

## GUIDANCE AND RESOURCES FOR FACULTY AND STAFF ON SUPPORTING STUDENTS' WELL-BEING AT MERCY

Undergraduate and graduate students may experience different levels of distress across various areas of their lives. The type and amount of distress they are experiencing will require different actions and resources. The Red Folder initiative is a guide to help those who interact with students to recognize and be able to respond effectively and refer students in distress to the available resources we have at Mercy University.

The mental health and well-being of the Mercy community are being prioritized more than ever before. We strive to make Mercy a place where all are welcomed and can flourish – a community where everyone feels they truly belong. Students want and need to know we care about them – this guide will give you the tools to help support our students when they need it most.

### SIGNS OF DISTRESS

#### ACADEMIC INDICATORS

- Repeated absences and/or a decline in quality of work or classroom performance
- Essays or creative work that include disturbing content and/or themes of despair, hopelessness, suicide, violence, death or aggression
- Multiple requests for extensions or incomplete grades

#### PHYSICAL INDICATORS

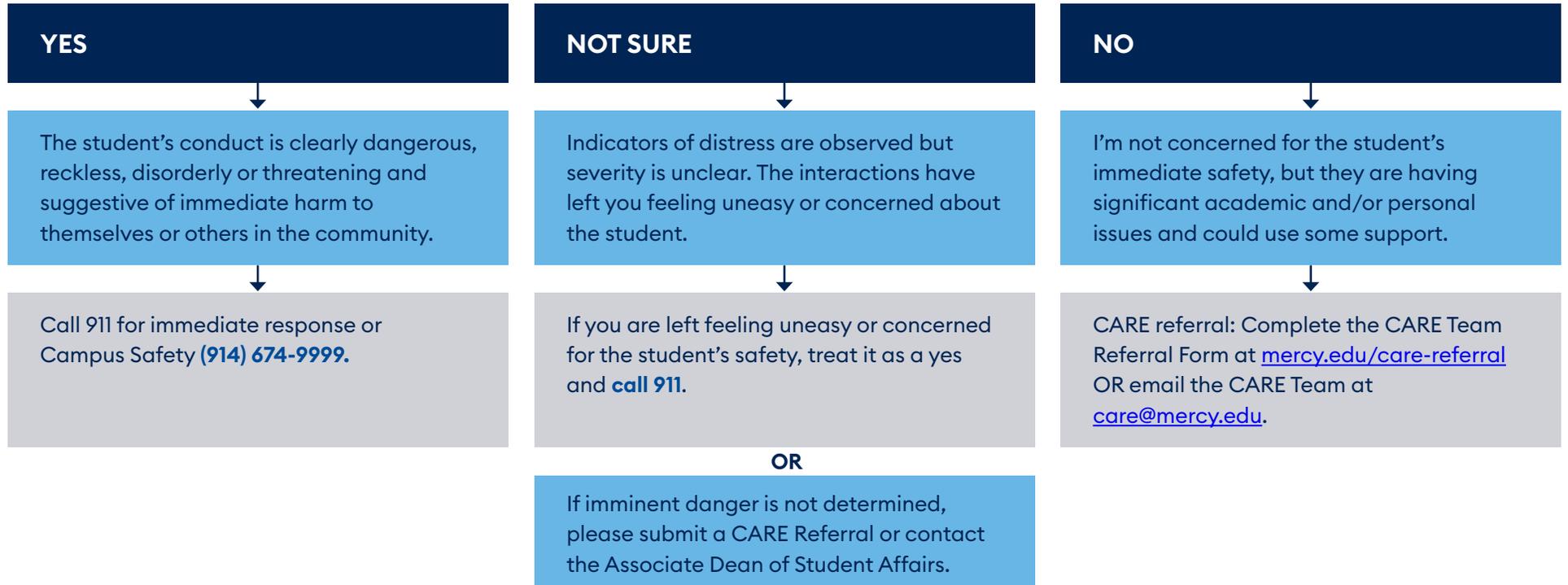
- Marked changes in physical appearance.
- Repeatedly appearing sick, excessively fatigued
- Obvious change in mental state and/or apparent intoxication
- Other behavior that does not seem to match the context/setting

#### INTER/INTRAPERSONAL INDICATORS

- Direct comments about distress, feeling overwhelmed, family problems, etc.
- Signs/expressions of hopelessness, worthlessness, or shame
- Drastic change in interactions with others, acting out of character
- Expressions of concern by peers
- Implied or direct threats of harm to self/others
- Self-injurious, destructive or reckless behavior

# MENTAL HEALTH AND WELLBEING RESOURCES

## DOES THE STUDENT NEED IMMEDIATE ASSISTANCE?



## MERCY STUDENT RESOURCES

### BetterMynd

Mercy's partnering online therapy platform offers students a 24/7 on-demand crisis and support line: **(844) BTR-MYND or (844) 287-6963**.

### Counseling Center

Our Counselors provide brief treatment lasting up to 8 sessions. Services are available on all 3 campuses. To make an appointment please email us at [counselingcenter@mercy.edu](mailto:counselingcenter@mercy.edu) or call **(914) 888-5150**.

### CARE Team (Concern, Assessment, Response, Evaluation)

The Mercy University CARE Team is committed to enhancing the student experience through a proactive, collaborative and thoughtful approach to the identification, assessment and early intervention of troublesome or concerning behaviors that impact the Mercy community.

### [Student Health Office](#)

The Student Health Office is a safe, confidential place where students can receive limited primary care services including evaluation, diagnosis and treatment for common illnesses and injuries, preventive care, health education and referrals to local specialists or hospitals as needed. Call **(914) 674-7255** or email us at [healthoffice@mercy.edu](mailto:healthoffice@mercy.edu).

