



Faculty/Staff Crisis Response Protocol For Distressed Students



As part of Pierpont's front lines of personnel interacting with students, you probably already have worked with students who are experiencing distress.

These guidelines are intended to assist you and to provide a framework of consistent responses to student crises. It is understood that every interaction, every student and situation, is individual, so Pierpont may need to adjust the actions shown in this protocol based on circumstances.

Pierpont provides you with help in working with student situations.

Contact the Office of Counseling & Disability Services (304-333-3661) or the Department of Public Safety (304-367-4157 or 911) for assistance for the at-risk student and for you.

The following were instrumental in the creation of this protocol:

Office of Counseling & Disability Services working with
The Department of Public Safety (DPS) and Pierpont's CARE Team

Thanks go to the faculty and staff of the Advanced Technology Center that initiated the training that led to the creation of this protocol

Acknowledgements:

Appalachian State University, Crises Response Protocol for Suicide Ideation and Attempts

The Jed Foundation, Framework for Developing Institutional Protocols for the Acutely Distressed or suicidal College Student

Table of Contents

Introduction	3
Purpose	4
Reporting:	
Mandatory Reporting	4
Reporting Possible Mental Health issues, Suicidality & Violence	4
FERPA and Confidentiality	5
How to Identify Students at Risk of Suicide	6
Responding to Student Distress - Using this Protocol	7
The Situations:	
In the Classroom	9
Out of the Classroom	10
Crisis Triage Response Protocol	12
Referral Lists	23
Reference Sheets	35

Introduction

Scenarios: A student you have not met comes to you and looks distressed. Or a student whom you know comes to you and looks distressed. Or a student is brought to you by faculty, staff, or another student who say the person is distressed. Or a student becomes distressed while in your classroom. You would use this protocol to determine if the student is in danger of injuring her/himself, of completing a suicide attempt.

Suicide is a threat to every college campus.

“According to the latest (2014) data from the Centers for Disease Control and Prevention, suicide is the second leading cause of death for teens and young adults aged 15-24 (CDC, 2016). Suicide is also the second leading cause of death among college students (Jed Foundation, 2016). Mental health conditions often first appear during this time, between the ages of 18 and 24 (Jed Foundation, 2016). In addition to those students that die by suicide, 8.0% of full-time college students have had suicidal thoughts or have seriously considered suicide, 2.4% have made a suicide plan, and 0.9% have made a suicide attempt (CDC, 2015).¹

There is no single cause attributed to suicide. Suicide often occurs when a person is experiencing distress at a level that exceeds the person’s coping skills, when a person feels hopeless and helpless. Being on the “front line” working with our students, you are in a position to notice changes in a student’s behavior. You can act as a gatekeeper, discerning a student’s needs and referring the student to resources. You can give the student hope. If you are not comfortable acting in this capacity, please find someone who can act in that capacity for your students.

Training is Available

Training in the Question, Persuade, Refer (QPR) suicide prevention method is available. Contact the Office of Counseling & Disability Services to see when trainings are being offered or to schedule a private session for your department or a student group. For information about the QPR method, go to <https://www.qprinstitute.com/>

¹ State Laws: Suicide Prevention on University and College Campuses; American Foundation for Suicide Prevention; http://afsp.org/wp-content/uploads/2016/10/AFSP_Higher-Ed-Issue-Brief.pdf. Accessed November 15, 2017.

Purpose

The purpose of this crisis response protocol is to determine whether a student who is upset just needs a listening ear, or needs a referral to counseling, or if the upset is currently critical and must be handled immediately.

The primary goal of this crisis response protocol is to provide support and assistance to the student in crisis and to ensure their safety and the safety of others.

► **The protocol should be used when a mental health counselor is not available to assist** ◀
with a possible crisis situation.

**If you ever have any concerns about your safety, if you are feeling alarmed or frightened, do not begin this discussion.
If you feel that you are not safe, call 911.**

Reporting

Mandatory Reporting

Under Title IX, faculty and staff are required to report any incidents of sexual discrimination in their programs or activities including sexual assault, sexual harassment, stalking, relationship abuse (intimate partner violence, dating violence, domestic violence), sexual misconduct, and gender discrimination.

