ALL COLLEGE FORUM
“CAMPUS WELLBEING”

November 3, 2015
Don’t forget to VOTE!
Current Openings on Governance Committees

- **Diversity Council:** 1 Classified Staff
- **Learning Council:** 1 Faculty Member – Humanities and Education; 1 Student
- **Operations Council:** Classified Staff (Admin Services); 2 NUPs (1 IT and 1 Business Office); 1 Student
- **Student Services Council:** up to 7 additional Students
CAMPUS SAFETY

CHIEF KEVIN RITACCO
CAMPUS POLICE

- 6 Officers
- 1 Detective
- 2 Sergeants
- 1 Deputy Chief of Administration
- 1 Deputy Chief of Operations
- 2 Dispatchers
- 2 Security Officers
- Contract Securitas Officers
- 1 Chief

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- 24/7 Holidays
- **Basic Training**: 17 Week Full Time Police Academy @ MSP
- Active Shooter Trained by MSP
- Office / Dispatch Located 136 AC
- **Emergency Response is minutes away**
- Laptops in all cruisers – Run immediate checks for criminal backgrounds
- Enforce traffic regulations – Radar
- A paramedic responds to every ambulance call
- Work closely with WPD and State Police
- Work with a FBI Liaison
Communications

Emergency Communications

Dispatch Function – 4444
• Dispatcher 6 AM - 10 PM
• Two way Radio Communications with WPD and WFD Dispatch and responding officers
• Text a Tip – Free APP on your phone
• View Cameras – 150 throughout main campus and downtown campus

QCC ALERT – Immediate Notifications – Timely Manner Function
• Text Messaging
• College Webpage Weather / Emergency
• Voice mail
• E-mail
• Roof Top Siren
• Facebook

General Information
• Open Door Articles
• Level III Sex Offender Boards
Emergency Management Team

- Representatives from key areas of the College that meet weekly
- All Hazards Approach to planning
- Incident Command System
- Yearly Updates of Response Manual
- Hold Yearly Table Top Emergency Exercises

- Be Safe Program: Floor plans – Photos – Web Site – Outside doors numbered – All shared with WFD and WPD on disk and printed format
- Run Hide Fight – Active Shooter Protocol
- Telephone in each Classroom
- Roof Top Siren and Speaker System – Outside Communications
- Emergency Text Messaging System – QCC ALERT
- Fire Safety – Fire Safety Officer -Departmental Evacuation Plans – Fire Drills – Evacuation Maps Installed
- Special Operations Vehicle – re equipped ambulance - Contains Emergency Disaster Communications and Recovery Equipment
- Critical Incident Stress Management Team (CISM)
  Led by: Susan Johnson

Immediate Threat Responses
- Tornado Threat (several)
- Major Ice Storm /Snow Storms
- Hurricane
- Numerous Winter Storms
- H1N1 Flu Pandemic Threat
- Bomb Threat
- Power Outages
Student Discipline Process – Courts - TAT

Options the College uses:

- All police reports involving students go to the Dean of Students for review
- When an arrest is made it is prosecuted through the District Attorney’s Office
- Threat Assessment Team reviews individual threats
- Well-Connect for Students
HEALTHY CAMPUS

PROFESSOR SUSAN JOHNSON
What is Critical Incident Stress Management (CISM)

- **CISM** is incident stress management assistance designed to stabilize signs of distress and dysfunction, facilitate a reduction in symptoms and a return to independent functioning. CISM can also facilitate access to a higher, more continuous level of care if needed.
What is a Critical Incident

- A critical incident is an event that can disrupt a person's psychological balance, overwhelm usual coping mechanisms and have the potential to create significant human distress.

- **Examples:** natural disasters, mass casualty incidents, serious injury, death of a student or colleague
The events in the first 48 hours after a critical incident can be the most significant. This is the period when people try to make sense of what has occurred and reestablish reasonable mastery of their universe. People also try to attach a sense of meaning to life and strengthen caring human attachments.
Our Mission

- To provide peer assistance to all personnel and students within the Quinsigamond Community College community before, during or after a critical incident, regardless of race, gender or age.
The QCC Peer Support Network

- The QCC Peer Support Network operates within CISM and seeks to lessen the impact of stress reactions to the QCC community. The QCC Peer Support Network accomplishes its work through a variety of interventions provided by fully trained peer support personnel.

