



Counseling Services
Emergency Procedures for Recognizing Students in Distress

I. Extreme or Severe Crisis: A student is in imminent danger to him/herself or others

1. Dial 911 or 860-528-4401 (East Hartford Police Department)
2. Call Campus Security at 555 (switchboard)
 - Or After Hours Call the Intercommunity Mental Health Center Crisis Line at (860) 569-5900. The crisis line is staffed 24 hours / 7 days a week. If appropriate, they may"
 - Send their Mobile Crisis Unit to provide immediate psychology assessment
 - Help deescalate the situation and/or
 - Facilitate psychiatric hospitalization.

II. The following steps are recommended for de-escalating a potential situation:

1. Approach the person calmly
2. Try to remove the person away from other people by calling them aside
3. Ask the person if they need additional assistance
 - If yes, send student to Counseling Services and follow-up with a call
 - **If after hours, refer to section I number 2.**
 - If no, fill out a faculty/staff referral form for the student located on the College's website and return to Suite 144 or email to TWood@goodwin.edu.
4. If the person does not cooperate, you or someone else should call Campus Security x555.
 - Once the proper officials arrive, they will take charge. Help them in any way possible, but you are no longer in the lead.
5. **DO NOT TOUCH OR ATTEMPT TO RESTRAIN THE PERSON!**

III. Signs of recognizing a student in distress:

1. Provide support to the student and consider referring the student to Counseling Services. A counselor is available Monday-Thursday 8:30am-7pm, Friday 8:30am-5pm and on Saturdays by appointment only.
2. Contact Counseling Services, to speak to a counselor, and hand the student the phone.
3. The counselor may refer the student to a community resource or, if the student requires clinical counseling, the student and/or counselor may contact Dr. Hank Lerner 860-236-4295 or refer to agencies on the community resource list.

Counselor Contact Information:

Tyesha Wood	(860) 727-6716
Kim Beebe	(860) 913-2018
David Zoppoli	(860) 727-6768
Aaron Isaacs	(860) 913-2072