If a student begins to describe incidents of sexual discrimination or assault toward her/himself associated with school programs or activities, it is appropriate for you to say:

“Before we talk about this, I need you to know that I am a mandated reporter of events involving sexual discrimination. This means that I need to share this with our Title IX officer. If you are not comfortable with that, we can go to the Counseling Center. Everything you tell one of the counselors is completely confidential.”

Reporting Possible Mental Health Issues, Suicidality & Violence

While faculty and staff are not legally mandated to report possible mental health issues or violence, Pierpont's policy is that these issues should be reported to the CARE Team (CARE@pierpont.edu) &/or to the Counseling Center (access@pierpont.edu, 304-333-3661) to facilitate appropriate referrals. If violence is imminent, immediately call 911.

FERPA and Confidentiality

The Family Educational Rights and Privacy Act (FERPA) provides certain rights to students in relation to their education records. It does not prevent sharing information with other school officials with legitimate educational interests, and this includes the counseling office and the CARE Team, the role of which is to support students and keep them safe. In academia, confidentiality denotes the protection of a student's rights to intellectual freedom and academic performance. FERPA does not apply to observable behavior or information that a student has voluntarily disclosed to faculty or staff.

Faculty and staff should never promise confidentiality to students.

It should be explained to students that while most information can be kept confidential, ultimately any information that causes concern about potential harm to the student or others will need to be shared with appropriate persons.

How to Identify Students at Risk of Suicide²

Detecting early signs of a crisis can prevent potential harm to self or others by getting students the help they need quickly.

If you are feeling uncomfortable about a person's comments, behaviors, or ability to function, contact the CARE Team &/or the Office of Counseling & Disability Service.

² Crises Response Protocol for Suicide Ideation and Attempts; Appalachian State University. <https://policy.appstate.edu/images/b/bc/Student-Death-Protocol.pdf>. Accessed 11/27/17.

Risk Factors

Risk factors are characteristics that make it more likely that an individual will consider, attempt, or die by suicide. Someone who has these characteristics may not be actively suicidal, attempt suicide or die by suicide, but they are at higher risk for dying by suicide than someone who does not possess these characteristics.

Mental Disorders	Bullying	Easy Access to Lethal Means
Substance Abuse Disorders	Self-Harm	Lack of Social Support
Hopelessness	Previous Suicide Attempt	Stigma Associated with Seeking Help
Impulsive Tendencies	Family History of Suicide	Barriers to Accessing
Aggressive Tendencies	Job or Financial Loss	Mental Health Care
History of Trauma or Abuse	Relational or Social Loss	Knowing Someone Who
		has Died By Suicide

Warning Signs

Warning signs are behaviors that signal, “I’m in trouble. I need help right now.” Keep in mind that the presence of warning signs does not constitute a definitive diagnosis of suicide, but these are red flags and show that the student is currently struggling and does need help. Warning signs should never be ignored. If a student is acting in a way that is not how they normally act, you should check in on them. If you notice any of these warning signs, take action. Talk to the student.

Talking about wanting to die or kill oneself	Showing rage
Looking for a way to kill oneself	Wanting to seek revenge
Feel hopeless	Extreme mood swings
Having no reason to live	Communication about suffering via social media
Feel trapped	Falling grades
In unbearable emotional pain	Sleeping too much or too little
Feel like a burden	Withdrawing and isolating
Increased use of substances	Agitated
Anxious	Reckless behavior

[Informational Website](#)

For more information about working with distressed students, go to:

www.pierpont.edu > Faculty & Staff > Support Services’ Faculty & Staff Connection

Responding to Student Distress- Using this Protocol

- Training in the use of the Crisis Triage Response Protocol part of this protocol is required, because it is in a scheduled interview format and includes a suicide assessment. Trainings are available for individuals and groups by contacting the Office of Counseling & Disability Services.
- Regular reviewing of the protocol is encouraged.
- Each person using the protocol should have a packet of information assembled and readily available for use in a crisis situation.

Triage Protocol Structure

The Triage Protocol is not included in this guide. Contact our office for training.)

The triage protocol is configured as a flow chart. Questions are provided to discern the nature of the student's disturbance. Depending upon the student's answer, or lack of response, the protocol provides guidance as to what should follow.

