

THE RED FOLDER

We are committed to helping ALL Tulane students successfully navigate issues that arise during their time here. The Red Folder initiative is a guide to help faculty, staff, and other community members who interact with students to recognize, respond effectively to, and refer distressed students to the appropriate resources at Tulane University. Being aware of distress signals, ways to intervene, and available resources will help you respond effectively to an individual who needs help. Take the signs seriously, especially if they are uncharacteristic of the person.

RECOGNIZE

ACADEMIC INDICATORS

- Increased or significant lateness or absences
- Lack of or change in class participation
- Missed appointments
- Missed, late, or incomplete assignments
- Multiple requests for extensions
- Disorganized presentation of information
- Inappropriate or concerning content in assignments or presentations

PHYSICAL INDICATORS

- Noticeable change in weight
- Dilated/constricted pupils
- Uncharacteristic absence of facial expression
- Shaking, trembling, shivering when it's not cold
- Poor grooming, hygiene, soiled clothing, body odor
- Sweaty or flushed without exertion
- Smelling of alcohol
- Excessive fatigue, low energy
- Bruises, cuts, or other injuries
- Physical or verbal outbursts

BEHAVIORAL INDICATORS

- Lack of social interaction
- Agitation/restlessness
- Difficulty concentrating
- Avoiding eye contact
- Aggressive or irritable
- Marked shift in mood
- Impulsivity or risky behaviors
- Excessive sleepiness
- Feelings of worthlessness, humiliation, despair
- Tearfulness out of context
- Antagonistic towards others, unprovoked

SAFETY RISKS

- Statements about death, dying, suicide, homicide
- Physical violence or threats of violence
- Sexual assault, stalking, or harassment
- Intoxicated or under the influence
- Threatening communication

REPORT A CONCERN

Online reporting form: tulane.edu/concerns
(Immediate distribution to need-to-know parties)

Student Affairs Professional On Call: 504-920-9900
Emergencies: Call TUPD at 504-865-5911

RESPOND

Talk with the student in private when both of you have the time and are not rushed or preoccupied.

Broach the conversation in a caring and supportive way and convey empathy.

Be direct and specific. Express your concerns in a non-threatening and non-judgmental way.

"I've missed you in class lately. What's been going on?"

"You have seemed down or sad the last few classes. Is there anything you want to talk about?"

Listen in a sensitive and understanding way. Do not minimize the problem or try to solve it quickly with advice.

Be present and patient. Let the student express emotion as often it has been bottled up.

The student's situation may be beyond what you can address, but your support is still crucial. Sometimes even just being heard can reduce a person's pain.

Respect the student's privacy but explain your limits with confidentiality since you are a mandatory reporter.

"I want to hear what you're going through, but I also want to let you know that as a university employee I am required to report wellness concerns. This just means I would report to my colleagues in Case Management to ensure you have the support you need. If you're comfortable with that, I would love to hear more about how you're doing."

REFER

Consult with offices such as Case Management and Victim Support Services or Wave of Support if you are unsure where to refer a student.

Complete an online report at tulane.edu/concerns

Follow-up with the student afterwards to ensure a care connection was made and reaffirm your support.



CRISIS RESOURCES

CALL 911 FOR ANY EMERGENCY OR LIFE-THREATENING SITUATION

TULANE UNIVERSITY POLICE DEPARTMENT (TUPD)	
Uptown Campus 6823 St Charles Avenue 1st Floor Diboll Complex, Building 103 New Orleans, LA 70118	Emergency: (504)865-5911 Non-Emergency: (504)865-5381
Downtown Campus 1430 Tulane Avenue New Orleans, LA 70112	Emergency: (504)988-5555 Non-Emergency: (504)988-5531
Primate Center Campus 18703 Three Rivers Road Covington, LA 70433	Non-Emergency: (985)871-6411

EXTERNAL CRISIS RESOURCES (24-HOUR CRISIS LINES)	
Family Justice Center nofjc.org	(504)592-4005 24-hour crisis line: (504)866-9554
Metro Centers for Community Advocacy mcwcgno.org	(504)837-5400
Rape, Abuse & Incest National Network (RAINN) rainn.org	1-800-656-HOPE (4673)
Sexual Trauma Awareness and Response (STAR) star.ngo	(855) 435-STAR (7827)
Steve Fund Crisis Text Line stevefund.org/crisistextline	Text STEVE to 741741 <i>for young people of color</i>
Trevor Lifeline thetrevorproject.org	1-800-488-7386 <i>for LGBTQ+ under 25</i>



RESOURCES AT THE READY!

