



A FACULTY & STAFF RESOURCE GUIDE TO CRISIS PREVENTION

IN AN EMERGENCY

In case of an emergency, such as:

- the student requiring immediate medical attention
- the student refusing to cooperate and remaining aggressive and/or agitated
- the student directly threatening you, or you feeling unsafe

Contact Campus Security at (203) 332-5025 or press '*' twice, and remain on the line

EMOTIONAL ISSUES

What to do?

- Remain calm and listen attentively.
- Respond in a straightforward and considerate way.
- Focus on relevant information.
- Take the student's disclosure as a serious plea for help.
- Express care and concern, and assure the student that you will help him/her reach a professional counselor, if need be.
- If you can, move the student to a quiet and secure place.
- If necessary, request the help of a co-worker so that the student isn't left alone, and you aren't left alone with the student.
- Have as much information as possible, including your name; the student's name; a description of the circumstances and the type of assistance needed; the exact location of the student in the building; and an accurate description of the student.
- **Make a referral, if necessary.**

REFERRING A STUDENT FOR PROFESSIONAL HELP

- **For consultation, intervention, or if you need help in deciding whether or not a referral is warranted, call the Counseling Center at (203) 332-5097 to speak to a professional counselor.**
- Have information about campus and community resources readily available (see back page)
- Speak to the student in a direct, concerned, straightforward manner.
- If you sense that a student is resisting the idea of counseling:
 1. Be caring and clear about the reasons why you are concerned for the student
 2. Be firm in your judgment that counseling would be helpful
- Remind the student that services are **free and confidential**
- Suggest that the student call to make an appointment, and provide the Counseling Center number (203-332-5097) and location (LH-A108).

- Sometimes it is useful to assist students more actively in scheduling an initial counseling appointment. You can offer the use of your phone or call the receptionist yourself while the student waits in your office. In some situations, you may find it wise to walk the student over to the Counseling Center.

BEHAVIORAL ISSUES

What to do?

- Remain calm and assess your level of safety.
- Call for a Campus Security officer if you feel you are at risk or in danger.
- Remain in an open area with a visible means of escape.
- Continue to remain calm and gain control of the situation by being firm and setting limits.
- Use a time-out strategy (i.e. ask the student to reschedule a meeting with you once s/he has calmed down).

CONTACT INFORMATION

Campus Care & Support Team (CCaST) HO-CCaST@hcc.commnet.edu

**Counseling Center: Lafayette Hall, Room A-108
(203) 332-5097**

Based on availability, any of the following counselors can also directly assist you (At least one counselor is available between 9AM and 5:00PM during Fall and Spring semesters).

Off hours, contact Campus Security or the Evening Division at (203) 332-5056

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| Indira Reddy | (203) 332-5039 |
| Marilyn Wehr | (203) 332-5042 |
| Linda Wolfson | (203) 332-5181 |
| Lindsey Norton | (203) 332-8590 |
| Rebecca Rodriguez | (203) 332-5225 |

For more information, you may also refer to the unabridged version of the Crisis Prevention Resource Guide at http://www.hcc.commnet.edu/411/CrisisResourceGuide_Final.pdf

COLLEGE/COMMUNITY RESOURCES

The following is a list of college resources and a brief list of some community resources that provide specific services related to counseling, mental health and family services, and treatment for alcohol and drug abuse. If you wish, you may directly contact any of these agencies for appropriate services. If none of them are to your choosing, you may **call 211**, an anonymous social service referral program that keeps a database of all types of counseling/social service facilities.