Every section of the triage protocol ends the same way with the following three parts:

- 1) Handout – A Referral Sheet for local resources is the handout, and this should be given to each student. The Referral Sheets are found at the back of this protocol, and they are customized for each location.
- 2) Handoff – The handoff is to another person, and who that other person is will depend upon the nature of the situation.
 - Student okay: If it is determined that the student is fine, the handoff will be to the student her/himself or to the person whom the student has contacted to stay with her/him. Record the person's name in your notes and a contact phone number.
 - Student is taken elsewhere: If the student is taken to the counseling center, to health services, to the DPS office, or to another staff member, the handoff is to the person who receives the student. This should be a face-to-face handoff.

Introduce the student, explain why the student is there, and record the person's name and contact information in your notes.

- Student is non-responsive or suicidal: If the student is suicidal or will not respond to questions and you are on a site where you cannot handoff to someone else, then 911 or DPS will be contacted. Someone must stay with the student until help arrives. The handoff is to the person who receives the student. This should be a face-to-face handoff. Introduce the student, explain why they were called, and record the persons' names in your notes.
- Student leaves: You do not have the authority to hold a student against her/his will. If a student insists on leaving, allow that. Contact the counseling center or DPS to report the incident. Depending on where the student lives, DPS or local law enforcement may do a welfare check.

3) Follow-up – Depending upon the nature of the disturbance, the follow-up may vary.

- Student okay:
 - Write a note to document the event. Things sometimes change, so a paper trail can help provide future services.
 - Contact the dean of your program if that is your program's protocol.
 - Contact the counseling office for a "reach-out" if appropriate, and note that.
 - Check in with the student soon.
- Student is taken elsewhere or is non-responsive or suicidal:
 - Write a note to document the event.
 - Contact the dean of your program if that is your program's protocol.
 - Contact the CARE Team to facilitate an appropriate follow-up.
 - Check in with the student soon.

The Situations

In the Classroom³

De-escalate using the following guidelines.

- ▶ **Create a “safe setting.”** Move the student to the corner of the room or dismiss the class for a break to create a private space to talk. Focus on de-escalation and a discussion after class.
- ▶ **If standing, ask the person if she/he would like to sit down.** If s/he does, sit down, also. If s/he does not, that is okay, and you remain standing with her/him.
- ▶ **Show open, accepting body language and respect personal space (minimum 2 arm’s length away).** Try to relax your own physical responses.
- ▶ **Take a breath.** Try to remain calm and act in ways that do not escalate the student’s feelings.
- ▶ **Do not block “escape routes” in the event the student needs to leave.** Also, always leave yourself a way out.
- ▶ **Keep verbal interactions respectful, and use simple, direct language.** Keep your tone of voice quiet and firm. Show that you are listening by nodding and saying things like “ok.”
- ▶ **Do not argue and find points of agreement.** Problem solving does not occur when a person is emotional. If possible, allow the student to “vent.” Wait a minute before speaking. Emphasize.
- ▶ **If the student cannot calm down, contact someone on site to help the student go to a different area to meet with you after class or consider dismissing class to deal with the issue.** Get the student’s “buy in” on going to a different place.
- ▶ **Follow-up**

When the class has ended: Meet with the student in a private place. For guidance, go To the *Out of the Classroom* section below.

Student leaves and does not return: Report the issue to the dean of your department and make a report to the CARE Team <https://www.pierpont.edu/current-students/student-services/counseling-center/CARE/report>

- Document the event to keep in your files.

³ Modified from Intervention Central; http://www.interventioncentral.org/behavior_calm_agitated_student. Accessed November 21, 2017.

Out of the Classroom

- ▶ If you are not in a private place, take the distressed person to an empty room, so you can give the person your full attention. (Never discuss information in front of others)
 - Let someone know where you are and with whom you are meeting.
 - Arrange to summon that person for help if needed.
 - Ask the student to make themselves comfortable (let her/him choose where to sit)
 - Close the door for privacy
- ▶ If there are other persons in your area or office who need attention, ask the other people details about their needs
 - If you cannot process everyone within 5 minutes, take their names and contact information and contact them after the crisis is finished
- ▶ Gather supplies
 - A pad and pen to write down information (There is a Note in the Crisis Protocol Packet)
 - If the student is having mental health issues, taking notes (documenting) will be important to share with the counseling center, the CARE Team or DPS/911.
 - It is recommended that you keep the documentation in your own files to facilitate follow-up.
 - A Crisis Protocol Packet (requires training)
- ▶ Remember to take a second to breathe – what you do will be okay
 - Go slow & steady – if you are calm, that can de-escalate the person, let them pick up your peaceful energy
 - Be patient and give them “space” to talk at their own pace
- ▶ Take a chair across from the person (not too close, respecting their personal space)
 - Try not to have a desk between you and the person
 - Use an open body posture to encourage them to talk
- ▶ Explain how you can help the person.
 - **“I am not a counselor. What I can do is listen and assist you in getting help.”**
 - **“Before we get started, let me ask you if there is anyone we could call to be with you after we have met – a friend, parent, roommate or someone that you can trust to support you for now?”**