TULANE CRISIS RESOURCES	
The Line 24-hour suicide crisis support, staffed by clinicians	(504)264-6074
Student Affairs Professional On Call (SAPOC) 24-hour on-call support staff	(504)920-9900
Sexual Aggression Peer Hotline & Education (SAPHE) Student-operated hotline, only operational during the academic year	(504)654-9543

NATIONAL SUICIDE & CRISIS LIFELINE
 988lifeline.org

988



NON-CRISIS RESOURCES

SAFETY & POST-INCIDENT SUPPORT	
Concerns Report	tulane.edu/concerns
Case Management and Victim Support Services (CMVSS) Lavin-Bernick Center, Suite G02	(504)314-2160 cmvss.tulane.edu
Office of Student Conduct Lavin-Bernick Center, Suite G02	(504)865-5516 conduct.tulane.edu
Safety Escorts - Uptown and Downtown	(504)865-5381
Title IX Coordinator Jones Hall, Suite 308	(504)865-5611 allin.tulane.edu
Tulane University Legal Assistance Program (TULAP) law.tulane.edu/tulap	(504)865-5515

HEALTH & WELLNESS	
The Counseling Center Uptown: Diboll Complex (Building 103), 1st Floor Downtown: 127 Elk Place, Room 261	campushealth.tulane.edu (504)314-2277
The Health Center for Student Care Uptown: Building 92 (Corner of Newcomb Place and Willow Street) Downtown: 127 Elk Place, Room 261	(504)865-5255
The Well for Health Promotion Uptown: Building 92 (Corner of Newcomb Place and Willow Street) Downtown: 127 Elk Place, Room 261	(504)865-5255
Tulane Recovery Community 2210 Calhoun Street	(504)865-5255
Nurse Advice & Health Information	(504)862-8121

YOUR REPORTING OBLIGATION

Faculty and staff are in a unique position to demonstrate care and compassion for students in distress. When faced with academic and life challenges, students may feel alone, isolated, and even hopeless. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

As a result of your frequent and prolonged contact, you may be the first person to notice someone in distress. As fellow members of the Tulane community, it is important that we act with care and compassion.

We strongly encourage you to report situations in which you believe a student is struggling, has been the victim of a crime, or may need extra support. In some cases, your duty to report may be obligated by law, but more importantly, your report allows us to make sure the student has access to the appropriate resources and support.

How do I report? It's very easy! Just use the tulane.edu/concerns form. This form is routed to the appropriate people in real time.

What do I need to include? The student's name and as much information as you can about the incident or situation. It is helpful if you include your name so that we can follow-up with you, if necessary.

Will the student know that I filed the report? Typically, yes. It's helpful, especially in cases where you are concerned about a student, to be able to use specifics. It's also nice to be able to share that someone cares enough about them to take that step. However, if there are reasons you would like us not to disclose that you reported, please include those in your report.

What happens after I submit a report? Depending upon the nature of your report, someone from the Student Resources and Support Services umbrella will reach out to the student. We will meet with the student to discuss resources and to make sure that they are aware of all of their options. For some students, this may be one meeting, but others may engage with us in an ongoing manner.

