

LOYOLA RED FOLDER

*The CURA Network's Red Folder is a guide to help faculty and staff **recognize, respond to, refer,** and **report** students of concern to the appropriate campus resource. Helping you to respond with care and concern is a critical factor in supporting a healthy campus community.

Recognize

Common indicators of distress can be found throughout this guide. Students may present with indicators not listed.

Respond

Respond appropriately. Each situation is unique. Use the tips and listed pointers to determine the most appropriate response.

Report

Always submit a referral as part of your response to students of concern, regardless of the perceived severity. Review all reporting options to help you determine the appropriate next steps to help the student of concern.

Refer

Encourage help-seeking by providing students with information on the appropriate resources available on campus.

University crisis response protocol

Follow the chart to determine who to contact when faced with a distressed or distressing student.

Is the student a danger to self or others, or do they need immediate assistance?

YES

Student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening; suggestive of harm to self or others.

Call 911 or Campus Safety at **773.508.SAFE (7233)**

Report concern to Behavioral Concerns Team (BCT) via the CURA Network

NOT SURE

Indicators of distress; severity is unclear. You are uneasy or concerned about the student.

During Business Hours:
Call the BCT at 773.508.8300, submit a BCT Report via CURA, or contact the Wellness Center for consultation at 773.508.2530 (after prompt, select #3)

After Hours & Holidays:
Call Campus Safety 773.508.SAFE (7233) or submit a BCT Report

NO

Not concerned about immediate safety, but student has significant academic and/or personal issues and needs some support.

Submit a (CARE) report via CURA or contact the CARE Team: 773.508.8840

Refer student to a specific campus resource.

In the spirit of cura personalis, a hallmark of Ignatian spirituality that urges us to care for the entire person, the CURA Network, led by the Office of the Dean of Students (ODOS), is a University-wide system that centralizes referrals, reports, and response for students who are in need of care. The best way to help a student is to report a student concern as soon as possible.

Referrals allow staff to explore the complete picture and respond with the appropriate support. Upon receiving a report, staff from the ODOS work with campus partners to provide intervention, situational stabilization, support, advocacy, case management, and resource referrals to our students.

What the student of concern can expect after a referral is submitted:

- A case manager will contact the student of concern
- A case manager may schedule a meeting to discuss the concern
- A case manager will work with the student of concern to develop a plan of action and/or connect the student to the necessary resources as needed

FOR EMERGENCIES OR URGENT CONCERNS

Campus Safety/
Security or local
emergency services

911

All other student concerns can be referred to us by submitting a report using the CURA homepage.

Lake Shore Campus
Water Tower Campus
Health Sciences Campus

773.508.SAFE (7233)
41-911 (on-campus landline)

John Felice Rome Center
+39.06.355881



LOYOLA RED FOLDER UNIVERSITY CRISIS RESPONSE & RESOURCES

Recognize

Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity—not just isolated symptoms.

Safety risk indicators

- Making implied or direct threats to harm self or others
- Irrational or bizarre behavior
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors
- Unprovoked anger or hostility

Psychological indicators

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief or thoughts of suicide
- Excessive tearfulness, panicked reactions, irritability or unusual apathy
- Unusual fearfulness, anxiety, nervousness or anger
- Expressions of concern about the student by the student's peers

Physical indicators

- Marked/sudden changes in demeanor (appearance, personal hygiene)
- Deterioration in physical appearance/weight
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers or smelling of alcohol
- Fresh cuts, scratches or other wounds

Discrimination or sexual misconduct indicators

- Self-reported sexual misconduct, including sexual harassment, assault, stalking, or dating or domestic violence
- Self-reported discrimination or harassment based on a student's protected class(es), which include race, color, religion, sex, age, sexual orientation, gender identity or expression, national or ethnic origin, ancestry, disability, marital status, parental status, military/veteran status, and/or any other characteristic protected by applicable law
- Sudden shift in mood or strong emotional reaction when sexual violence, harassment, domestic violence, stalking, or child abuse are discussed
- Avoidance/fear/discomfort around a particular person

Academic indicators

- Essays or creative work that include disturbing content and/or themes of despair, hopelessness, suicide, violence, death, or aggression
- Repeated absences and/or a decline in quality of work or classroom performance
- Continuous classroom disruptions or overly demanding of faculty and staff time and attention

Respond

SAFETY FIRST

When a student displays threatening or potentially violent behavior to themselves or others, the student's safety and the welfare of the campus community are of the highest priority. Do not hesitate to call for help.