- If yes: note this and contact the person later in the protocol.
 - If no (or has no one) say. **“I’m really concerned about you and want you to survive this crisis. I don’t want you to be alone. Let me get you someone who can help you better than I can.”**
 - Contact the person or note the information and contact the person later in the protocol.
 - If refuses: accept that and document it.
- ▶ If the student calms down, go to the *Crisis Protocol* section below (requires training)
- ▶ If the student is too upset to talk, ask her/him if s/he would like time to ground her/himself or tell her/him that when s/he is ready, you will listen (then sit quietly).
- You might try having her/him ground her/himself by counting all the books in the room, or touching and describing items around her/him, or have her/him describe things around her/himself.
 - Ask her/him what s/he uses to become calm and encourage her/him to use it if possible.
- ▶ If the person cannot get her/himself under control, you have options depending upon where you are located and time of day (during or after business hours).
- Go to the Reference Sheet for your location included in this protocol and on the website

**If you have any concerns about your safety or
if the person’s emotional upset increases,
call 911**

De-escalation Training is Available

Learn how to calm a student and defuse a difficult situation.
Contact the Office of Counseling & Disability Services to see when trainings are being offered or to schedule a private session for your department or a student group.

Referral List – Braxton County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 304-367-4073 (phone/texting and computer [telehealth] sessions are available) - covered by your student fees
- United Summit Center 1-800-SUMMIT-0

Sexual Assault/Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Cindy Curry, Pierpont’s Title IX Coordinator, 304-367-4386
- Stonewall Jackson Memorial Hospital , 304-269-8000
- Minnie Hamilton Health System Hospital, 304-354-9244
- Braxton County Memorial Hospital, 304-364-5156
- Minnie Hamilton Health System, 304-462-7322
- Little Kanawha Family Medicine, 304-462-7460

Domestic Violence/Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Rape Education, Advocacy, Counseling & Healing (REACH), 304-340-3676 (24-hour hotline)
- National Domestic Violence Hotline, www.thehotline.org (online chat), 800-799-7233 (24-hour hotline)
- RAINN, online.rainn.org (online chat), 800-656-4673 (24-hour hotline)
- Braxton County Sheriff, 304-765-5122
- West Virginia State Police, 304-462-7101

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- Braxton County Sheriff, 304-765-5122
- West Virginia State Police, 304-462-7101

Homeless/Need Food:

- Mountaineer Food Bank (Gassaway) 304-364-5581
- Mountain CAP of WV – Food Pantry 304-765-7738

Financial Help Resources

- Department of Health and Human Resources (DHHR) 304-765-7344

Suicidal (If this is an emergency, call 911):

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- United Summit Center 1-800-SUMMIT-0
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

Email: info@wv211.org

Website: <http://www.wv211.org/>

Referral List – Harrison County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 304-367-4073 (phone/texting and computer sessions are available) – covered by your student fees
- Highland-Clarksburg Hospital, Inc., 304-969-3100 (24 hours)
- United Summit Center, 1-800-SUMMIT-0

Sexual Assault//Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Cindy Curry, Title IX Coordinator, 304-367-4386
- Student Health Services, 3rd Floor – Falcon Center – Main Campus, 304-367-4399
- United Health Center, Bridgeport, WV, 681-342-1000 (they have rape kits)

Domestic Violence:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- HOPE, Inc., 24 hours a day, 304-624-9835 (they have a safe house)
 - 304-367-1100 24-hour hotline
- RAINN – National Hotline, 800-656-4673
 - <https://www.rainn.org/about-national-sexual-assault-telephone-hotline>
- National Domestic Violence Hotline (online chat available) 800-799-7233
 - <http://www.thehotline.org/>
- Harrison County Sheriff, 304-624-8550
- West Virginia State Police, 304-462-7101

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Harrison County Sheriff, 304-624-8550
- West Virginia State Police, 304-462-7101

