

# 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, call 911.

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

### DIRECTORY OF CAMPUS RESOURCES

#### STUDENT AFFAIRS ADMINISTRATION

##### Senior Vice Chancellor for the Student Experience

Salvador Mena  
848-932-8576  
svcse@echo.rutgers.edu

##### Senior Associate Vice Chancellor for Student Affairs & Dean of Students

Anne Newman  
848-932-8576

##### Assistant Vice Chancellor for Health & Wellness

Francesca Maresca  
848-932-9064  
fmaresca@rutgers.edu

#### OFFICES OF THE DEAN OF STUDENTS

##### Offices of the Dean of Students - Advocacy, Outreach, & Support

848-932-2300  
[studentsupport.rutgers.edu](http://studentsupport.rutgers.edu)  
deanofstudents@echo.rutgers.edu

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

848-932-1181  
[vpva.rutgers.edu](http://vpva.rutgers.edu)

##### Off-Campus Living & Community Partnerships

848-932-5500  
ruoffcampus@echo.rutgers.edu

##### Student Basic Needs/ Rutgers Student Food Pantry

College Avenue Campus  
848-932-5500  
basicneeds@echo.rutgers.edu

##### Student Conduct and Conflict Resolution

848-932-9414  
conduct@echo.rutgers.edu

##### Student Legal Services

848-932-4529

##### Compliance and Title IX

848-932-8200

#### PUBLIC SAFETY

##### RU Police Department

55 Paul Robeson Blvd, New Brunswick  
732-932-7211  
rupdcomments@ipo.rutgers.edu

#### HEALTH & WELLNESS

##### Rutgers Student Health

848-932-7402  
[health.rutgers.edu](http://health.rutgers.edu)  
health@rutgers.edu

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

848-932-7884  
[health.rutgers.edu](http://health.rutgers.edu)

##### Health Outreach, Promotion & Education (HOPE)

848-932-1965  
[health.rutgers.edu](http://health.rutgers.edu)  
healthed@rutgers.edu

#### STUDENT LIFE

##### Office of Residence Life

848-932-4371  
[ruoncampus.rutgers.edu](http://ruoncampus.rutgers.edu)  
oncampus@rutgers.edu

##### Center for Social Justice Education & LGBT Communities (SJE)

848-445-4141  
[socialjustice.rutgers.edu](http://socialjustice.rutgers.edu)  
sje@echo.rutgers.edu

##### Paul Robeson Cultural Center

848-445-3545  
[prcc.rutgers.edu](http://prcc.rutgers.edu)  
prccrutgers@echo.rutgers.edu

##### Center for Latino Arts & Culture

848-932-1263  
[clac.rutgers.edu](http://clac.rutgers.edu)

##### Asian American Cultural Center

848-445-8043  
[aacc.rutgers.edu](http://aacc.rutgers.edu)  
aacc@rutgers.edu

##### Alliance to Advance Interfaith Collaboration

RUInterfaithAlliance@gmail.com

#### ADDITIONAL RESOURCES

##### Office of Disability Services

848-445-6800  
[ods.rutgers.edu](http://ods.rutgers.edu)  
dsoffice@echo.rutgers.edu

##### One Stop Student Services Center

848-445-INFO(4636)  
[go.rutgers.edu/contactnb](http://go.rutgers.edu/contactnb)

##### International Student & Scholar Services

848-932-7015  
[global.rutgers.edu](http://global.rutgers.edu)

##### Office of Veteran and Military Programs & Services

848-932-VETS(8387)  
[veterans.rutgers.edu](http://veterans.rutgers.edu)  
veterans@echo.rutgers.edu

##### Career Exploration and Success

848-932-7997  
[careers.rutgers.edu](http://careers.rutgers.edu)  
careers@echo.rutgers.edu

##### Uwill

Uwill offers students free, immediate access to teletherapy through an easy-to-use online platform.  
[app.uwill.com](http://app.uwill.com)

##### Togetherall

Free 24/7, online peer-to-peer support community dedicated to mental health well-being.  
[togetherall.com/en-us/join/rutgers](http://togetherall.com/en-us/join/rutgers)

# 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)

17 Senior Street (College Avenue Campus)  
848-932-7884  
[health.rutgers.edu/CAPS](http://health.rutgers.edu/CAPS)

CAPS provides mental health resources and treatment to support students. CAPS offers individual and group counseling, workshops, alcohol and other drug assistance, clinical case management, and psychiatric services. CAPS provides services to both graduate and undergraduate students.

