

LYNX RED FOLDER

Is the student an immediate threat to self or others?

YES

The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.

If the emergency is
on campus
Call Campus Safety
901-843-3333

If the emergency is
off campus
Call Memphis Police
911

Next Step

After calling, submit a
[Concern Referral](#)

No

I am not concerned for the student's immediate safety, but the student is having significant personal issues and could use support or additional resources.

Submit Student Concern Referral
[Concern Referral](#)

Next Step

Your concern will be routed
to the appropriate office

Unsure

The student shows signs of distress, but I am not sure how serious it is. My interaction has left me feeling concerned about the student. Without delay, take action through one of the following options:

Call
Crisis Support
855-850-4301
For after hours and 12-1 pm

Connect with
The Student Counseling
Center
Moore Moore Building
For business hours. Closed 12-1 pm

Next Step

After referring, submit a
[Concern Referral](#)

GUIDE TO SUPPORTING STUDENTS IN DISTRESS

HOW DO I RECOGNIZE SIGNS OF DISTRESS?

A student's behavior may be an indicator that they are in distress or are in need of help. You may be the first person to recognize these signs. Recognize, respond, report, and refer.

Academic Signs

- Sudden decline in academic performance
- Frequent Absences
- Missed Assignments
- Struggling to process information

Physical Signs

- Decrease in personal hygiene
- Stark change in weight
- Excessive fatigue
- Indication of intoxication

Psychological Signs

- Self-disclosure of distress
- Excessive worry, guilt, nervousness, or apathy
- Irrational or bizarre behavior
- Mention of isolation, helplessness, self-harm, or suicide

Safety Signs

- Unprovoked anger or hostility
- Direct or indirect threats to harm self or others
- Stalking or harassing behavior
- Any written message or spoken remark that conveys finality

HOW DO I RESPOND TO A STUDENT IN DISTRESS?

- Express the concern with care using an example of a time that the student's behavior has worried you.
- Allow space for the student to discuss their thoughts and feelings
- Remain accepting, empathetic, and nonjudgmental while preserving your own calm and composure.
- Normalize and encourage getting or asking for help.
- Discuss what campus or community resources are available and offer to help them get connected to appropriate offices.
- Do not hesitate to ask directly about suicide: "Are you thinking about suicide?"
- Encourage them to contact The Counseling Center; Offer to sit with them when they make an appointment or walk them directly to the Counseling Center.

For students in need of urgent mental health care:

- During regular business hours (M-F 8:30 am–5:00 pm) contact the Counseling Center or walk the student over at Moore Moore building. Note that the office closes for lunch from 12:00-1:00 pm.
- To speak to a mental health counselor after hours, call 1-855-850-4301
- Do not hesitate to call 911 in an emergency.

WHERE CAN I REPORT A CONCERN OR REFER A STUDENT?

Report:

- To report a safety concern to Campus Safety: **901-843-3333**
- To report a non-emergent concern to the CARE Team: [Share a Concern about a Student Referral Form \(maxient.com\)](#)
- To report a non-emergent academic concern to Student Success: [Academic Progress Notification System | Rhodes Sites](#)
- To report a gender discrimination or sexual misconduct concern to Title IX: [Sex/Gender Discrimination and Sexual Misconduct Reporting Form \(maxient.com\)](#)

Refer:

- The Office of Student Outreach & Support: care@rhodes.edu (M-F, 8:30 am– 5 pm)
- The Student Counseling Center: **901-843-3128** (M-F, 8:30 am – 5 pm)
- Office of the Chaplain: chaplain@rhodes.edu (M-F, 8:30 am – 5 pm)
- After hours crisis support: **1-855-850-4301** (24/7/365)

Confidentiality and FERPA (Family Educational Rights and Privacy Act)

FERPA permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA-protected. This information may be shared with college administrators, Campus Safety, the Student Counseling Center, or the Student Health Center.

MEMPHIS COMMUNITY RESOURCES

Housing & Shelter

[Community Alliance for the Homeless](#)

901-527-1302

Coordination of homeless services and utility assistance

[Hospitality Hub](#)

901-730-1736

Provides and refers to shelter, assistance with housing eligibility, and other supportive services

[Metropolitan Inter-Faith Association](#)

901-527-0226

Emergency services, food pantry assistance, emergency shelter placement, homeless hotline, rapid rehousing

[Neighborhood Christian Centers](#)

901-881-6013

Emergency housing, clothing and food items to families in crisis

[Salvation Army](#)

901-543-8586

For long-term and interrelated problems of poverty, homelessness, addiction and violence

Food & Health

[Christ Community Health Services](#)

901-842-3160

Health care services including women's healthcare, dentistry, behavioral health services, HIV care, etc

[Choices](#)

901-274-3550

Comprehensive reproductive healthcare including wellness exams, birth control, STI prevention and treatment

[Church Health Center](#)

901-272-0003

Wellness, nutrition, dental, vision, and other services

[Crestwyn Behavioral Health](#)

855-492-0073

Adult inpatient and outpatient care for substance abuse, addiction, and a wide range of mental health disorders

[Metropolitan Inter-Faith Association](#)

901-527-0208

Meals on Wheels, low cost meals, food pantry assistance

[Mid-South Food Bank](#)

901-527-0841

SNAP benefit assistance, mobile pantry, and diaper bank

Other

[Catholic Charities of West Tennessee](#)

901-722-4700

Clothing, food, and disaster assistance

[Hospitality Hub](#)

901-730-1736

Community based services for the unhoused including employment, housing, counseling, and referrals

[Memphis Area Transit Authority](#)

901-274-6282

Transportation services

[OUTMemphis](#)

901-278-6422

Assistance and support for LGBTQIA+ community

[Please Note:](#)

This is not an exhaustive list of resources.

For additional information, please click [here](#).

For assistance navigating community resources, email [Student Outreach & Support](#) (care@rhodes.edu).