Homeless/Need Food:

- Clarksburg Mission Community, 312 N 4th St., 304-622-2451
- Clarksburg-Harrison Housing Authority, 304-623-3323
- Clarksburg Mission – Homeless Shelter, 304-622-2451
- The Lord’s Pantry, Shinnston , 304-592-3005
- Shepherd’s Corner, Bridgeport, 304-842-6352
- Salvation Army, Clarksburg, 304-622-2360

Financial Help Resources

- Department of Health and Human Resources (DHHR) 304-627-2295

Suicidal (If this is an emergency, call 911):

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- Valley Health Care, 1-800-232-0020
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

Email: info@wv211.org

Website: <http://www.wv211.org/>

Referral List – Lewis County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 304-367-4073 (phone/texting and computer sessions are available) - covered by your student fees
- United Summit Center, 1-800-SUMMIT-0
- Family & Marital Counseling Centre, 304-269-3923
- Theodore A. Glance, MA, 304-269-1210

Sexual Assault//Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Cindy Curry, Title IX Coordinator, 304-367-4386
- United Health Center, Bridgeport, WV, 681-342-1000 (they have rape kits)
- WVU Hospital, Morgantown, 304-598-4172 (they have rape kits)
- Lewis County Sheriff’s Department, 304-269-8251

Domestic Violence:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- HOPE, Inc., 24 hours a day, 304-624-9835 (they have a safe house)
 - 304-367-1100 24-hour hotline
- Lewis County Sheriff’s Department, 304-269-8251

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Lewis County Sheriff’s Department, 304-269-8251

Homeless/Need Food:

- Weston Housing Authority, 304-269-6159
- Mountain Cap of WV, Inc., Buckhannon, 304-472-6808
- Buckhannon Housing Authority, 304-472-1305
- Cross Lines Information and Help Agency, 304-472-0743
- Salvation Army, Buckhannon, 304-472-6165
- Our Neighbor, Weston, 304-269-6327

Suicidal (If this is an emergency, call 911):

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- Valley Health Care, 1-800-232-0020
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

Email: info@wv211.org

Website: <http://www.wv211.org/>

Referral List – Marion County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073 - covered by your student fees
- Monongalia Valley Associates (MVA), 1322 Locust Avenue, 304-366-0700, 8:00 – 5:00 M-F, no appointment t needed
- Valley Health Care, 1-800-232-0020
- United Summit Center, 1-800-SUMMIT-0

Sexual Assault//Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- Cindy Curry, Title IX Coordinator, 304-367-4386
- Department of Public Safety, 3rd Floor - Falcon Center, 304-367-4157
- Student Health Services, 3rd Floor – Falcon Center, 304-367-4399
- United Health Center, Bridgeport, WV, 681-342-1000 (they have rape kits)
- WVU Hospital, Morgantown, 304-598-4172 (they have rape kits)

Domestic Violence:

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- HOPE, Inc., 24 hours a day, 304-367-1100 (they have a safe house)
- Department of Public Safety, 3rd Floor - Falcon Center, 304-367-4157

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- Department of Public Safety, 3rd Floor - Falcon Center, 304-367-4157

Homeless/Need Food:

- Monongalia Valley Associates (MVA), 1322 Locust Avenue, 304-366-0700
- Scott Place Shelter, Fairmont, 304-366-6543 (food, clothing)
- Union Mission of Fairmont, 304-363-0300
- Pierpont Pride Food Pantry, Advanced Technology Center (food)
- Fairmont Marion County Food Pantry, 304-363-7150 (food)
- North Central WV Community Action, 304-363-6712 (food)

Suicidal (**If this is an emergency, call 911**):

- Pierpont Counselor – Suzan Clemens, 316 Turley Center, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- Valley Health Care, 1-800-232-0020
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

Email: info@wv211.org

Website: <http://www.wv211.org/>

Referral List – Monongalia County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 304-367-4073 (phone/texting and computer sessions are available) - covered by your student fees
- WVU Medicine Chestnut Ridge Center, 304-598-4214
- Mon Health Wedgewood Psychiatry, 304-599-1975
- Valley Health Care, 1-800-232-0020
- United Summit Center, 1-800-SUMMIT-0

Sexual Assault//Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Cindy Curry, Title IX Coordinator, 304-367-4386
- WVU Hospital, Morgantown, 304-598-4172 (they have rape kits)

