

# The Claremont Colleges Care Guide

Are you or someone you know in distress?

Yes and there are safety concerns:  
Call Campus Safety (909) 607-2000

Yes and I need to speak with a counselor:  
Call Monsour Counseling & Psychological Services (MCAPS) (909) 621-8202 or a Crisis Line

Not sure, but I am concerned: Call Monsour Counseling and Psychological Services (MCAPS) (909) 621-8202 or a Crisis Line

No, but the person is having:

- Personal concerns: Call the appropriate dean's office below or MCAPS (909) 621-8202
- Academic concerns: Call the appropriate dean's office below.

## 7C Campus Resources for Students

Campus Safety	(909) 607-2000
Monsour Counseling and Psychological Services	(909) 621-8202
Student Health Center	(909) 621-8222
The EmPOWER Center	(909) 607-0690
Queer Resource Center	(909) 607-1817
International Place	(909) 607-4571
Office of Black Student Affairs	(909) 607-3669
Office of Chicano/Latino Student Affairs	(909) 621-8044
Office of the Chaplains	(909) 621-8685
Health Education Outreach	(909) 607-3602
Student Disability Resource Center	(909) 607-7419
Title IX Website	<a href="https://services.claremont.edu/titleix">https://services.claremont.edu/titleix</a>

Claremont Graduate University	(909) 607-9448 Dean of Students (909) 607-3318 Provost's Office (909) 607-9448 Title IX
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Claremont McKenna College	(909) 621-8114 Dean of Students (909) 621-8117 Dean of Faculty (909) 607-8131 Title IX
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Keck Graduate Institute	(909) 607-7150 Dean of Students (909) 607-4699 Dean of Faculty (909) 607-9649 Title IX
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Harvey Mudd College	(909) 621-8125 Dean of Students (909) 621-8122 Dean of Faculty (909) 607-3148 Title IX
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Pitzer College	(909) 621-8241 Dean of Students (909) 621-8217 Dean of Faculty (909) 607-2958 Title IX
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Pomona College	(909) 621-8017 Dean of Students (909) 621-8137 Dean of Faculty (909) 621-8017 Title IX
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Scripps College	(909) 621-8277 Dean of Students (909) 607-2822 Dean of Faculty (909) 607-7142 Title IX
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## 7C Campus Resources for Faculty/Staff

Employee Assistance Program	(800) 234-5465
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## Crisis Lines

Monsour Counseling and Psychological Services 24/7 crisis line	(909) 621-8202
National Suicide Prevention Hotline	(800) 273-8255
Project Sister	(909) 626-4357
The Trevor Lifeline (LGBTQ+)	(866) 488-7386
Crisis Text line	Text HELLO to 741741
Students of Color crisis text line	Text STEVE to 741741
Campus.Health	<a href="http://7C.Health">http://7C.Health</a>



# Know the Signs: How to Help a Student in Distress

## SENSE A CONCERN

The Claremont Colleges' undergraduate and graduate staff, faculty, students and community are in a remarkable position to provide a caring and supportive response to students in distress. Claremont students may feel lonely, isolated, hopeless and overwhelmed while facing academic or life challenges. These feelings can lead to struggling academic performance, poor coping skills, fluctuating emotions and other serious issues. You may be the first person to notice something distressing or concerning because you have frequent interactions and contact with them. The Claremont Colleges requests that you act with compassion and kindness in your dealings with such students.

## SHARE A CONCERN

Sometimes students cannot or will not reach out for help for a variety of reasons. Do something! Your care, compassion and concern may be a pivotal factor in saving a student's academic career or even their life. The purpose of this guide is to help you determine signs of distress in students and identify appropriate on-campus resources and assistance. Students exhibiting behaviors described in the chart below are likely having similar issues in different settings on campus. Trust your gut and say something if a student leaves you feeling worried, alarmed, threatened or scared.

## FERPA Statement

It is important to be mindful of the Family Educational Rights and Privacy Act (FERPA) while helping students. FERPA allows communication regarding health and safety emergencies. Please refer to this website for more information: <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

### Academic Signs of Distress

Significant decline in quality of work and grades

Repeated absences

Bizarre or concerning content in writing, emails or presentations

Conversations with students center around personal concerns rather than academics

Disruptive in class

### Physical Signs of Distress

Changes in physical appearance such as a decline in hygiene or grooming, weight loss/gain or appetite changes

Fatigue, excessively tired or sleep issues

Substance abuse

Disoriented, confused, difficulty concentrating or "in a fog"

Bizarre/slurred speech or thinking patterns

### Psychological Signs of Distress

Disclosure of significant personal issues such as familial, financial, trauma, suicidal/homicidal ideas, grief

Excessive tearfulness, panic, irritability, disassociation or numbness

Verbal attacks or harassment such as taunting, intimidation, badgering or bullying

Bizarre, magical thinking or student seen excessively laughing or talking to themselves

Concern expressed by other students, faculty, staff or family

### Safety Risk Factors

Unprovoked anger or hostility  
Direct or vague threats to harm self or others

Unable to care for themselves

Academic assignments displaying themes of violence, hopelessness, worthlessness, despair, suicidal thoughts, isolation or provocative statements that could be seen as threatening

Communicating threats via email, text, phone calls or other means