- CISM is conducted immediately, simply, briefly and confidentially.
How to Contact CISM

- All services are free of charge and rendered taking the greatest care to maintain the highest levels of personal integrity, confidentiality and to do no harm.

- **Emergency Contact** 508.525.3441

- The QCC Health and Wellness Page is an educational site that includes health education, health alerts, health updates, and resources that are available in the community.

  *For more information, please visit:* [www.qcc.edu/health-wellness](http://www.qcc.edu/health-wellness)
A student reports to you that she is concerned for her safety because she has elected to remove her hajib, head scarf, and she is concerned that her fellow students will respond to her negatively.

**TO WHOM DO YOU ADDRESS THE ISSUE?**

Is there a Code of Conduct issue?
You have been working in close proximity to a student and you believe the student smells like pot. You have heard that some people have medical marijuana licenses and you think that may be the case here.
Pat has been a student at the College for several years; you and several members of the college community are familiar with Pat. You are in the A building and you watch Pat walk out of the bookstore with a laptop you are confident was not purchased.

TO WHOM DO YOU ADDRESS THE ISSUE?

Is there a Code of Conduct issue?
A student in your class presents a paper to you which you believe is plagiarized. Your internet search provides you with the confirmation of your belief.

**TO WHOM DO YOU ADDRESS THE ISSUE?**

Is there a Code of Conduct issue?
Joseph attended your class for the first two weeks of the semester, he was there one day last week, but you have no work from Joseph to date.
A student comes to you after class and says she has been cutting herself and is contemplating suicide.

**TO WHOM DO YOU ADDRESS THE ISSUE?**

Is there a Code of Conduct issue?
WellConnect

ASSISTANT DEAN KEVIN BUTLER
WellConnect by SRS
About WellConnect by Student Resource Services

• In collaboration with the College, our services identify and assist students who must balance college with their personal lives to be successful in their progress to degree
• Assist higher education institutions as an effective partner in their retention strategies
• For more than 20 years we have worked with colleges and universities to understand and support the unique needs of your students
Support for Your Students

Counseling and Coaching Support
Master level, licensed professionals
  • Minimum 5 years post graduate experience

Telephone consultation & coaching
  • Assess the student’s needs
  • Develop action plan
  • Problem-solving and coaching

Short-term face-to-face & telephonic counseling
  • 1-3 sessions per issue, at no cost for the student
  • 24/7 access to a counselor for in-the-moment support
Legal, Financial & Resource Assistance

Legal and Financial Support
• Consultation with an attorney
  • Child custody, divorce, contract language
• Consultation with financial expert
  • Debt concerns, credit issues, identity theft, bankruptcy

Resource Assistance
• Referrals to community agencies & other organizations
• Resources around housing, utilities, and other life needs
• Coaching, problem-solving
www.wellconnectbysrs.com

- Comprehensive website created by NASPA
- Browse articles, tip sheets, links, calculators, videos and trainings on wide range of student related topics including
  - **Topics include:** Drinking, Anger, Bullying, Financial Discipline, Grief and Loss, Study Tips, Time Organization, Student Health, Interviewing Tips and more!
Anonymous Screening Tool

Embedded in the CU Thrive website are anonymous screenings from CollegeResponse®, a program of Screening for Mental Health. CollegeResponse® promotes the prevention, early detection and treatment of prevalent, often under-diagnosed and treatable mental health disorders and alcohol problems through online screening. CollegeResponse Gives Your Students: The opportunity to self-screen for depression, bipolar disorder, PTSD, generalized anxiety disorder, eating disorders, and alcohol use disorders.
Confidentiality

• The student’s contact with WellConnect is confidential
• No information is disclosed to anyone at the school without the student’s written consent (formal referral)
• One exception: “duty to warn”
  • Bound by law to report to appropriate authorities in risk of suicide, homicide, or abuse.
Our Partnership

• Support to faculty & staff
  – Available as a resource to support you in your role
  – Immediate clinical/coaching support for high risk students

