



# Peer Advocate Liaison Program (PAL)

## **PAL Handbook 2021-2022 Vol. 19**

For more information contact:

LSUHSC Campus Assistance Program  
411 S. Prieur St. Suite 233  
New Orleans, LA 70112  
(504) 568-8888  
cap@lsuhsc.edu

# Greetings from the Chancellor

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Dear Student Leaders,

Every organization has natural leaders. Leaders are members of the organization who peers depend on for guidance and support in times of need and crisis. The honor of being selected as a Peer Advocate Liaison class representative makes you one of LSU Health Sciences Center's leaders.

The Peer Advocate Liaison (PAL) program was created to empower you to assist your classmates and peers when they are in crisis or in need of guidance. Students know their classmates better than anyone else at LSUHSC. Students who are having academic problems or problems with depression, alcohol, drugs, or relationships are more likely to come to you first in the search for help.

You will be asked to attend a brief orientation to the PAL program where you will receive additional information on assisting peers in getting connected with available resources, information about the programs available on campus, and a chance to talk with the various program directors.

This Handbook contains information you can provide to your classmates who are seeking assistance. The information in this guide has been requested on various occasions by students in past years and has been found to be helpful. Please take time to get to know the resources and the associated faculty members within this guide.

We would like to take this opportunity to welcome the incoming officers to their positions at LSU Health Sciences Center.

Sincerely,

Steve Nelson, MD  
Interim Chancellor

Demetrius Porche, PhD  
Interim Vice Chancellor of Academic Affairs

## Goals and Objectives

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The primary goal of the Peer Advocate Liaison (PAL) program is to empower you to direct your classmates and peers when they are in need or in a time of crisis. Ongoing problems or crises happen from time to time making it difficult for someone to get connected with available resources. Many times students just don't know where to turn. As mentioned earlier, students know their classmates better than anyone else at LSU Health Sciences Center. Students who are having academic problems or problems with depression, alcohol, drugs, or relationships are more likely to come to you first in the search for help. PALs act as temporary liaisons between students and the campus resources that can assist them. PALs are not trained for counseling or crisis intervention.

In the PAL Program, LSUHSC student volunteers learn about the resources outlined in this booklet. PALs are available to help guide students to the appropriate resources for any of the following problems: relationship or family issues, academic problems, depression, stress, alcohol or drug concerns, adjustment to a new environment, and health concerns. The information contained in this book can be utilized to assist your classmates in seeking appropriate support. In addition, PAL Mentors are available to provide guidance to PALs regarding how to help a classmate in need.

To view the current list of PAL Representatives and PAL Mentors,  
visit the PAL website at  
<http://www.lsuhscc.edu/orgs/campushealth/pal.aspx>  
or search "PAL"

# Emergency Numbers

## ON CAMPUS

- LSUHSC Police.....(504) 568-8999
- Campus Assistance Program .....(504) 568-8888

## *Administration*

- Interim Chancellor  
Steve Nelson, MD.....(504) 568-4800
- Interim Vice Chancellor of Academic Affairs  
Demetrius Porche, PhD.....(504) 568-4804

## *Student Affairs*

- LSUHSC School of Dentistry  
Heather Allen, RDH, BSDH, MSHCM .....(504) 941-8124
- LSUHSC School of Allied Health Professions  
Yudi Cazanias .....(504) 568-4253
- LSUHSC School of Nursing  
Todd Tartavouille, PhD.....(504) 568-4013
- LSUHSC School of Medicine  
Cathy Lazarus, PhD .....(504) 568-4874
- LSUHSC School of Graduate Studies  
Leigh Smith-Vaniz, M.A.....(504) 568-2211
- LSUHSC School of Public Health  
Isabel Billiot, MEd.....(504) 568-5773