College Resources

New and Continuing Students

- Counseling Center LH-A108 (203) 332-5097
- Support Services (for all students)

International Students

- International Student Admission Office: (203) 332-5100
- ESL Program: (203) 332-5149

LGBT Students

LGBT Student Services: (203) 332-5181

Students with Disabilities

Disability Support Services: (203) 332-5018

Non-Traditional-Age Students

- Counseling Center Returning Students Program: (203) 332-5097
- Women's Center: (203) 332-5268
- Men's Center: (203) 332-5117

Community Resources

Bridges House, Inc

880 Fairfield Avenue, Bridgeport, CT 06605
Phone: (203) 335-5339; Fax (203) 331-1694
*1-800-921-0359 5:00pm-10:00pm
Psychiatric Emergency: 203-551-7507

Bridgeport Community Health Center

471 Barnum Ave, Bridgeport, CT 06608
(203) 696-3260, option#5

Catholic Family Services (you don't have to be Catholic)

238 Jewett Ave, Bridgeport, CT 06606
(203) 372-4301 x350

Center for Women & Family

753 Fairfield Ave., Bridgeport, CT 06604
(203) 334-6154 Crisis walk-in
(203) 384-9559 Domestic Violence hotline
(203) 333-2233 Sexual Assault hotline

Bureau of Rehabilitation Services

1057 Broad St, Bridgeport, CT 06604
(203) 551-5500

Greater Bridgeport Community Mental Health Center

(Primary focus: Mental health & substance abuse)
1635 Central Ave, 5th Floor, Bridgeport, CT 06610.
(203) 551-7400 (will connect with Crisis Center)
To inquire re: services (203) 551-7507 (diagnostic center – 8 AM-6PM)
Crisis Services: (203) 551-7507
Services: Mental Health & substance Abuse
Insurance: No insurance is needed

Jewish Family Service (You don't have to be Jewish)

2370 Park Ave, Bridgeport, CT 06604
(203) 366-5438 (psychiatric evaluation)

Life Bridge Community Services

(Formerly: Family Services Woodfield)
475 Clinton Ave, Bridgeport, CT -06605
(203) 368-4291
Services: Psychiatric Eval./Therapy
Insurance: Medicare, Medicaid/Husky

Southwest Community Health Center

1046 Fairfield Ave, Bridgeport, CT 06605
(203) 336-6260. Dial '0' for operator assistance.
Services: Behavioral Health & Substance Abuse
Individual & Groups
Insurance: Private/State/Husky/Sliding Scale

Southwest Connecticut Mental Health System

97 Middle Street, Bridgeport, CT 06604
Phone (203) 579-7300 Fax: (203) 579-6305
No Crisis Services

BHcare (Valley Offices)

(private & non-profit)
435 E. Main St, Ansonia, CT 06401
(203) 483- 2630 (x1234 Intake, Ms. Rachel Weiner)
Fax: (203) 736-2641
Serving the towns of Ansonia, Derby, Oxford, Seymour and Shelton
Services: Out Pt; Domestic Violence and Crisis Services and others

CT STRONG

(203) 878 6365
<http://turningpointct.org/resources/ct-strong/>
Connects individuals aged 16-25 to high quality behavioral health care.
Must be at risk for or have behavioral health disorders.
For residents of New London, Milford, Middletown only.

Center for Domestic Violence Services

BHCare, Ansonia, CT 06401
(203) 739-9944

Temporary confidential refuge for women and children affected by Domestic Violence.

BHcare (Shoreline Offices)

(private and non-profit)

14 Syamore Way, Branford, CT 06405

Phone: (203) 483-2630 Ms. Pula Anderson - Intake

Fax: (203) 483-2659

Serving the towns of Branford, East Haven, Guilford, Madison, North Branford, and North Haven

Fairfield Counseling Services

125 Penfield Rd, Fairfield, CT 06824

(203) 255-5777 x18

Services: Individual/Family/Couple/Group/Teenage Girls

Insurance: Husky/In-Network

No Cigna or Out of Network

Bridges...A Community Support System

(Private & Non-profit)

949 Brideport Avenue, Milford, CT 06460

Phone: (203) 878-6365 Fax: (203) 877- 3088

Intake: Mr. Kevin Boyer

Insurance: State (Husky), Medicare, Sliding scale for co-payment & Sliding scale for individuals

Services: M.H & substance abuse, Family Counseling, Out PT. Services, Groups, Crisis Services

Serving the towns of Milford, Orange, and West Haven.