• Referring students to WellConnect allows you to:
  – Express concern for your students
  – Maintain your boundaries
  – Mitigate the risk
  – Fulfill your role
Consultations

• Faculty and staff have called for consultation on a variety of situations, including, however not limited to:
• Concern for a student that may be have disclosed thoughts of self-harm (if an emergency use campus police)
• Dealing with a disruptive student in their class
• Students having inappropriate communications with faculty or others.
Possible Indicators of Distress

• Direct statements indicating distress, family problems, or other difficulties
• Unprovoked anger or hostility
• Exaggerated personality traits: more withdrawn or more animated than usual
• Excessive dependency
• Expressions of hopelessness or worthlessness
• Sudden change in mental status
Other Considerations

• Avoid making sweeping promises of confidentiality, particularly if a student represents a safety risk to him or her-self. Students who are suicidal need swift professional intervention.

• Stay "in role" as a faculty/staff person. You do not have to take on the role of counselor. Listen, evaluate, and refer.
WellConnect Referrals

Student Self-Referral
• Student is aware that a problem is interfering with his or her ability to concentrate, be on time, or perform in class. Notices a poster, wallet card, or a faculty member reminds them about the program
• Continual promotion of the program on campus

Faculty/Staff Referral
• You become aware of a student's difficulty or distress
• Student mentions high stress levels or mental health conditions
• What do you say?
Formal Referrals

What is a formal referral?

• Where serious student emotional/behavioral issues are affecting school performance, and
• You want feedback on student progress with WellConnect.
• Collaborative process with WellConnect to ensure student follow through on connecting with the right support.
• Formal Referral contact at QCC: Kevin Butler
FAST-Line: An Enhanced Service for Faculty and Administrators

We’re excited to let you know about an enhanced service we’ve put in place to give faculty and administrators dedicated access to high-level consultation services. The Faculty/Administration Support Team (FAST) line is a 24/7 dedicated number, staffed by senior clinical consultants who are specifically equipped to provide high level consultation and response, for a variety of situations including:

• Concern for a student that may be having thoughts of self-harm
• Concern for a student that may be having thoughts of hurting others
• Students having inappropriate communications with faculty or others
• Dealing with a disruptive student in class
• Initiating a Formal Referral to support a student whose behavior/performance/grades have declined
• Helping students cope with the death of a fellow student and/or campus violence incident

FAST-Line: 844-208-7070

As an administrator, faculty or staff member, you want to be a supportive outlet for students who are struggling, both inside and outside the classroom. However, there may be times when you’re unsure how to appropriately direct the student. In those instances, the FAST-Line can be a valuable resource for navigating complex, sensitive, or high-risk student situations. Call 844-208-7070 to get started.

Of course, you may still reach out to your Account Team directly or the main WellConnect number, but we’re pleased we can offer you this additional means to access 24/7 high-level supports.
Integrating the Program

• Introduce WellConnect during orientations
• Distribute brochures to all new and existing students
• Remind students of the program the first week of each term, before exams and other critical times
• Discuss WellConnect or possible student referrals at faculty and staff meetings
• Get Everybody Talking!
Closing/Contact Info

Questions?

24/7/365 Access
WellConnect Line for All Services:
800-326-6142

www.wellconnectbysrs.com
Student code: QCC Student
Faculty code: QCC Faculty
LIFESCOPE AND EAP

DEAN ANITA BOWDEN
LifeScope Highlights

• A holistic life service that has something for everyone
• 24/7/365
• One toll-free # **800-828-6025**
• All calls answered by master’s level counselors
• Employees, household and family members covered
• Website includes articles, tips, searchable database and discount center
• Strictly confidential
Family & Caregiving

- Prenatal/Fertility/Adoption
- Childcare: in-home care, daycare centers, nannies, etc.
- Gifted children, special needs
- Adult and Eldercare: housing, hospice, etc.
- Pet care
- Academic guidance: pre-school through continuing education
- Parenting support

- “My babysitter is moving and I need to find a replacement before the end of the week.”
- “My father is having a hard time staying at home by himself. I need information about alternative living and care options.”
- “My son is going to college next year. We need help narrowing our search. What are the financial resources available to people at our income level?”
Family & Caregiving: Response & Solutions

