

# Continuum of Distress Response & CAPS Services

## Mild Distress

- Feeling uneasy
- Having the “blues”
- Temporary or time-limited
- Resilience kicks in



- Provide emotional support and active listening
- Encourage student to reach out to their friends and family, exercise, eat a meal and get some sleep
- Mindfulness resources – [Breathe - Northwestern University](#)
- [WellTrack – Interactive Self-Help Therapy](#)
- [CAPS Virtual Programming: Counseling and Psychological Services - Northwestern University](#)
- [Let's Talk : Counseling and Psychological Services - Northwestern University](#)

## Moderate Distress

- Some sleep troubles
- Minor concentration issues
- Crying, visibly distressed
- Accessing support system



- Provide emotional support and active listening
- Encourage outreach to family/friends, exercise, eating and sleeping
- [Make an Appointment: Counseling and Psychological Services - Northwestern University](#) (scheduler shows available appointments within the next 2 weeks, new appointments open daily) or call CAPS at 847-491-2151.
- 24/7 crisis support at CAPS 847-491-2151
- See additional resources in green box above
- Share link [CAPS Referral Database - Search \(northwestern.edu\)](#) or [Psychology Today: Health, Help, Happiness + Find a Therapist](#) (if out of state)

# Response for Severely Distressed Students

## Severe Distress

- Withdrawn
  - Isolating, even from support system
  - Missing class
  - Not handing in work
- Disturbance of daily functioning
  - Not sleeping/eating
- Major concentration issues
- Experiencing panic attacks
- Hostile/irritable/threatening
- Suicidal thoughts



- Provide emotional support and active listening
- Firmly encourage student to connect with professional help right away
- Student calls CAPS at 847-491-2151 and ask for same day appointment
- If after hours, call CAPS and follow prompts to be connected to a crisis clinician – anticipate a brief wait
- Conference call CAPS with student
- Consult with Assistant/Associate Dean, Dean of Students, CAPS clinician

- National Suicide Prevention Lifeline 1-800-273-TALK (8255)
- [Trans Lifeline](https://www.translifeline.org/) (877-565-8860) suicide hotline for transgender people (staffed entirely by transgender individuals)
- [The Jed Foundation](https://www.jedfoundation.org/) & [Steve Fund](https://www.stevefund.org/) (for BIPOC)
  - Crisis Text Line - Text "START" to 741-741
  - BIPOC support - Text "STEVE" to 741741
- [ULifeline](https://www.uifline.org/)
- [Suicide Prevention Resource Center](https://www.suicidepreventionresourcecenter.org/)
- [American Association of Suicidology](https://www.aasociation.org/)

## Responding to Students in Distress: A Primer for Northwestern Faculty

### Mental Health Statements for Syllabi

#### **Statement 1 (encouraging students to reach out directly to their professor):**

Northwestern University is committed to supporting the wellness of our students. Student Affairs has multiple resources to support student wellness and mental health. Please feel free to reach out to me about any difficulty you may be having that may impact your performance in this course as soon as it occurs and before it becomes unmanageable. Students can also access confidential resources through the Counseling and Psychological Services (CAPS), Religious and Spiritual Life (RSL) and the Center for Awareness, Response and Education (CARE). Additional information on all of the resources mentioned above can be found here:

<https://www.northwestern.edu/counseling>

<https://www.northwestern.edu/religious-life/>

<https://www.northwestern.edu/care/>

#### **Statement 2 (offering campus resources):**

Northwestern University is committed to supporting the wellness of our students. Student Affairs has multiple resources to support student wellness and mental health. If you are feeling distressed or overwhelmed, please reach out for help. Students can access confidential resources through the Counseling and Psychological Services (CAPS), Religious and Spiritual Life (RSL) and the Center for Awareness, Response and Education (CARE). Additional information on all of the resources mentioned above can be found here:

<https://www.northwestern.edu/counseling/>

<https://www.northwestern.edu/religious-life/>

<https://www.northwestern.edu/care/>

### Relevant Resources

- A** Academic Support and Learning Advancement (ASLA): <https://www.northwestern.edu/academic-support-learning/index.html>

AccessibleNU: <https://www.northwestern.edu/accessiblenu/faculty/index.html>

Affordable Instructional Resources (AIR): <https://air.northwestern.edu/>

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- B** Black Student Experience Report: <https://www.northwestern.edu/inclusion/reviews-and-reports/bs-experience-pages/>

Books & Supplies (including Books for Cats):

<https://www.northwestern.edu/enrichment/resources/books-supplies.html>

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Breathe (stress management resource for students):  
<https://www.northwestern.edu/breathe/index.html>

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**C** Campus Inclusion & Community (CIC): <https://www.northwestern.edu/inclusion/about-us/index.html>

Center for Awareness, Response and Education (CARE):  
<https://www.northwestern.edu/care/index.html>

Counseling and Psychological Services (CAPS):  
<https://www.northwestern.edu/counseling/about/index.html>

Office of Community Standards: <https://www.northwestern.edu/communitystandards/>