## OFF CAMPUS

- Local Police .....911
- VIA LINK Crisis Line & Community Resource Directory .....800-749-COPE (2673)
- Suicide Prevention National Lifeline.....800-273-TALK (8255)  
Spanish-speaking.....800-628-9454  
The Trevor Project LGBTQ.....866-488-7386
- Metropolitan Crisis Response Team  
(Orleans, St. Bernard & Plaquemines Parishes).....(504) 826-2675
- Mobile Crisis Services (Jefferson Parish) .....(504) 832-5123
- Domestic Violence/Sexual Assault Hotlines  
Crescent House (Orleans Parish) .....(504) 866-9554  
Metropolitan Center for Women & Children (Jefferson Parish).....(504) 837-5400  
National Domestic Violence Hotline.....800-799-SAFE (7233)  
National Sexual Assault Hotline .....800-656-HOPE (4673)
- Poison Control .....800-222-1222
- Child Abuse Hotline.....800-4-A-CHILD (422-4453)
- SAMHSA Substance Abuse & Mental Health Helpline .....800-662-HELP (4357)

# Campus Safety

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## ***Emergency Preparedness***

<http://www.lsuhscc.edu/emergencypreparedness/>

In the event of an emergency that impacts LSUHSC, it is important that faculty, staff and students have an understanding of how they should react and how information regarding the emergency is communicated. Visit the website above for further information regarding the proper response to emergencies, including hurricanes, fires, and hazardous materials incidents.

## ***Emergency Alert System***

<http://911.lsuhscc.edu/>

In the event of a crisis situation, LSU Health Sciences Center New Orleans will communicate vital information as quickly and efficiently as possible in order to provide the greatest safety for our students, faculty, and staff. Messages will be posted on the LSUHSC website and on digital signage around campus, as well as delivered via e-mail and text message. Everyone is encouraged to visit the above website to sign up for text alerts.

## ***uTip***

<http://911.lsuhscc.edu/eas/utip.aspx>

Notify Campus Police of an emergency, crime, suspicious person or activity by sending a text message beginning with “LSUHSC” to 79516.

## ***LSU Shield Mobile App***

<http://911.lsuhscc.edu/report/lsushield.aspx>

Allows user to make emergency calls on or off-campus with one touch, initiate “safety checks” with your emergency contacts, make anonymous non-emergency reports to Campus Police, and access reference information regarding emergency response procedures.

## ***Active Shooter Training***

[http://www.lsuhscc.edu/administration/vcacs/campuspolice\\_shooter.aspx](http://www.lsuhscc.edu/administration/vcacs/campuspolice_shooter.aspx)

Video and reading material available with information about how to respond to an individual with a weapon on campus.

## ***R.A.D. (Rape Aggression Defense) System***

[http://www.lsuhscc.edu/administration/vcacs/campuspolice\\_rad.aspx](http://www.lsuhscc.edu/administration/vcacs/campuspolice_rad.aspx)

The Rape Aggression Defense System is a program of realistic self-defense tactics and techniques for women. Campus Police offers free training classes to all LSUHSC students, faculty, staff and family members.

## ***Responsible Use of Alcohol—Server’s Training***

<http://www.lsuhscc.edu/orgs/campushealth/rst.aspx>

The Campus Assistance Program (CAP) provides free training to LSUHSC students, residents, staff and faculty to comply with CM-36 – Guidelines for the Responsible Use of Alcohol at LSU Health Sciences Center. Visit the above website for further information or contact CAP at (504) 568-8888 to schedule a course.

## LSUHSC Resources & Programs

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### ***Behavioral Sciences Center***

<http://www.lsuhs.com/services/Behavioral-Science-Center>

Offers outpatient treatment, including evaluation, medication management and psychotherapy. Also offers academic and neuropsychological testing to determine the presence of attention, developmental, learning, mood, or psychological disorders affecting the following areas: adaptive living skills, cognitive functioning, academic performance, memory difficulties, and social-emotional functioning.