Domestic Violence:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Rape & Domestic Violence Information Center, 304-292-5100
- HOPE, Inc., 24 hours a day, 304-367-1100 (they have a safe house)

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Monongalia County Sheriff’s Department, 304-291-7260

Homeless/Need Food:

- Bartlett House, Inc., 304-292-0101
- Christian Help, Inc., 304-296-0221
- Starting Points Family Resource Center & Food Pantry, 304-983-2432
- Catholic Charities of WV, 304-292-6597
- St. Ursula Food Pantry & Outreach, 304-599-3822

Suicidal (If this is an emergency, call 911):

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- Valley Health Care, 1-800-232-0020
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

Email: info@wv211.org

Website: <http://www.wv211.org/>

Referral List – Taylor County

(Names on this list are not an endorsement of services)

Not sure where to go or who to talk to?

- Pierpont’s CARE Team - Care@pierpont.edu

Mental Health:

- Pierpont Counselor – Suzan Clemens, 304-367-4073 (phone/texting and computer sessions are available) - covered by your student fees
- Valley Health Care, 1-800-232-0020
- United Summit Center, 1-800-SUMMIT-0

Sexual Assault//Harassment or Rape:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Cindy Curry, Title IX Coordinator, 304-367-4386
- Rape & Domestic Violence Information Center , 304-265-6534
- United Health Center, Bridgeport, WV, 681-342-1000 (they have rape kits)
- WVU Hospital, Morgantown, 304-598-4172 (they have rape kits)

Domestic Violence:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Rape & Domestic Violence Information Center , 304-265-6534
- HOPE, Inc., 24 hours a day, 304-367-1100 (they have a safe house)

Physical Assault/Someone Threatening You:

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- Taylor County Sherriff’s Office, 304-265-3428

Homeless/Need Food:

- North Center WV Community Action, Grafton, 304-265-3200
- Grafton Housing Authority, Grafton, 304-265-1183

Suicidal (If this is an emergency, call 9-1-1):

- Pierpont Counselor – Suzan Clemens, 304-367-4073
- WV Suicide & Crisis Hotline, 1-800-SUMMIT-0
- Valley Health Care, 1-800-232-0020
- 1-800-SUICIDE or 1-800-273-TALK (8255)
- 1-877-YOUTHLINE
- Trevor Project (LGBTQ), 1-866-488-7386
- IMALIVE.ORG (online crisis network)
- Text HOME to 741741