BE PROACTIVE

Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

BE DIRECT

Let the student know that you have noticed a change and you want to talk. Don't be afraid to ask students directly if they are feeling confused, or having thoughts of harming themselves or others.

LISTEN EMPATHETICALLY AND CAREFULLY

Use a non-confrontational approach and a calm voice. Avoid threatening, judgmental, intimidating, or potentially embarrassing responses.

SHARE WHAT YOU KNOW

The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices. Taking appropriate action does not violate a student's privacy rights.

CONSULTATION AND DOCUMENTATION

Always document your interactions with distressed students and consult with your department chair/supervisor after any incident.

FOLLOW UP

Once you have referred a student, it may be helpful for you to follow up with the student. Your first-hand knowledge and personal connection to this student will be valuable in understanding and appropriately responding to the situation.



Report

Always submit a report as part of your response to students of concern, regardless of the perceived severity of the situation/circumstances by submitting a referral online at [LUC.edu/CURA](https://luc.edu/CURA). As referrals are not anonymous, we encourage you to inform your student that you are referring them as a way to get them connected to the appropriate resources on campus.



BEHAVIORAL CONCERNS: BCT

The Behavioral Concerns Team (BCT) serves as the centralized coordinated body to address student behavior that indicates distress, causes a disturbance in the community, and/or may present a danger to oneself or others. Committed to proactive, early intervention, the BCT supports students directly and through consultation with campus partners. BCT responds to every report by assessing risk and intervening, as needed, to ensure student success and safety.

When necessary, the BCT also assesses risk of harm to the University community and coordinates appropriate action to ensure the safety of individual students and the University at large through referral to the University's Threat Assessment Team (TAT).

Complete a BCT report to refer students exhibiting behaviors that present a possible threat to the safety or well-being of oneself or others (examples include suicidal ideation, self-harm, violence or threats against others).

What about privacy?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with the health and safety emergency. Observations of a student's conduct or statements made by a student are not protected by FERPA.



PERSONAL CONCERNS: CARE

CARE Case managers provide individualized support to students who seek assistance for themselves or are referred to the ODOS for support in navigating personal challenges, navigating University systems, or getting connected to available resources. CARE outreach to students is conducted with privacy, sensitivity, and efficiency. After attending a CARE meeting, students can expect to be heard, affirmed, and connected to resources.

Complete a CARE report to refer students who may need general assistance overcoming serious or complex personal difficulties, or getting connected to available resources. Examples include: students struggling with general mental health concerns or food/housing insecurity, or managing a unique personal financial emergency.



ACADEMIC CONCERNS

Academic Concerns Referrals are appropriate when a faculty member seeks to raise a concern about academic performance, course attendance, or general academic engagement. These referrals are routed to Student Academic Services (SAS) for review and coordination with academic services and academic advising staff within SAS and across the Colleges/Schools.

Complete an Academic Concerns referral for students experiencing academic challenges or those in need of additional outreach or support.



DISCRIMINATION AND SEXUAL MISCONDUCT CONCERNS

The University's response to all allegations of discrimination, sexual misconduct (including Title IX), or equity-based retaliation is coordinated by the Office for Equity & Compliance. For incidents involving students, the Office of the Dean of Students provides resources, supportive measures, and assistance navigating the University's investigation and/or other response. Most University faculty and staff employees are "responsible campus partners" with an obligation to report in specific instances (see below).

Complete an OEC referral to report alleged or suspected discrimination, sexual misconduct, or equity-based retaliation by or against any student or employee. Examples include reports of sexual assault, stalking, dating/domestic violence, and harassment/misconduct of any kind motivated by an individual's membership in a protected class.

Other contact information for the OEC (including the Title IX Coordinator) can also be found at [LUC.edu/equity](https://luc.edu/equity).

Reporting obligation for responsible campus partners

With very limited exceptions, all Loyola faculty and staff employees are referred to as "responsible campus partners" and must report any known, disclosed, alleged, or otherwise reported (formally or informally) incidents of sexual misconduct that satisfy any of the following criteria within 24 hours of becoming aware of the incident:

- Sexual misconduct against any individual who is currently a minor by any individual
- Sexual misconduct against an individual who is or was a student at the time of the incident
- Sexual misconduct by an individual who is or was a student or employee at the time of the incident

For more information about the obligation to report, visit [LUC.edu/equity](https://luc.edu/equity).