For treatment appointment call: (504) 412-1580

For psychological testing appointment call Susan Gould at: (504) 903-9213

Or call the LSUHSC CAP for other referral sources: (504) 568-8888

### ***Campus Assistance Program (CAP)***

<http://www.lsuhs.edu/orgs/campushealth/cap.aspx>

Offers problem assessment, short-term counseling, and community referral information, as well as a 24-hour crisis line for students and their family members who are experiencing issues that may have a negative impact on school or job performance. CAP services are free and confidential. **Anonymous and confidential web-based questionnaire and referral information available via CAP website.**

For crisis line or appointment call: (504) 568-8888

### ***Campus Police***

<http://www.lsuhs.edu/administration/vcacs/emergency.aspx>

The Campus Police are here to help you, and your safety and security is their primary goal. The Chief is available to consult with you about any potential safety issues. Additionally, they have police officers that have been trained specifically to deal with individuals who have been victims of domestic violence and other crimes.

For emergencies or other information call: (504) 568-8999

### ***Department of Communication Disorders***

<http://alliedhealth.lsuhs.edu/cd/>

Offers assessment and intervention in speech-language pathology, including: spoken and written language, speech skills (including articulation, accent reduction, and fluency), voice and resonance disorders, language based literacy skills, oral structure functioning and augmentative and alternate modes of communication. Speech-language pathology also provides assessment and therapies for those with cognitive and/or linguistic issues due to neurological damage such as head injury or stroke. The program in audiology offers assessment and treatment in hearing and balance including: comprehensive assessments in hearing, auditory processing, balance (dizziness), and tinnitus evaluation, aural rehabilitation, hearing aids, ear molds, swim molds, and musician earplugs.

For more information contact Annette Hurley, PhD: (504) 568-4336

## **LSUHSC Resources & Programs (continued)**

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### ***Off Campus Professional Counseling***

Provides some gratis, confidential assessment, crisis intervention, referrals, and brief counseling for LSUHSC students. Long-term counseling services also available as needed. For an appointment contact Bonnie Adelsberg, MN-PMHCNS-BC: (504) 455-7296 or (504) 866-6548

### ***Office of Disability Services***

<http://www.lsuhs.edu/administration/academic/ods/>

Individuals who would like to request academic accommodations should submit the [Student Intake Form](#) and documentation from their healthcare professional. After these items have been reviewed, Leigh Smith-Vaniz will contact them to set up an intake meeting. Any other student ADA concerns should be directed to this office as well.

Leigh Smith-Vaniz:

(504) 568-2211, [ods@lsuhsc.edu](mailto:ods@lsuhsc.edu)

### ***Office of Diversity & Community Education (ODCE)***

<https://www.medschool.lsuhs.edu/cmhe/>

The Office of Diversity & Community Education (ODCE) in the School of Medicine offers academic and emotional support to promote retention of underrepresented minority and disadvantaged medical students, and to facilitate successful academic progress and graduation from medical school.

For more information contact Sonja Alridge or the office at: (504) 568-8501

### ***Psychological Services Center***

<http://www.lsu.edu/psc/>

Located on the Baton Rouge campus, the facility offers diagnostic and outpatient therapeutic psychological services, as well as psychological testing to determine the presence of an attention, learning, or psychological disorder. Evaluations are offered for a reasonable flat fee and performed by Clinical and School Psychology graduate students who are closely supervised by LSU Psychiatry Department faculty.

For more information call: (225) 578-1494

### ***Student Health Clinic***

<http://www.lsuhs.edu/orgs/studenthealth/>

Offers a variety of services, including primary health care, immunizations, lab tests, x-rays, and women's health exams. Appointments encouraged, but walk-ins welcome.