### Referral information:

- Let students know CAPS provides a safe and confidential environment to discuss concerns, solve problems, learn coping skills, and manage stress and other emotions.
- Students can speak with a counselor 24 hours a day 7 days a week with pressing concerns
- A student's first appointment can be within 24-48 hours (no wait lists) and the call involves a 10 -15-minute conversation to determine what their needs are and how CAPS can support them.
- 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 for **Let's Talk** with a Community Based Counselor can be found at <https://health.rutgers.edu/medical-and-counseling-services/counseling-services/group-drop-lets-talk-support>

### If the student agrees that counseling may be useful:

- Give the student the contact information for CAPS and encourage them to call.
- Offer to let the student call from your office.
- Accompany the student to CAPS to make sure they arrive and/or offer additional support and provide staff with any relevant or necessary information.

### If a student declines or is unwilling to contact CAPS:

You may call CAPS yourself to consult with the on-call therapist.

## Basic Needs/Food Pantry Offices Of The Dean Of Students

Offices of the Dean of Students –  
Advocacy, Outreach, & Support  
39 Union Street • 848-932-2300  
[deanofstudents.rutgers.edu](http://deanofstudents.rutgers.edu)  
[studentsupport.rutgers.edu](http://studentsupport.rutgers.edu)

### Basic Needs

Basic needs include, but are not limited to, food, housing, clothing, childcare, mental health, financial resources and transportation. At some point in your educational journey, you may face challenges in accessing adequate amounts of food, housing, financial or other resources. This is called basic needs insecurity and millions of college students experience it each year. To ensure that basic needs are met for all Rutgers students, on-campus resources and those available in the surrounding community are listed below.

### Food Pantry

- **Rutgers Student Food Pantry**  
(Inside the College Avenue Student Center)  
126 College Ave, New Brunswick, NJ 08901  
Room 115  
848-932-5500

- **Mobile Food Pantry**  
Wednesday 1 p.m. – 4:15 p.m.

For more information please visit  
[ruoffcampus.rutgers.edu/basic-needs](http://ruoffcampus.rutgers.edu/basic-needs)

Students have the option to come to the food pantry or use the mobile pantry once per week.

## Offices of the Dean of Students – Advocacy, Outreach, & Support

Offices of the Dean of Students –  
Advocacy, Outreach, & Support  
39 Union Street • 848-932-2300  
[deanofstudents.rutgers.edu](http://deanofstudents.rutgers.edu)  
[studentsupport.rutgers.edu](http://studentsupport.rutgers.edu)

Staff work with students who are experiencing a personal, family, financial, medical or mental health matter which impacts attendance, course work, academic performance, or overall well-being.

Staff are available for Drop-In sessions, Monday-Thursday 1:30 - 4:30 p.m. during the semester and scheduled appointments all year. Staff are available for consultations about any student of concern.

More information about services and requesting assistance can be found at [studentsupport.rutgers.edu](http://studentsupport.rutgers.edu)

All community concern reports submitted are reviewed in a timely manner (48-72 hours) by the Case Management team.

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.

This is not an emergency response system. If you are worried someone is at risk of imminent harm to themselves or others, please **call 911**.

## The Office of Student Conduct (OSC)

Bishop House - 115 College Avenue  
848-932-9414  
conduct@echo.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 more 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.

## Violence Prevention and Victim Assistance (VPVA)

3 Bartlett Street (College Ave Campus)  
848-932-1181 (available 24/7)  
vpva.rutgers.edu

The mission of VPVA is to support survivors of interpersonal violence, including: sexual violence, relationship/family violence, stalking, harassment, and other crimes. VPVA provides trauma-informed counseling, advocacy including accompaniment to RUPD or a hospital for a forensic exam, offers safety planning and is available 24/7. **All services are free, confidential, and do not involve insurance.**

### Here are a few things to keep in mind:

- Thank the student for trusting you and acknowledge that their decision to do so may have been difficult.
- If you are a non-confidential resource, inform the student you have to share the information with Title IX. Please also inform the student you will not share their story with others and they don't have to engage with Title IX if they don't want to.
- The traumatic incident does not have occurred at Rutgers in order for them to receive services at VPVA.
- Encourage them to connect with VPVA when they are ready – they may not be and that's okay.
- Provide them with our phone number which is staffed 24/7 (see above) and inform them if they call after hours, they have to press 0 to connect with our answering service. A trained, confidential advocate will call them back from a blocked number within 15 minutes.

## Additional Resources at Rutgers University

### Mental Health First Aid

Mental Health First Aid (MHFA) – Higher Ed curriculum – focuses on the unique experiences and needs of the college community. This 8-hour training teaches you how to identify, understand, and respond to signs of mental illnesses and substance use disorders in others. Participants will also learn how to help connect someone to appropriate care and to campus, local, & national resources. **Free to undergraduate students, graduate students/TA's, faculty, and staff members.**

### Suicide Prevention Gatekeeper Training/Campus Connect

Suicide Prevention Gatekeeper Training/Campus Connect is a free, evidence-based, and community-oriented training about mental health, potential signs of suicide, and practical skills for initiating a conversation with a student in crisis and how to make the appropriate referral to CAPS. **Free to undergraduate students, graduate students/TA's, faculty, and staff members.**

Go to [health.rutgers.edu/workshops](https://health.rutgers.edu/workshops) to see the current schedule.