Share a Concern: <https://www.northwestern.edu/nuhelp/share-a-concern/>

- General Concern about a Student or a Student's Conduct:  
[https://publicdocs.maxient.com/reportingform.php?NorthwesternUniv&layout\\_id=127](https://publicdocs.maxient.com/reportingform.php?NorthwesternUniv&layout_id=127)
- Sexual Misconduct, Stalking, or Dating or Domestic Violence:  
[https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout\\_id=31](https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout_id=31)
- Hate or Bias: [https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout\\_id=26](https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout_id=26)
- Wildcats Aware (Concerning Behavior):  
[https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout\\_id=124](https://cm.maxient.com/reportingform.php?NorthwesternUniv&layout_id=124)

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**D** Dean of Students: <https://www.northwestern.edu/studentaffairs/dos/index.html>

- Dean on Call: <https://www.northwestern.edu/studentaffairs/dos/departments/dean-on-call.html>

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**E** Emergency Aid Assistance in Financial Aid:

<https://www.northwestern.edu/enrichment/resources/student-emergency-essential-needs.html>

Student Emergency and Essential Needs (SEEN) Fund:

<https://www.northwestern.edu/studentaffairs/dos/resources/financial-resources.html>

Office of Equity: <https://www.northwestern.edu/equity/>

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**F** Top Ten List of Resources for FGLI (first-generation, low-income) Students:

<https://www.northwestern.edu/enrichment/resources/top-ten-list-of-resources-for-fgli-students.html>

Food Accessibility: <https://www.northwestern.edu/enrichment/resources/food-accessibility.html>

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**G** GQNBT Task Force Report: <https://www.northwestern.edu/diversity/initiatives/gqnbt-task-force/index.html>

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Funding Resources at The Graduate School (TGS):

<https://www.northwestern.edu/tgs/diversity/funding-resources/index.html>

Support Resources at TGS: <https://www.northwestern.edu/tgs/diversity/retention/index.html>

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**H** Health Promotion and Wellness (HPAW): <https://www.northwestern.edu/wellness/index.html>

Chicago Health Services: <https://www.northwestern.edu/healthservice-chicago/>

Evanston Health Services: <https://www.northwestern.edu/healthservice-evanston/>

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**I** InclusionNU Fund: <https://www.northwestern.edu/studentorgs/organization-officers/funding/inclusionnu-fund.html>

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**L** Laptops: <https://www.northwestern.edu/enrichment/resources/laptops.html>

Libraries:

- Study Spaces: <https://www.library.northwestern.edu/visit/classrooms/index.html>
- Technology Resources: <https://www.library.northwestern.edu/visit/technology/index.html>

Legal Resources: <https://www.northwestern.edu/enrichment/resources/legal-resources.html>

LGBTQIA at Northwestern: <https://www.northwestern.edu/msa/lgbtqia/index.html>

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**M** Medical Leave of Absence: <https://www.northwestern.edu/studentaffairs/dos/programs-services/medical-leave-of-absence/>

Multicultural Student Affairs (MSA): <https://www.northwestern.edu/msa/>

- Send questions and referrals to [msa@northwestern.edu](mailto:msa@northwestern.edu). MSA administrative assistants manage the account and send the message along to the appropriate staff.
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**O** Off-Campus Life Office: <https://www.northwestern.edu/offcampus/index.html>

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Open Educational Resources (OER): <https://air.northwestern.edu/get-started/open-educational-resources/>

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**R** Religious & Spiritual Life: <https://www.northwestern.edu/religious-life/index.html>

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**S** Social Justice Education: <https://www.northwestern.edu/socialjustice/>

Student Activities Assistance Fund: <https://www.northwestern.edu/enrichment/resources/books-supplies.html>

Student Affairs Information Technology:  
<https://www.northwestern.edu/studentaffairs/sait/index.html>

Student Assistance and Support Services (SASS):  
<https://www.northwestern.edu/studentaffairs/sass/about-us/index.html>

Student Enrichment Services (SES): <https://www.northwestern.edu/enrichment/>

- Faculty and students can submit a question/issue/referral using the [SES Interest Form](#).

Student Organizations and Activities: <https://www.northwestern.edu/studentorgs/index.html>

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**T** Guidance for Teaching During Turbulent Times: <https://www.northwestern.edu/searle/docs/teaching-during-turbulent-times.pdf>

Title IX and Pregnant and Parenting Students: <https://www.northwestern.edu/sexual-misconduct/get-help/pregnancy-and-parenting.html>

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**U** Undergraduate Student Lifecycle recommendations and implementation plans:  
<https://www.northwestern.edu/provost/initiatives/strategic-priorities/undergraduate-student-lifecycle/index.html>

Undocumented/DACA: <https://www.northwestern.edu/enrichment/resources/undocumented-daca/index.html>

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**V** Student Veterans' Resources: <https://www.northwestern.edu/studentaffairs/dos/resources/student-veterans-resources/index.html>

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**W** Winter Gear: <https://www.northwestern.edu/enrichment/resources/winter-gear.html>

Support and Resources at the Women's Center:

<https://www.northwestern.edu/womenscenter/support-resources/index.html>

Work/Life & Family Resources for Graduate Students:

<https://www.northwestern.edu/hr/benefits/work-life/view-benefits-by-audience.html#Graduate-Student>

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