

# HELPING YOU HELP OUR STUDENTS

As a staff or faculty member, you may be the first person to notice a student who is experiencing difficulty – with classes, relationships, alcohol and other drugs, or other issues. This resource guide is meant to assist you in referring students to the appropriate resources. You do not need to be a mental health professional to engage with these students and offer help.

## URGENT SITUATIONS

If a student is showing any of the following behaviors or signs, contact RUPD immediately at 848.932.7211 (non-emergency number). If the situation is an emergency, call 911.

- Signs of injury or serious illness
- Unresponsive, unconscious, or incoherent
- Physically or verbally aggressive
- Behaving in a threatening or dangerous manner

If you are dealing with a mental health emergency situation and CAPS is not open, please call Acute Psychiatric Services, available 24 hours, at 855.515.5700.

## Directory of Campus Resources

**Student Affairs Administration**  
**Vice Chancellor for Student Affairs**  
Salvador Mena  
848.932.8576

**Dean of Students**  
Anne Newman  
848.932.2300

**Dean for Graduate Student Life**  
Mark S. Schuster  
848.932.0614  
mark.schuster@rutgers.edu

**Associate Deans of Students**  
deanofstudents@rutgers.edu

Jeff Broggi  
848.445.4088

Sandra (Rocio) Castro  
848.445.0166

Tim Grimm  
848.932.2300

Michelle Jefferson  
848.932.3625

**Public Safety**  
**RU Police Department**  
732.932.7211

**Health & Wellness**  
**Student Health**  
Melodee Lasky  
848.932.7402

**Counseling, Alcohol & Other Drug  
Assistance Program, & Psychiatric  
Services (CAPS)**  
Steven Sohnle  
848.932.7884

**Violence Prevention and  
Victim Assistance (VPVA)**  
Loren Linscott  
848.932.1181

**Student Life**  
**Office of Residence Life**  
Dan Morrison  
848.932.4371

**Off-Campus Living and  
Community Partnerships**  
Kerri Willson  
848.932.5500

**Rutgers Student Food Pantry**  
39 Union Street  
College Avenue Campus

**Center for Social Justice  
Education and LGBT  
Communities**  
Zaneta Rago-Craft  
848.445.4141

**Paul Robeson Cultural Center**  
David E. Jones  
848.445.3545

**Center for Latino Arts & Culture**  
Carlos Fernandez  
848.932.1263

**Asian American Cultural Center**  
Ji H. Lee  
848.445.8043

**Alliance to Advance  
Interfaith Collaboration**  
RUInterfaithAlliance@gmail.com

**Additional Resources**  
**Student Conduct**  
Kevin Pitt  
848.932.9414

**Student Legal Services**  
Don Heilman  
848.932.4529

**Office of Disability Services**  
dsoffice@echo.rutgers.edu  
848.445.6800

**International Student &  
Scholar Services**  
Urmi Otiv  
848.932.7015

**Ombudsperson**  
Sybil James  
848.932.1452

**Compliance and Title IX**  
Jackie Moran  
848.932.4529

**Office of Veteran and Military  
Programs and Services**  
veterans@echo.rutgers.edu  
848.932.VETS (8387)

# CHOOSING A REFERRAL PATHWAY

These are some of the most frequent resources to which you can refer students. Speak directly with the student to determine the appropriate next steps.

## Counseling, Alcohol & Other Drug Assistance Program, & Psychiatric Services (CAPS)

Main office: 17 Senior Street (College Ave Campus)  
61 Nichol Ave (Cook Douglass Campus – closed during summer)  
848.932.7884  
health.rutgers.edu

CAPS is a comprehensive mental health service designed to support students' ability to succeed in their academic, professional, and personal lives. Students are given individualized treatment plans tailored to their unique needs. Some of the services available at CAPS include: individual counseling, groups, workshops, alcohol and other drug assistance, and medication management.

Some tips for referring a student to CAPS:

- Thank the student for speaking with you. Often, taking that first step of talking to anyone or disclosing a hardship can be very difficult.
- Explain that not everyone who utilizes CAPS has a diagnosed mental health issue.
- Emphasize that CAPS provides a safe and confidential environment to solve problems, learn coping skills, and manage stress.
- Explain that the intake process involves a 10-15 minute conversation with one of the CAPS staff to determine the most appropriate course of action.
- If the student feels unsure about visiting CAPS, or can benefit from informal consultation, let them know there are less formal drop-in hours available at various locations around campus. Times and locations can be found at [health.rutgers.edu/dropin](http://health.rutgers.edu/dropin).