To find various resources across the state contact *WV 211 – Help Starts Here*

Phone: 211

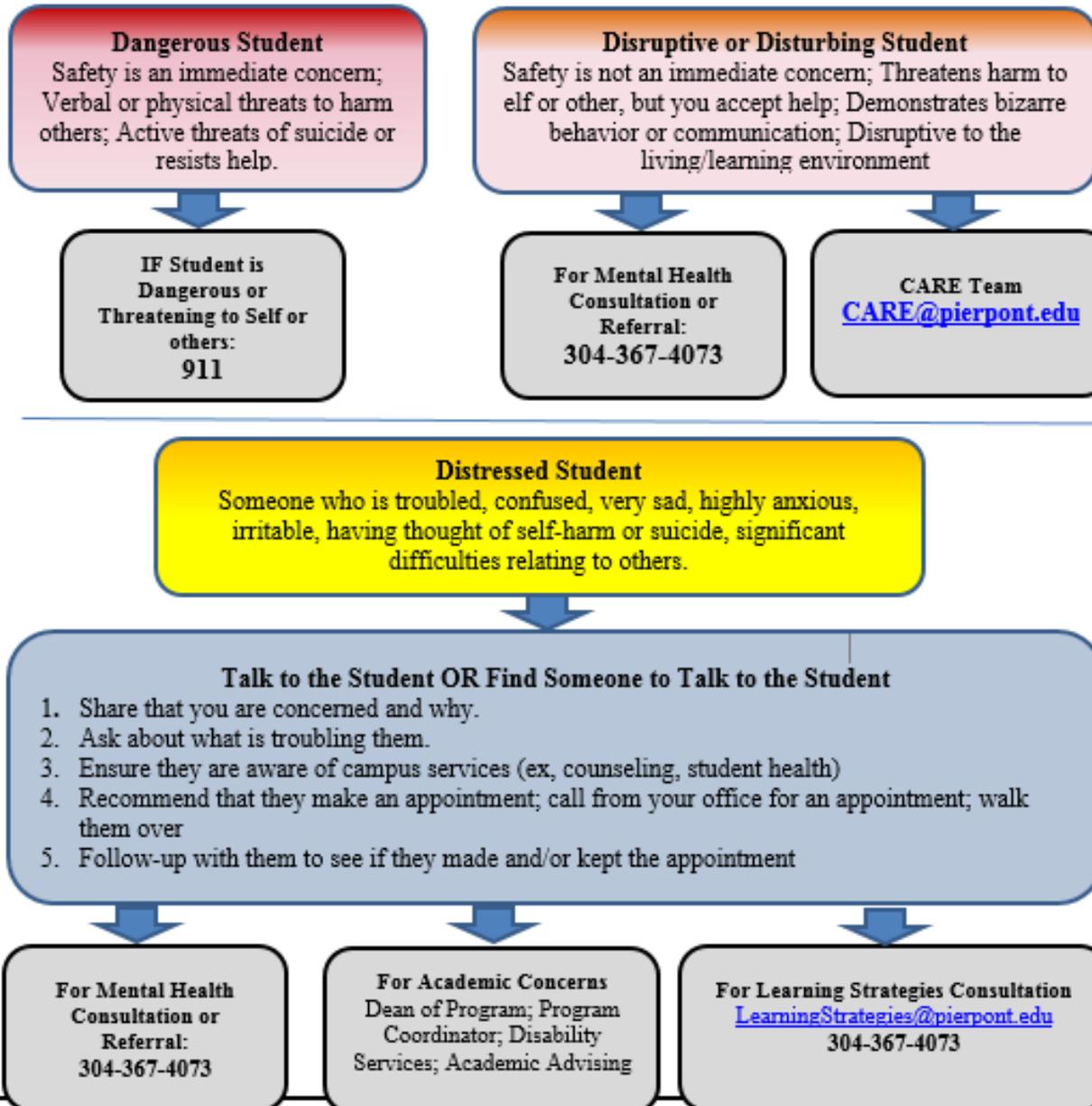
Email: info@wv211.org

Website: <http://www.wv211.org/>

Helping Students In Distress:

Reference Sheet Faculty/Staff Resource Guide

www.pierpont.edu >
[Current Students](#) >
[Care Team](#) >
[Report a Concern](#)



In an emergency, when safety is an immediate concern, call 911.

For non-emergency safety concerns on Locust Avenue call DPS at 304-367-4157 or 911 for other campus sites.

The CARE Team can facilitate efforts to assist the student and provide support for faculty/staff.

All distressed, disruptive, disturbing, or potentially dangerous behavior should be reported to the Team. (See CARE Team contact information above.)

Public Safety*	304-367-4157
Counseling Services	304-367-4073
Disability Services	304-367-4073
Student Health Services	304-367-4155
Student Services	304-333-3715

*After hours, calling DPS might connect you with 911, and that is okay.

Reference Sheet

- Business hours (8:00 am - 4:00 pm)
 - Locust Avenue Campus:
 - *Counseling* - Take student to our office (If staff are available, we can come to your location) 231-A Hardway Hall, 304-367-4073, 304-534-7878
 - *DPS/Campus Security* - Take student to their office (If staff are available, they can come to your location – Falcon Center 304-367-4157)
 - *Health Services* - Take student to their office (If staff are available, they can come to your location – Falcon Center 304-367-4155)
 - All locations:
 - Call Counseling Center (304-367-4073, 304-534-7878) for information
 - Call DPS (304-367-4157) for information
 - Contact CARE Team

- After business hours (4:00 pm – 8:00 am)
 - Main Campus: Call DPS (304-367-4157 or 911) for information
 - ATC: Call 911
 - Aerospace Center: Call 911
 - Caperton Center: Call 911
 - MTEC: Call 911
 - Other off-site locations: Call 911
 - ▶ To call 911, tell them the following:
 - Your name
 - Who you are, “I am a professor at Pierpont Community & Technical College.”
 - Where you are, “I am with a student right now at [specific details of your location].” If you are alone, tell them, “There is no one here but me right now.”
 - Why you are calling, “The student [ex., told me s/he is suicidal; came to my office in distress and has stopped responding].”
 - “I am afraid that s/he will hurt him-/herself.”
 - “I need you to send someone to take the student to get help at the hospital.”