• In-depth consultations on topics including: parenting, aging and academic planning
• Identification and information about government, community-based and private resources
• Referrals to child care centers, nursing homes, nanny services, emergency back-up providers, summer camps, public and private schools, lactation support, adoption assistance and much more
• Materials & resources: tip-sheets, check-lists, handbooks, electronic media and other educational materials
Emotional Well-Being

- Relationship difficulties
- Family concerns
- Mental health
- Life cycle events
- Grief and loss
- Alcohol/substance misuse
- Workplace challenges
- Stress

- “My husband and I have been bickering a lot lately. I think we’ll be OK but I wish we could find a better way to communicate.”

- “I don’t know what is going on with me but I’ve been crying all the time, I don’t have the energy to take care of anything and I’m hardly getting any sleep.”

- “I was recently promoted to a supervisory position and it’s been challenging to manage my former peers.”
Emotional Well-Being: Responses & Solutions

- 24 hour telephonic access to master’s level clinicians, including crisis counseling and response
- Up to 5 in-person counseling sessions near work or home
- Multi-cultural/multi-lingual counselors; TTY/TDD capability for hearing impaired
- Convenient referrals for ongoing needs
- Process and case management for quality assurance
- Confidential
Daily Living: Legal Services

- Most issues covered, including:
  - Elder care tools (i.e. wills, health care proxies, power of attorney)
  - Estate planning
  - Adoption, divorce/custody
  - Landlord/tenant
  - Contracts
  - Criminal
- Up to 30 minutes free consultation with an attorney
- 25% discount if participating attorney is retained

*Employment-related issues not covered
Daily Living: Financial Services

• Financial consultations and referrals including:
  o Estate planning
  o Mortgages
  o Identity theft recovery
  o Debt management
  o Financial management skills
• Free phone consultations with financial educators
• Referrals to certified financial professionals
Daily Living: Convenience Services

- **Assistance with everyday tasks:**
  - Recreation and leisure
  - Major purchasing decisions
  - Moving and relocation
  - Household maintenance
  - Event planning
  - Community and civic involvement

- **Consultation and referrals:**
  - Chore services/house cleaners
  - Consumer comparisons
  - Real estate brokers and rental agents
  - Contractors, electricians and plumbers
  - Event and party planners
  - Volunteer opportunities
Health & Wellness

• **Referrals to:**
  - Gyms & health clubs
  - Nutrition & weight management programs
  - Smoking cessation programs
  - Stress management
  - Traditional & alternative medical resources
  - Support groups

- “My best friend swears by acupuncture. I wonder if it could help me with my lower back pain.”
- “Nicotine patch, nicotine gum, cold-turkey– nothing has worked. Help!”
- “Now with the new baby, we really need to child-proof our home.”
Confidentiality

• Adherence to federal and state confidentiality requirements
• Professional code of ethics and guidelines
• E4 confidentiality standards exceed external mandates
• Release of information only with written consent
• Confidentiality revoked only in the event of imminent harm to self or others, as required by law
• Feedback to employer: aggregate demographics only, no identifying information provided
Member Website Features

Web Address:  www.LifeScopeEAP.com
Username:  Quinsigamond Community College
Password:  guest

- Relocation Center – Information on US communities
- Savings Center – On-line discounts on hundreds of name-brand goods, travel, restaurants, and more.
- Skill Builders – 65 interactive e-learning sessions on management, workplace & interpersonal topics
- Health Tools – Interactive health resources
- MEDLINEPlus – Online access to the National Library of Medicine
- Legal Forms
Accessing LifeScope

- Call **800-828-6025**
- Initial phone consultation with master’s level clinicians
- Identification of needs and next steps
- Immediate transfer to work-life service area expert(s)
- Counseling, consultation, resources and referrals provided
- Feedback encouraged
- Call again as needs arise
Most Important Things to Remember

✔ It’s Free!
✔ It’s available to all full-time and part-time employees of the College!
✔ It’s a benefit for you and your household members!
✔ It’s more than counseling!
✔ It’s completely confidential!
Thank You!
Don’t forget!