### Crisis Hotlines

- National Suicide Prevention Lifeline: 988 Suicide & Crisis Lifeline: call or text **988**
- NJ Hope Line (Suicide Prevention): **855-654-6735**
- National Crisis Text Line: Text **KNIGHTS** to **741741**

## DO SOMETHING

**This is not an urgent response system. If you are worried someone is at risk of harm to themselves or others, please call 911.**

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 to [dosomething.rutgers.edu](https://dosomething.rutgers.edu). 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 with you.



# ACTION STEPS FOR SPECIFIC BEHAVIORS OR INCIDENTS

Issue	Event	First Course of Action	Other Resources
<p><b>Disruptive or Aggressive Behavior</b></p>	<p>If you are dealing with aggressive behavior, a violent situation, or believe there is immediate danger to the student or others</p>	<p><b>Call 911</b></p>	<ul style="list-style-type: none"> <li>• <b>RUPD</b> 55 Paul Robeson Blvd, New Brunswick</li> <li>• <b>University Public Safety</b> <a href="http://publicsafety.rutgers.edu">publicsafety.rutgers.edu</a></li> </ul>
<p><b>Physical Illness/Injury</b></p>	<p>If you see or are dealing with a student who has health concerns and it is impacting their studies</p>	<ul style="list-style-type: none"> <li>• Contact Offices of the Dean of Students – Advocacy, Outreach, &amp; Support at <a href="mailto:deanofstudents@echo.rutgers.edu">deanofstudents@echo.rutgers.edu</a> or <a href="http://studentsupport.rutgers.edu">studentsupport.rutgers.edu</a></li> <li>• If immediate care is needed or the incident occurs after hours, <b>call 911</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Busch Livingston Health Center</b> 110 Hospital Road, Livingston Campus</li> <li>• <b>Hurtado Health Center</b> 11 Bishop Place, College Ave Campus</li> <li>• <b>Cook Douglass Health Center</b> 61 Dudley Road, Cook Douglass Campus</li> <li>• <a href="http://health.rutgers.edu">health.rutgers.edu</a></li> </ul>
<p><b>Emotional Behavior/Mental Health Concerns</b></p>	<p>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</p>	<ul style="list-style-type: none"> <li>• Call CAPS at 848-932-7884</li> <li>• If you are dealing with a mental health emergency, <b>call 911</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>CAPS</b> 17 Senior Street, College Ave Campus</li> <li>• <a href="http://health.rutgers.edu">health.rutgers.edu</a></li> </ul>
<p><b>Disability</b></p>	<p>If you are working with a person with a disability or receive a Letter of Accommodation for a student</p>	<p>Call the Office of Disability Services (ODS) at <b>848-445-6800</b></p>	<ul style="list-style-type: none"> <li>• <b>ODS</b> Lucy Stone Hall, Suite A145, Livingston Campus</li> <li>• <a href="http://ods.rutgers.edu">ods.rutgers.edu</a></li> </ul>
<p><b>Sexual Assault, Interpersonal Violence &amp; Stalking</b></p>	<p>If you are speaking with a victim of sexual assault, interpersonal violence, or stalking</p>	<ul style="list-style-type: none"> <li>• Call the Office for Violence Prevention and Victim Assistance (VPVA) at <b>848-932-1181</b></li> <li>• You may also contact the Office of Compliance and Title IX at <b>848-932-8200</b> for specific questions about reporting obligations</li> </ul>	<ul style="list-style-type: none"> <li>• <b>VPVA</b> 3 Bartlett Street, College Ave Campus</li> <li>• <a href="http://vpva.rutgers.edu">vpva.rutgers.edu</a></li> </ul>
<p><b>Death of a Student</b></p>	<p>If you become aware of the death of a student.</p>	<p>Please contact the Offices of the Dean of Students - Student Support. When a student passes away (whether during the term or not), the appropriate departments are notified.</p>	<p><a href="http://studentsupport.rutgers.edu">studentsupport.rutgers.edu</a></p>
<p><b>Bias Incident</b> <i>(An act, verbal, written, physical, psychological, that threatens, or harms a person or group on the basis of race, religion, color, sex, age, sexual orientation, gender identity or expression, national origin, ancestry, disability, marital status, civil union status, domestic partnership status, military service or veteran status.)</i></p>	<p>If you witness or are a victim of an act of bias, or if a student wants to report an act of bias</p>	<p>Individuals may report an alleged bias incident online at <a href="http://bias.rutgers.edu">bias.rutgers.edu</a></p>	<p><a href="http://bias.rutgers.edu">bias.rutgers.edu</a></p>