Do take clients from out of the town area.

Connecticut Mental Health Center

34 Park Street, New Haven, CT 06790

Phone: (203) 974- 7300

Services: Crisis Services

Day time: (203) 974- 7713, 7 days per week 9am-5pm including most holidays

After 5pm – Acute Services

All other times: (203) 974- 7300, evenings, weekends, and holidays

Insurance: Will see with insurance or without insurance

Priority is given residents of the towns of Bethany,

Hamden, New haven, and Woodbridge

St. Vincent Behavioral Health Services

2414 Main St, Bridgeport, CT 06606

(203) 696-3570

Services: Mental Health & Substance Abuse

St. Vincent Intensive Out-PT Care (3 times a week)

2 Lois St., Norwalk, CT 06850

(203) 221-8899

St. Vincent Out-PT. Services

120 E. Avenue, Norwalk, CT

(203)750-9711

Insurance: Accepts a wide range of Insurances, Husky, Blue Cross Blue Shield, Aetna, High sliding scale

Do not accept United Health Care

F.S Dubois Center (State Operated)

780 Summer Street, Stamford, CT 06905

Phone: (203) 388-1600 Fax (203) 388-1681

Intake: (203) 388-1579

Mobile Crisis Center: (203) 358-8500

Stratford Community Services

(Primary focus: Mental health & family therapy)

468 Birdseye St., Stratford, CT 06615

(203) 385-4095. Must be a resident of Stratford.

Services: Mental Health & Family Therapy: Indi/Grp

Social Services: helps with finding resources for housing & energy

Insurance: Sliding Scale

Mary J. Sherlock Counseling Center

(Previously: Trumbull Counseling Center)

Must live in Trumbull to receive services

121 Old Mine Rd, Trumbull, CT 06611

(203) 261-5110

Services: By Appt. Marriage & Family Counseling

Insurance: Reasonable Sliding Scale depending on Family Income

Hall-Brooke Behavioral Health Services

(Primary focus: Mental health & substance abuse)

47 Long Lots Rd, Westport, CT 06880

In-patient: (203) 227-1251; Out-patient: (203) 221-8899

Westport In-Patient Services

47 Long Lots Rd, Westport, CT 06880

(203) 227-1251

Four Seasons Therapy, LLC

48 Alpine St., Bridgeport, CT 06610

(203) 870-6050

Services: Substance Abuse/Dependence, Relapse Prevention, Therapy for Depression and Anxiety, Group Sessions, Grief Counseling, Stress Management, Conflict Resolution, Anger Management, Domestic Violence.

Hours: Mon – Fri, 9:00 am – 7:00 pm.

Insurance: Accepts Husky and services may be covered in full or in part by your health insurance or employee benefit plan. Sliding Scale available. Does not accept United Health Care, CT CARE Insurances. Please call for information on services and insurance.

Specific to Drug/Alcohol Abuse

Liberation Program (Serving N. Fairfield County)
399 Mill Hill Ave, Bridgeport, CT 06610
(203) 384-9301. Follow the phone instructions.

125 Main St., Stanford, CT 06901
Phone: (203) 851-2077 Fax: (203) 851-2083
Outpatient/Rehab/Substance Abuse: (203) 356-1980
Therapist in charge, Mike McKnee: (203) 953-3341

Griffin Hospital Alcohol & Chemical Dependency Program

250 Seymour Ave, Derby, CT 06418
Out-patient Psychiatry: (203) 732-7580
Alcohol & Drug Addiction: (203) 732-7541

Center for Human Services

Regional Network of Programs
Detox & Counseling; Methadone Clinic
2 Research Dr, Stratford, CT 06615
(203) 386-8802. Dial '0' for operator assistance.
No Appt. necessary – call or walk-in
Insurance: Accepts all insurances. Sliding Scale based on pay stub.