



## **Suggested Guidelines from the Towson University Counseling Center for Faculty and Staff to Support Students Following Campus Violence**

### **1) Remind students to use Towson University resources.**

- a) Seek support from the Counseling Center (410-704-2512) anytime, 24/7.
- b) Encourage them to use TogetherAll, an online peer support community that they can access by signing up with their TU credentials at <https://togetherall.com/en-us/>

### **2) Realize that people may have intense or surprising emotional reactions, whether they personally know those involved or not.**

These reactions may include:

- a) Numbing responses: shock, disbelief, a feeling of unreality, feeling nothing.
- b) Intense emotional responses: crying, sadness, anxiety, fear, anger, missing loved ones.
- c) Physical needs being upset: loss of appetite, increase in appetite, feeling nauseous, insomnia, and inability to concentrate.
- d) Intrusive thoughts: fearing that the same event will happen to them, startling easily, worrying about safety of themselves or others, feeling haunted by media images.

These responses are normal and to be expected. We can help by allowing people to identify and discharge all the questions, fears, and uncertainties going through their heads. It is important to recognize concerns rather than talk people out of them.

### **3) Encourage students to understand that they must take good care of themselves at this time.**

- a) Most importantly, they should talk to others. Encourage them to call family, talk to friends, and talk to other university personnel. Realize that some people will not be comforted by talking and will use other coping strategies.
- b) Encourage them to care of basic needs. Eat, sleep, and try to exercise.
- c) They should stay in normal routines. Routines provide comfort and something to focus on. Encourage students to keep academic and organizational commitments.
- d) Do whatever healthy strategy they think of to make themselves comfortable.

**4) Sensitivity to special groups.**

- a) Those who witnessed the violence.
- b) Those who have family and friends directly affected by the crisis.
- c) Students who come from a vulnerable background or have been dealing with other loss or trauma.

**5) Take care of yourself and know your limits.**

- a) Give yourself time to express your thoughts and feelings with your support system.
- b) Refer students to other resources before you feel overwhelmed.

**6) Consultation and Referrals**

- a) Reach out for consultation or refer a student.
- b) Submit a CARE report if you are very concerned about a particular student so that they can receive support from Student Affairs  
<https://www.towson.edu/studentaffairs/care/>

**7) Talk about it.**

If you are a faculty member who would like to talk directly with your class or a staff member who would like to talk with your group of students about the incident:

- a) Consider contacting the Counseling Center (410-704-2512) for ideas on how to approach such a conversation or to request that a counselor come to your classroom to help facilitate.
- b) Understand that people will have a wide range of perspectives on these issues, some of which may be different than yours.
- c) Focus on emotional issues/reactions rather than political discussions. Allow for different reactions.
- d) Anticipate how much time you will spend on the discussion and manage those time limits effectively.