Main office: 2020 Gravier St., 7th Floor, Room 789 (504) 525-4839

New Orleans Clinic: 478 S. Johnson St. (504) 412-1995

New Orleans Clinic: 3700 St. Charles Ave. (504) 412-1366

### ***Wellness Center***

# LSUHSC Policies

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*All Chancellors' Memoranda policies can be viewed in their entirety at: <http://www.lsuohsc.edu/administration/cm/>*

## **CM-36: Alcohol Use**

The purpose of CM-36 is to establish guidelines for the responsible use of alcohol at LSUHSC and LSUHSC-sponsored functions. The use of alcohol is prohibited in classroom buildings, laboratories, auditoriums, library buildings, faculty and administration buildings, athletic facilities, hospitals and clinics and all other public campus areas. Alcohol may be served for special events, on or off campus, sponsored by the institution with written authorization from the Dean, Chancellor, or their authorized designee and when the guidelines for responsible use of alcohol are followed.

## **CM-38: Substance Abuse**

The purpose of CM-38 is to promote and safeguard the workplace/school environment from the consequences of alcohol and drug use. It is important for students to understand that initial and continued enrollment is contingent upon a willingness to comply with this policy.

## **CM-44: Campus Security Policy & Campus Violence Risk Reduction Plan**

The purpose of CM-44 is to ensure that everyone has a reasonable expectation to a safe and secure working and learning environment free of threats and assaults. Students have a responsibility to ensure the safety and security of the campus. LSUHSC-NO is committed to maintaining a campus free from violence including sexual assaults, threats of violence including verbal and non-verbal threatening behavior, and harassment. Such behavior is unacceptable and is not permitted on campus. The Campus Violence Risk Reduction Plan:

- Specifies where and how to report criminal activity and emergencies
- Reviews campus safety policies and the emergency alert system
- Reviews reporting procedures and services provided to victims of sexual assault

## **CM-37: Fitness for Duty**

The purpose of CM-37 is to promote and protect the well-being of students. Any individual who works or is enrolled at LSUHSC is expected to report to work/school in a fit and safe condition. An individual who has an alcohol, drug, psychiatric, or medical condition that could be expected to impair his ability to perform in a safe manner must self report his medical status to his supervisor and provide a signed medical release indicating his fitness for work/school to the Campus Assistance Program (CAP).

LSUHSC requires all faculty, staff, residents, students, or other LSUHSC workers who observe an individual who is believed to be impaired or is displaying behavior deemed unsafe at work/school to report the observation(s) to their supervisor for appropriate actions. Supervisors are then required to make an administrative referral to CAP for assessment.



## **LSUHSC Policies (continued)**

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### ***CM-56: Student Responsibilities and Rights***

The purpose of CM-56 is to clarify the expectation that all students are responsible for complying with all policies/procedures, rules and regulations and other information published by LSUHSC, as well as all federal, state and local laws. In addition, mistreatment and abuse of students by faculty, residents, staff, or fellow students is contrary to the educational objectives of LSUHSC and will not be tolerated. CM-56 also describes the procedures for addressing student complaints including informal conflict resolution and filing a formal complaint.

### ***CM-42: Information Technology***

The purpose of CM-42 is to institute an enforceable policy to protect the performance, integrity, security, reliability, and continuity of vital services that rely on the LSUHSC IT infrastructure through good citizenship and legal and ethical use. Users are expected to exhibit responsible behavior and comply with all federal and state laws, LSUHSC rules and policies, computing contracts, and software licensing rules. Students should not engage in any activity that jeopardizes the availability, performance integrity, or security of the IT infrastructure. For example, students should not:

- Use peer-to-peer applications that take up bandwidth for the downloading of music, games, and video, or
- Deliberately or recklessly overload access links or switching equipment by using streaming media such as web radio and other mechanisms.

By using a computer on the LSUHSC-NO IT infrastructure, students acknowledge that they are subject to the terms of CM-42 and give their unrestricted consent to the monitoring, copying, and unrestricted distribution of any transmission/communication or image generated, received by, sent by, or stored in the computer.

### ***CM-51: Weather Related Emergency Procedures***

The purpose of CM-51 is to give guidance for response to weather related emergencies such as hurricanes, storms, and flooding. During a weather event that requires closing of the campus, LSUHSC-NO will not function as an evacuation site for students. More information about disaster preparedness can be found within the policy or at <http://gohsep.la.gov/>.

