understands what actions are necessary.
- DO encourage and assist student to make and keep an appointment and set a follow-up meeting with the student
- DO make personal referrals: walk the student over to Counseling Service/Student Engagement; give a name of an individual you are referring the student to, when possible call ahead to brief the person.
- DO stay with the student in order to talk with the student and the Counseling Staff.

### Documentation and Reporting

- DO report the behavior to Campus Security and/or Student Engagement or Human Resources.
- DO document all incidents and attempts to resolve the situation.

### Preparing to Reach Out

- Know the available campus resources and the referral process.
- If safe, meet privately and always allow sufficient time to meet.
- Ensure your safety.
- If you decide not to have direct contact with the student, refer the incident to Student Engagement.
- Contact campus security or 911 if a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way.

### THE DON'Ts

- DON'T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON'T minimize the situation.
- DON'T get into an argument or shouting match.
- DON'T blame, ridicule or use sarcasm.
- DON'T touch.
- DON'T ignore warning signs that the person is in distress.
- DON'T ignore your own limitations.

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## Stalking, Unwanted Contact, or other Sexual Harassment

### Unwanted Contact

Harassment, unwanted pursuit, or stalking can be emotionally consuming, psychologically exhausting and may lead to violence. Unwanted contact may include dating or domestic violence, physical assault, and other intimidating behavior, which may be in violation of campus policy (Title IX) and/or illegal. For assistance, consult with the Title IX office, Student Engagement and/or call Campus Safety & Security if you or your student feel unsafe.

#### Typical Stalking Behaviors

- Repeated phone calls to home or work, including hang-ups
- Unsolicited letters or email messages
- Unsolicited contact through any social media sites (e.g. Facebook)
- Unsolicited sending or leaving of gifts
- Notes on your car or at your residence
- Surveillance behaviors, both on foot and by car
- Unexpected appearances at places you frequent (stores, classrooms)
- Contacting your friends, family or co-workers without your consent or knowledge
- Searching public and private records to gain personal information
- Vandalism (residence, car, personal possessions)

### Safety Strategies

#### Responding

- If the offender is known, cease or block all contact. (blocking can result in loss of evidence)
- If the offender is known, consider obtaining a protection order. College officials can provide assistance with this process.
- If the offender is a student, consider obtaining a No Contact Directive from the Title IX office or Student Engagement
- If the offender is unknown, do not respond to any attempts by the offender to make contact, but continue to report to the Title IX office, Student Engagement Office or Campus Safety and Security.

#### Documenting

- Maintain a record of all incidents/events. (screenshots)
- Keep all correspondence (e.g., notes, letters, emails, voicemails, text messages)

#### Reporting

- Consult with the Title IX office, Student Engagement office, or Campus Safety and Security to report incidents.
- Keep the Title IX office, Safety and Security and/or Student Engagement Office informed of new incidents/events.

#### Getting Support

- Consider informing family, friends, co-workers, etc.

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### Response Protocol for Rape or Sexual Assault during a disclosure

- Express concern and care and reminder of your role and responsibility
- Listen to the student's responses
- Remain calm, nod and keep "casual" eye contact. Showing outrage may shut student down
- Do not interpret student's emotions as evidence of assault or violence
- Avoid criticizing, sounding judgmental, minimizing, or blaming
- Recommend (or, if necessary, insist upon) medical attention (SANEs are free at Winneshiek Medical Center)
- Help the student go to a safe place
- If the student lives in the residence halls and would like to relocate assist the student in contacting the Title IX office.
- Write down as much as the student can remember about the circumstances of the assault, including a description of the assailant.
- Notify the Student Engagement Office, Title IX or Campus Security immediately, they can assist in providing support, even if the student does not want to make a report.
- Contact Counseling Service for emotional support and may assist appropriate referrals.

### Disability Services

Confidentiality Policy: Any discussion of disability-related information used by disability services will be done so in compliance with requirements and regulations of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.

Procedure for Requesting/Receiving Accommodations: Any student with a documented disability requesting services must complete a Request an Accommodation form and provide appropriate documentation from a licensed medical provider to Disability Services in order to register for accommodations. Forms and more information can be found on the Disability Services website at [luther.edu/disability-services](http://luther.edu/disability-services). (Please allow 1 week for documentation to be reviewed).

### 24-Hour Crisis/National Suicide Prevention Lifeline

**800-273-8255/ or TEXT 741741 Mobile Crisis Team for  
in person response Call (855) 581-8111 or text (855)**

**895-8398 Available 24 hours a day, 365 days a year.**

**MySSP tele-mental health counseling/crisis; free,  
24/7/365, anywhere anytime**

### Title IX

Reporting exceptions apply to Counseling Service, Campus Ministry and Health Service clinicians who become aware of an incident of sexual misconduct involving a student or employee at Luther College either as victim or perpetrator, all other on or off campus individuals must consult with the Title IX coordinator and/or Student Engagement. At times, you may be able to confer with the Title IX Coordinator without revealing personally identifiable information of the victim unless there is a compelling threat. The person making the report should not attempt to investigate the matter. The Title IX coordinator will undertake all such investigations, as appropriate under the circumstances and take every precaution to ensure privacy.

### Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is the federal law originally known as the Campus Security Act that requires the college to disclose information about crime on and around their campuses. The law is tied to federal financial aid program funding and is enforced by the United States Department of Education. A copy of the Luther College Annual Safety and Security report can be found online.

### FERPA

The Family Education Rights and Privacy Act (FERPA) is a federal law that allows present and former students access to their educational records and provides basic privacy protection. Educational records are defined as those directly related to a student and maintained by an educational agency or institution. FERPA permits disclosure of personal identifiable information from a student's educational record to parents, police or others to protect the health and safety of the student or other individuals although this is often not the practice of Luther College. Information can be shared with personnel when there is a specific need to know. Observations of a student's conduct or statements made by student are not part of education record and should be appropriately shared.