### [Mav Market](#)

The Mav Market is Mercy University's food and resource pantry open to all students, faculty and staff. It is completely free, confidential and open to all. Please email us at [mavmarket@mercy.edu](mailto:mavmarket@mercy.edu).

### [Office of ACCESSibility](#)

Collaborate with students who have disabilities to coordinate support services, reasonable accommodations and programs that enable equal access to education and university life. Please email us at [accessibility@mercy.edu](mailto:accessibility@mercy.edu).

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## SEXUAL, RELATIONSHIP AND GENDER-BASED VIOLENCE

### [Title IX](#)

Mercy students can visit [mercy.edu/about/title-ix](https://mercy.edu/about/title-ix) for more information or email us at [TitleIX.Equity@mercy.edu](mailto:TitleIX.Equity@mercy.edu).

### **Bronx**

Enough is Enough Coordinator  
Crime Victims Assistance Bureau  
Bronx District Attorney Office  
O: **(718) 838-7309**    C: **(347) 918-7225**

### **Westchester**

Sexual Assault and Crime Victims Advocacy Program  
Westchester Medical Center  
100 Woods Rd, Valhalla, NY 10595  
O: **(914) 493-3650**    C: **(914) 703-8203**

### **Manhattan**

The New York City Alliance Against Sexual Assault website has countless resources for NYC: [svfreenyc.org/about-us](https://svfreenyc.org/about-us).

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## OFF-CAMPUS 24/7 CRISIS RESOURCES

**BetterMynd** offers students a 24/7 on-demand crisis and support line: **(844) BTR-MYND** or **(844) 287-6963**.

**National Suicide Prevention Lifeline** offers free and confidential support for people in distress. Call **988** for support.

**Crisis Text Hotline** is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. Text **HOME** to **741** from anywhere in the United States, anytime.

**The Trevor Project** provides crisis support services to LGBTQ young people. To reach a trained counselor at anytime, call **(866) 488-7386** or text **678-678**.

**BlackLine** provides a space for peer support, counseling, witnessing and affirming the lived experiences to those who are most impacted by systematic oppression with an LGBTQ+ Black Femme Lens. BlackLine prioritizes BIPOC (Black, Indigenous and People of Color). Call or text **(800) 604-5841**

**Trans Line Hotline** is a peer support phone service run by trans people for our trans and questioning peers. Call if you need someone trans to talk to, even if you're not in crisis or if you're not sure you're trans. Call **(877) 565-8860**.

## PRIVACY AND INFORMATION SHARING

Professionals affiliated with the Health and Wellness Department will gladly receive information from you about a student's well-being, but, due to FERPA, HIPAA, or professional ethics, some resources, licensed healthcare providers in particular, are often unable to provide reciprocal information to you regarding the student. This can be frustrating but is an essential ethical and legal safeguard for student privacy and confidentiality. Campus Security Authority and Mandated Reporter regulations may also apply to many or all the resources listed in this guide.

## WANT MORE COPIES?

To request additional print copies of the Mercy Red Folder, send your request to [counselingcenter@mercy.edu](mailto:counselingcenter@mercy.edu).

## HOW TO RESPOND WHEN YOU ARE CONCERNED ABOUT A STUDENT'S WELLBEING

Many times, you will not see any obvious signs of distress because we tend to keep our vulnerabilities to ourselves until we know we can trust one another. Check in with and get to know students whenever you can to help build that trust. Try to create an ongoing sense of welcome and belonging. Ultimately, students want to know if you care about them.

### SAY WHAT YOU SEE

Say what you have noticed and avoid making judgments or assumptions. Sometimes you will not see any overt signs of distress, and yet you will still be aware of many things happening in the world that are causing distress in students' lives.

"Hi \_\_\_\_\_, I just wanted to check in. I have noticed \_\_\_\_\_ and wanted to see if you want to talk about it."

### SHOW WHAT YOU SEE

Showing you care about a student can have a positive impact on their mental well-being and increase the likelihood they will seek help if needed. Ask what they need. The kind of support a student needs to build trust will change based on the context, and the only way to know what kind of support they need is to ask.

"I care about your well-being, so I just wanted to check in to see how you're doing. I want to know how I can be the most helpful for you."

## HEAR THEM OUT

Be there to listen. Listen patiently as you try to understand where they are coming from and take time to affirm their experience.

Your full presence, in itself, can be healing. Your role is to be a warm, supportive presence for this student who is struggling. You are not there to fix anything or give unsolicited advice.

Acknowledge difficult emotions and instill hope that with help, things can get better.

“I’m sorry, that seems like such a hard situation to be in, what has that been like for you?”

## KNOW YOUR ROLE

Safety first. Do not hesitate to call Security on X9999 or 911 for help. Your safety, and that of our students and community, is our top priority.

Share your concern with the Associate Dean of Student Affairs or Counseling Center for further consultation whenever you need. These resources can give you advice, or help take over a situation that has escalated and requires mobilization of many resources.

“I’m sorry you’re going through this and honored that you’ve been vulnerable with me...” “Your feelings and experiences are real, and things can get better.... I want to help.”

## CONNECT TO HELP

CARE referral: Complete the CARE Team Referral Form at [mercy.edu/care-referral](https://mercy.edu/care-referral) OR email the CARE Team at [care@mercy.edu](mailto:care@mercy.edu).

“Thank you for being so open with me. I want to stay connected as you move through this challenge, and I also want to make sure that you are getting the kind of help you need. I really think you may find \_\_\_\_\_ to be a very helpful and comforting resource. Their whole job is to support students through these very challenges. “Can I help you connect with \_\_\_\_\_?”