NON-CRISIS RESOURCES, *cont.*

ACADEMIC SUPPORT

Academic Learning & Tutoring Center Howard Tilton Memorial Library (Building 60), Suite B01	altc@tulane.edu
Center for Academic Equity Richardson Building (Building 5), Suite 102	(504)314-7571 academic-equity.tulane.edu
Goldman Center for Student Accessibility Howard Tilton Memorial Library (Building 60), Suite B25	(504)862-8433
NTC College Advising Mussafer Hall (Building 9), Suite 100	(504)865-5798 advising.tulane.edu

ADDITIONAL RESOURCES

Emergency Preparedness and Response	(504)862-8266
Office of Institutional Equity	(504)862-8083
Office of International Students and Scholars 6901 Willow Street	(504)865-5208
Carolyn Barber Pierre Center for Intercultural Life Richardson Building (Building 5), Suite 101	(504)865-5181 intercultural.tulane.edu
Success Coaching Mussafer Hall (Building 9), Third Floor	(504)865-5798 success.tulane.edu

SUBMIT A REPORT
at tulane.edu/concerns



WE HAVE YOUR BACK

Student Resources & Support Services

TULANE UNIVERSITY

STUDENT RESOURCES AND SUPPORT SERVICES (SRSS)

SRSS was created to give students in need of support a single place to go for assistance. SRSS also understands that many students turn to peers, friends, faculty/staff members, or parents for help. We are also available to help those individuals appropriately support students who have turned to them. SRSS is composed of five offices: Case Management & Victim Support Services, Goldman Center for Student Accessibility, the Office of Student Conduct, the Tulane Recovery Community, and the Office of Family Programs. SRSS uses an individualized approach to help students connect to resources that they may need on campus and in New Orleans.

CASE MANAGEMENT AND VICTIM SUPPORT SERVICES (CMVSS)

CMVSS provides problem resolution services, case management services, victim support services, referral services, coordination, and follow-up during and after hospitalization and/or medical leave of absence, support for short-term illnesses and injuries, and crisis management and resolution.

The Process of Care (POC) team helps students through any type of struggle. This team receives information and provides support via 24/7 Student Affairs Professional On Call, TUPD, Emergency Medical Services, College Advising, Online Concerns Reporting form, and individual Tulane community members.

The Behavior Intervention Team (BIT) is a multi-disciplinary group that tracks “red flags” over time to support at-risk students. BIT develops protocols for medical withdrawals, threat assessments, and mandated assessments.

CONNECT WITH SRSS

Case Management & Victim Support Services Lavin-Bernick Center, Suite Go2	(504)314-2160 srss@tulane.edu
Office of Student Conduct Lavin-Bernick Center, Suite Go2	(504)865-5516 conduct@tulane.edu
Goldman Center for Student Accessibility Howard-Tilton Memorial Library Suite B25	(504)862-8433 goldman@tulane.edu
The Tulane Recovery Community 2210 Calhoun Street	(504)865-5255

OFFICE OF STUDENT CONDUCT

The Office of Student Conduct manages all non-academic misconduct allegations that involve Tulane students. The goal of the Student Conduct system is to educate students about appropriate behavior and decision making, and to foster a safe and healthy community in which academic success can occur. Visit conduct.tulane.edu for additional information.

THE GOLDMAN CENTER FOR STUDENT ACCESSIBILITY

The Goldman Center for Student Accessibility works to ensure a fully accessible, inclusive academic and co-curricular experience for all members of the Tulane community. Through an interactive process, student needs are assessed on a case-by-case basis and, when appropriate, reasonable accommodations are approved for registered students with permanent disabilities.

THE TULANE RECOVERY COMMUNITY

Tulane University is committed to supporting students who are in recovery from substance use disorders and/or who identify as having a problematic relationship with alcohol and/or other substances. The Tulane Recovery Community (TRC) supports students in developing and sustaining a foundation for long-term recovery by promoting social and peer support, navigating barriers to successful academic progression, hosting sober social activities on and off campus, connection to campus support services, and weekly recovery meetings.



WAVE OF SUPPORT

Wave of Support is a campus-wide, collaborative program that brings together the programs and services of the many existing student support offices on campus with the goal of building a healthier campus by enhancing the holistic experience of our students in the realm of wellbeing. Visit care.tulane.edu to explore available resources and join us in our work to help each person in our campus community care for themselves, each other, and our community.

CHECK OUT THE RED FOLDER INITIATIVE DIGITAL RESOURCES AT [THEREDFOLDER.TULANE.EDU](https://theredfolder.tulane.edu)

Please contact waveofsupport@tulane.edu with any questions, corrections, or comments.

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