If the student agrees that counseling may be useful, there are several possible next steps to take depending on the urgency of the situation:

- Give the student the contact information for CAPS and encourage them to call.
- Offer to let the student call from your office right then, so a public commitment will have been made.
- Accompany the student to CAPS to make sure they arrive and/or offer additional support and provide staff with any relevant or necessary information. CAPS staff will appreciate your calling ahead if the student is coming or being brought over.

If a student declines or is unwilling to contact CAPS, you may call CAPS yourself to consult with the daytime on-call therapist.

## Student of Concern Pathway

Office of the Dean of Students  
88 College Ave  
848.932.2300  
deanofstudents.rutgers.edu

The objective of the Student of Concern Pathway is to synchronize a network of resources focused on prevention and early intervention involving students experiencing distress or engaging in harmful or disruptive behaviors.

If you believe a student you know is expressing concerning behaviors, go to [dosomething.rutgers.edu](http://dosomething.rutgers.edu) or click on the Do Something icon found throughout the Student Affairs websites. You can also speak directly with a Case Manager by calling **848.932.2300**.

- All incident reports submitted are reviewed in a timely manner by the Case Management staff.
- Once an incident is reported, no further action is needed on your part. The triage team assesses the information and develops a support plan for students of concern.

## The Office of Student Conduct (OSC)

115 College Avenue, Bishop House  
848.932.9414  
conduct@rci.rutgers.edu  
studentconduct.rutgers.edu

OSC assists students in making better choices in their behavior, provides an outlet for community members to address conflict, and aids in the creation of a safer, more educational and inclusive environment.

Refer a student to OSC when you are concerned about:

- Disruptive behavior inside or outside the classroom.
- Behavior that endangers the student or others.

If you are unsure if OSC is an appropriate pathway, consult with the Director of Student Conduct about the nature of the incident and ask about the appropriate pathway or referral.

If a student informs you that a disruptive behavior is the result of a disability, it is still appropriate to refer the student to OSC. Other resources that may be helpful in this situation include: The Office of Disability Services, Threat Assessment and Safety Committee (TASC), and/or RUPD.

## Office for Violence Prevention and Victim Assistance (VPVA)

3 Bartlett Street (College Ave Campus)  
848.932.1181  
vpva.rutgers.edu

One of the main functions of VPVA is to support and advocate for victims of interpersonal violence, including: sexual violence, relationship/dating violence, stalking, harassment, and other crimes. They are available 24 hours a day and specifically trained to work with students who have experienced sexual violence or relationship abuse/dating violence.

Some tips for supporting victims:

- Thank the student for trusting you and acknowledge that their decision to do so may have been difficult.
- Before the student discloses anything, inform them of any limits to confidentiality you may have and whether you are required to report incidents of sexual assault. If you are a mandated reporter let them know that reporting the incident just means contacting the Title IX office which is an office of caring individuals who just want to make sure the students' needs are being met.
- If the student would prefer to speak with a confidential resource (and you are not one), provide them with VPVA's information.
- If the student decides they are comfortable proceeding, believe them, be supportive and non-judgmental, and remind them that you can be there for them as well through the process.

If the student agrees that connecting with VPVA may be useful, there are several possible next steps to take depending on the urgency of the situation.

- Give the student the contact information for VPVA and encourage them to call.
- Offer to let the student call from your office right then, so a public commitment will have been made.
- Accompany the student to VPVA to make sure they arrive and offer additional support and provide staff with any relevant or necessary information. VPVA staff will appreciate your calling ahead if the student is coming or being brought over.
- If you (as the professional staff member) have any questions or need support, you can also contact VPVA. Services are available to everyone in the Rutgers Community.

## Additional Resources

### Suicide Prevention Gatekeeper Training

Suicide Prevention Gatekeeper Training is a free, evidence-based, community-oriented training available to staff, faculty, or students. Participants learn about mental health, potential signs of suicide, and practical skills for initiating a conversation with a student in crisis and making the appropriate referral to CAPS. Individuals or units interested in Suicide Prevention Gatekeeper Training should contact Francesca Maresca, Director of Health Outreach, Promotion and Education (HOPE) at [fmaresca@rutgers.edu](mailto:fmaresca@rutgers.edu).

