

Trauma-Informed Care Scenario

Background and Context: Gary is a 24-year-old straight-identified Chinese-American cisgender male student in his junior year majoring in accounting at Baruch. Gary has e-mailed you to request a meeting to discuss his concerns about his financial aid package. You write back professionally letting him know that you will need to schedule an in-person meeting to discuss his question in more detail.

Scenario 1:

Gary responds, "WHAT IS WRONG WITH BARUCH COLLEGE AND ITS EMPLOYEES!? I AM WORKING FULL-TIME AND BABYSITTING MY SIBLINGS, I DON'T HAVE TIME FOR THIS MEETING. JUST FIX THE PROBLEM OR I WILL COMPLAIN TO THE SCHOOL PRESIDENT OR REPORT IT TO THE NEWS."

Question: How would you handle this situation? Discuss the 4-step Mindful Check-in within your group (see attachment).

Scenario 2:

Gary does not respond back to your e-mail for many weeks. By the time Gary e-mails you back, the semester is half way over and you are overwhelmed by other student requests related to withdraw deadlines and midterms examinations.

Question: How would you handle this situation? Discuss the 4-step Mindful Check-in within your group (see attachment)