### ***PM-73: Title IX and Sexual Misconduct Policy***

<http://www.lsuhs.edu/administration/pm/pm-73.pdf>

The purpose of PM-73 is to comply with Title IX and other applicable laws. LSU is committed to providing a learning, working, and living environment that promotes integrity, civility, and mutual respect in an environment free of discrimination on the basis of sex and sexual misconduct which includes sex discrimination, sexual harassment, dating violence, domestic violence, sexual assault, stalking and retaliation. LSU prohibits sex discrimination and sexual misconduct. This policy applies to all persons without regard to sexual orientation, gender identity and/or gender expression.

## Online Resources

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### ***ULifeline***

<http://www.ulifeline.org/lshsc/>

ULifeline is an anonymous online resource where you can learn more about emotional health and ways to help yourself or a friend if you are struggling with your thoughts or feelings. Information regarding counseling resources available at LSUHSC are included on the page.

### ***Half of Us***

<http://www.halfofus.com/>

College students are especially at risk of depression, with half reporting that they have been so stressed that they couldn't function during the past year. Half of Us is an online project developed with mtvU to raise awareness about the prevalence of mental health issues and connect students to the appropriate resources to get help. See videos and stories from your favorite celebrities and other students sharing how they have coped with mental health issues.

### ***Helpguide***

<http://www.helpguide.org/>

Helpguide's mission is to help you understand, prevent, and resolve many of life's challenges, and to empower you with the knowledge and support you need to take charge of your life and make healthy choices. Helpguide provides free online articles that are motivating, balanced, and ad-free—easy to look at, easy to understand, and focused on information you can use to help yourself.

### ***Psychology Help Center***

<http://www.apa.org/helpcenter/>

The American Psychological Association's Psychology Help Center is an online consumer resource featuring articles and information related to psychological issues affecting your daily physical and emotional well-being.

### ***VIA LINK***

<http://vialink.org/>

A local resource serving the Greater New Orleans area. Provides crisis counseling and suicide intervention through their 24/7 confidential hotline at 800-749-2673, and a comprehensive community resource directory online or through the hotline. VIA LINK also works in conjunction with city, parish and state governments and other organizations to provide disaster-related information and available resources.

### ***National Suicide Prevention Hotline***

<https://suicidepreventionlifeline.org/>

The National Suicide Prevention hotline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

## How PALs Can Help

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The Peer Advocate Liaison (PAL) program was created to help students access resources when they are experiencing personal difficulties. Students know their classmates better than anyone else, so you are in a good position to:

- Notice potential problems before others do
- Encourage someone who is experiencing challenges to seek help
- Offer assistance before issues become more problematic

### ***Warning Signs of Distress***

- Decline in work or school functioning
- Troubling change in appearance or hygiene
- Social withdrawal
- Excessive irritability, anger, moodiness
- Unusual or bizarre behavior
- Person talks of death, self-harm or harm to others
- Person expresses feelings of hopelessness
- Signs of drug or alcohol abuse
- Others express concern about the person

### ***How to Help Someone in Distress***

- Remain calm
- Speak with the person in private
- Describe reasons for concern
- Listen with sensitivity
- Know your limits
- Seek guidance or assistance from others when needed

### ***Remember:***

- You do not have to tolerate rude or hostile behavior
- Do not put yourself at risk
- Avoid criticism or disapproval towards a person in distress
- Follow your intuition if you believe something is wrong
- Avoid the assumption that someone else will intervene
- ***You are not alone. Seek consultation from a PAL mentor or the Campus Assistance Program.***



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## **Campus Assistance Program**

**411 S. Prieur St. Suite 233  
New Orleans, LA 70112**

**E-mail: [cap@lsuhsc.edu](mailto:cap@lsuhsc.edu)**

**Phone: 504-568-8888**

**Fax: 504-568-3892**