### Local Hospitals

Robert Wood Johnson  
University Hospital  
Phone: **732.828.3000**

St. Peter's University Hospital  
Phone: **732.745.8600**

### Mental Health Emergencies

If Counseling, Alcohol & Other Drug Assistance Program (CAPS) is closed, or you are experiencing a mental health emergency, please use one of the following resources:

- Acute Psychiatric Service (APS): **855.515.5700**, a 24-hour emergency service for local residents. If you live outside of Middlesex County you should contact the nearest hospital emergency department.
- National Suicide Prevention Lifeline: **800.274.TALK (8255)**
- NJ Hope Line (Suicide Prevention): **855.654.6735**
- National Crisis Text Line: Text **KNIGHTS to 741741**. To speak directly with a counselor or of color text **STEVE to 741741**.



## Do Something

Not sure what to do or who to contact? Go to [dosomething.rutgers.edu](https://dosomething.rutgers.edu)

Any member of the Rutgers community, including parents and family members, can share a concern about someone by going directly to [dosomething.rutgers.edu](https://dosomething.rutgers.edu) or by clicking on the Do Something icon found throughout the Student Affairs websites. Your concern will be filtered to the appropriate staff member and responded to in a timely manner. You always have the choice of submitting a concern anonymously. Due to confidentiality, once receipt of your concern is confirmed, no further information will be shared.

Do Something is NOT a resource for emergency situations. If you are concerned about the immediate health and/or safety of someone, contact 911.

# ACTION STEPS FOR SPECIFIC BEHAVIORS OR INCIDENTS

Issue	Event	First Course of Action	Location	Other Resources
<b>Disruptive or Aggressive Behavior</b>	If you are dealing with aggressive behavior, a violent situation, or believe there is immediate danger to the student or others	Call RUPD at 732.932.7211 or call 911.	RUPD 55 Commercial Ave, New Brunswick	<b>University Public Safety</b> publicsafety.rutgers.edu <b>Threat Assessment Safety Committee (TASC)</b> 848.932.2300 <b>Dean of Students</b> deanofstudents.rutgers.edu deanofstudents@echo.rutgers.edu
<b>Physical Illness/Injury</b>	If you see or are dealing with a student who has health concerns	Call Rutgers Student Health at 848.932.7402. If immediate care is needed or the incident occurs after hours, call 911.	<b>Busch Livingston Health Center</b> 110 Hospital Road, Livingston Campus <b>Hurtado Health Center</b> 11 Bishop Place, College Ave Campus <b>Cook Douglass Health Center</b> 61 Dudley Road, Cook Douglass Campus	health.rutgers.edu
<b>Emotional Behavior/Mental Health Concerns</b>	If you see or are dealing with a student who “needs to talk to someone” about a personal concern, alcohol or other drug concern, or is experiencing a psychological or emotional crisis	Call CAPS at 848.932.7884. If you are dealing with a mental health emergency situation and CAPS is not open, please call Acute Psychiatric Services, available 24 hours, at 855.515.5700.	17 Senior Street, College Ave Campus 61 Nichol Ave, Cook Douglass Campus	health.rutgers.edu
<b>Disability</b>	If you are working with a person with a disability and they agree to have you contact the Office of Disability Services	Call the Office of Disability Services at 848.445.6800.	Lucy Stone Hall, Livingston Campus 54 Joyce Kilmer Avenue Suite, A145, Livingston Campus	ods.rutgers.edu
<b>Sexual Assault, Dating Violence &amp; Stalking</b>	If you are a victim or are dealing with a victim of sexual assault, dating violence, or stalking	Call the Office for Violence Prevention and Victim Assistance at 848.932.1181.  You may also contact the Office of Compliance and Title IX at 848.932.8200 for specific questions about reporting obligations.	3 Bartlett Street, College Ave Campus	vpva.rutgers.edu
<b>Death of a Student</b>		No action is required on your part. Deceased Student Notices are handled by the Office of the Dean of Students. When students of the University pass away (whether during the term or not), there is a method to notify appropriate departments. A courtesy memo is sent to the school of the major.		deanofstudents.rutgers.edu 848.932.2300 deanofstudents@rutgers.edu
<b>Bias Incident</b>	If you witness or are a victim of an act of bias	Call or visit the Dean of Students Office, Residence Life staff, or another member of the Student Affairs staff. Individuals may also report an alleged bias incident online using a form found at bias.rutgers.edu.		bias.rutgers.edu