# 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

<table>
<thead>
<tr>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Safety</td>
<td>(909) 607-2000</td>
</tr>
<tr>
<td>Monsour Counseling and Psychological Services</td>
<td>(909) 621-8202</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>(909) 621-8222</td>
</tr>
<tr>
<td>The Empower Center</td>
<td>(909) 607-0690</td>
</tr>
<tr>
<td>Queer Resource Center</td>
<td>(909) 607-1817</td>
</tr>
<tr>
<td>International Place</td>
<td>(909) 607-4571</td>
</tr>
<tr>
<td>Office of Black Student Affairs</td>
<td>(909) 607-3669</td>
</tr>
<tr>
<td>Office of Chicano/Latino Student Affairs</td>
<td>(909) 621-8044</td>
</tr>
<tr>
<td>Office of the Chaplains</td>
<td>(909) 621-8685</td>
</tr>
<tr>
<td>Health Education Outreach</td>
<td>(909) 607-3602</td>
</tr>
<tr>
<td>Student Disability Resource Center</td>
<td>(909) 607-7419</td>
</tr>
</tbody>
</table>

## 7C Campus Resources for Faculty/Staff

<table>
<thead>
<tr>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Assistance Program</td>
<td>(800) 273-8255</td>
</tr>
</tbody>
</table>

## Crisis Lines

<table>
<thead>
<tr>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monsour Counseling and Psychological Services 24/7 crisis line</td>
<td>(909) 621-8202</td>
</tr>
<tr>
<td>National Suicide Prevention Hotline</td>
<td>(800) 273-8255</td>
</tr>
<tr>
<td>Project Sister</td>
<td>(909) 626-4357</td>
</tr>
<tr>
<td>The Trevor Lifeline (LGBTQ+)</td>
<td>(866) 488-7386</td>
</tr>
<tr>
<td>Crisis Text line</td>
<td>Text HELLO to 741741</td>
</tr>
<tr>
<td>Students of Color crisis text line:</td>
<td>Text STEVE to 741741</td>
</tr>
</tbody>
</table>

## Additional Resources

- Clowrnent Graduate University: (909) 607-0432 Dean of Students (909) 607-3318 Provost’s Office (909) 621-8965 Title IX
- Claremont McKenna College: (909) 621-8114 Dean of Students (909) 621-8117 Dean of Faculty (909) 607-8131 Title IX
- Keck Graduate Institute: (909) 607-0896 Dean of Students (909) 607-7855 Life Sciences (909) 607-0210 Pharmacy (909) 607-9649 Title IX
- Harvey Mudd College: (909) 621-8125 Dean of Students (909) 621-8122 Dean of Faculty (909) 607-3148 Title IX
- Pitzer College: (909) 621-8241 Dean of Students (909) 621-8217 Dean of Faculty (909) 607-2958 Title IX
- Pomona College: (909) 621-8017 Dean of Students (909) 621-8137 Dean of Faculty (909) 621-8017 Title IX
- Scripps College: (909) 621-8277 Dean of Students (909) 607-2822 Dean of Faculty (909) 607-7142 Title IX

---

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

---

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

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 see 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.

Say Something

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 identify 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

Know the Signs: How to Help a Student in Distress

### 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

Created by:
The Claremont Colleges