*** Important note:** *To speak with a confidential advocate who has been trained to assist with issues related to gender-based violence, visit [LUC.edu/wellness](https://luc.edu/wellness).*



STUDENT CONDUCT AND CONFLICT CONCERNS

The Student Rights, Responsibilities & Conflict Resolution Team (SRCR) in the Office of the Dean of Students works to address conflict and alleged violations of Loyola's Community Standards. SRCR promotes student success and development through upholding policies and procedures that ensure a safe, respectful, and inclusive environment in which students can thrive.

Complete an SRCR report for student conflicts or potential violations of the Community Standards.



**CURA Network
Office of the Dean of Students
[LUC.edu/cura](https://luc.edu/cura)
773.508.8840**

LOYOLA RED FOLDER UNIVERSITY CRISIS RESPONSE & RESOURCES

Refer

Office of the Dean of Students (ODOS)

773.508.8840 · [LUC.edu/odos](https://luc.edu/odos)

Provides advocacy and support for students experiencing challenging or complex life circumstances

- **Student Rights, Responsibilities, and Conflict Resolution Team (SRCR)**

773.508.8890

Resolves potential violations of LUC's Community Standards and provides formal and informal conflict resolution services

Office for Equity & Compliance (OEC)

773.508.7766 · [LUC.edu/equity](https://luc.edu/equity)

Coordinates University's response to reports and complaints of discrimination, sexual misconduct, and equity-related retaliation

Student Accessibility Center (SAC)

773.508.3700 · [LUC.edu/sac](https://luc.edu/sac)

Provides support and accommodations for students with disabilities

Residence Life

773.508.3300 · [LUC.edu/reslife](https://luc.edu/reslife)

Provides support for students living in the residence halls

Wellness Center

LSC: 773.508.2530 · WTC: 312.915.6360
HSC: 708.216.2250

[LUC.edu/wellness](https://luc.edu/wellness)

- **Medical:** Dial-A-Nurse 773.508.8883
- **Mental Health:** Schedule an initial phone triage appointment at 773.508.2530, Option 3
- **The Line: Gender-Based Violence Support & Resources:** 773.494.3810

Connects students with medical care, mental health, advocacy services, and health education

** Please note that students and staff can consult with a mental health professional in urgent situations, 24-7, by calling 773.508.2530, Option 3*

First and Second Year Advising (FSYA)

773.508.7714 · [LUC.edu/fsya](https://luc.edu/fsya)

Serves the academic advising and support needs of students through their first and second years

Campus Ministry

LSC: 773.508.2200 · WTC: 312.915.7186
HSC: 708.216.1364

[LUC.edu/campusministry](https://luc.edu/campusministry)

Provides spiritual guidance, including support for grief and loss

Center for Student Engagement

773.508.8850

[LUC.edu/studentengagement](https://luc.edu/studentengagement)

Provides opportunities for students to connect, learn, and engage beyond the classroom

Center for Diversity and Inclusion

773.508.3909 · [LUC.edu/diversity](https://luc.edu/diversity)

Provides mentorship, educations and academic support services for historically underrepresented student populations

Center for Black Student Excellence

312.915.6642 · [LUC.edu/cbse](https://luc.edu/cbse)

Serves as a central hub for supporting Black students in our Loyola community

Office of International Programs (OIP)

773.508.3899 · [LUC.edu/oip](https://luc.edu/oip)

Provides support services for international students, scholars, faculty, and staff, and for students before/after studying abroad

Military Veteran Student Services

773.508.3198 · [LUC.edu/veterans](https://luc.edu/veterans)

Provides academic and social support for U.S. military veteran students

CRISIS HOTLINES

National Suicide Prevention Hotline

800.273.TALK (8255)
suicidepreventionlifeline.org

24/7, free and confidential support for people in distress. Phone, text message, and online chat support options for suicide prevention and resources

The Steve Fund

stevefund.org

Text STEVE to 741741 to begin chatting 24/7, free and confidential text line for people in crisis; dedicated to the mental health and well-being of students of color

The Trevor Project

888.488.7386 · thetrevorproject.org

24/7, free and confidential hotline for LGBTQ youth. Telephone, text message, and online chat support options for prevention and crisis resources for LGBTQ youth

Crisis Text Line • 741741

Communicate with a trained counselor via text

