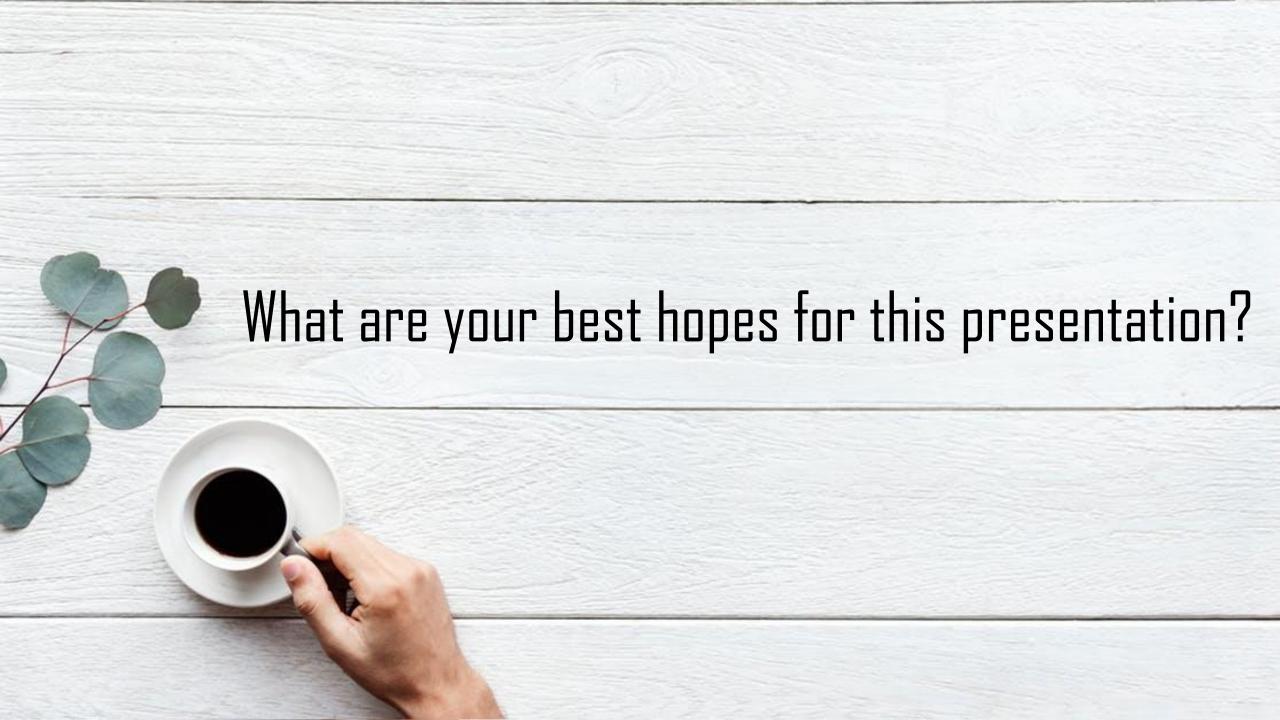
Helping Distressed Students







Challenges you face in your work with students?
What does student distress look like in your office?
What do you do best as a team?







See something? Say something.

- Say what you see.
- LISTEN!
 - Humans tend to regard a good listener as more reliable, trustworthy, authoritative, and able. (AKA – they're more likely to listen to YOU if you listen to THEM first).
- Validate Emotions
 - "That sucks."
 - "It sounds like you're feeling ."
 - Use short statements & mirror their language
 - Remember: Validating ≠ Agreeing

Break the trance.

Help turn the logical mind back on. While listening, ask:

- What is the problem? (or the biggest problem, if there are many)
- What have you done to solve it?
- What do you think needs to be done next?
- How can I help you with that?

Break it down

When we're stressed or depressed, we see everything at once

Prioritize next steps

- "If you could only do I thing toward solving this today which of these would you pick?"
- Prioritization can relieve anxiety & help address procrastination

Crisis Situations & Suicidal Thoughts

Verbal Warning Signs

- I can't stand the pressure anymore
- · Life isn't worth anything
- I won't be around to deal with that
- If she/he breaks up with me, I can't go on
- There is nothing I can do to make it better
- My family would be better off without me
- I feel there is no way out
- Overt statements about suicide
- Sharing feelings of worthlessness/guilt
- Mentioning feelings of hopelessness or desperation

Other Warning Signs

- Loss of important relationship
- Abuse of alcohol and/or drugs
- Impulsive acts without thinking
- Loss of interest and pleasure
- Withdrawal from family/friends
- Giving away prized possessions
- Changes in hygiene, dress, activities
- Thoughts of death, suicide, or wish to be dead
- Signs of planning a suicide

What to do

- Take all references to suicide seriously
- DIRECTLY ASK about suicide
 - "Are you having thoughts of suicide?"
 - This will not put the idea of suicide in their mind
- Avoid:
 - "You're not thinking about suicide, right?"
 - "Are you thinking of hurting yourself?"
- Ask until you get a CLEAR answer.
 - "Not really"... "I don't know"

Use Your Resources

1. CAPS

- Contact Call & Consult at CAPS if you're worried about a student
- Refer student to CAPS: 520.621.3334

2. Dean of Students Office

Student Assistance: 520.621.7057

3. UAPD

• If student has a specific plan to commit suicide (how, when, where), call 911

Connect with CAPS

<u>Triage</u>

- Monday Friday 9:00 am to 4:00 pm
- Schedule Triage Appointment! Or walk in.
- Call ahead if sending/escorting a student
 - You may wait in lobby or join them in triage
- Estimated duration: 60 minutes (if no wait)
 - Paperwork (30 mins)
 - Meet counselor (30 mins)
 - Review options, resources
 - May schedule appointment

CAPS Call & Consult

- 24/7 by phone: 520.621.3334
- Receive same day support
- Discuss your concerns about a student
- Receive resources & options for action
- May keep student identity anonymous
 - Though having a CAPS note on file can be helpful

Making a referral

Be direct & clear

Create a positive expectation

- Self-disclose if you feel comfortable
- Normalize!

If the student agrees:

- Make an appointment in your office!
- Give them CAPS contact info

If the student doesn't agree:

- Suggest they think it over
- Be a broken record.

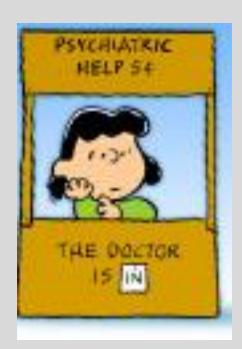


They're going to CAPS! Now what?

- Once counseling begins, staff cannot disclose student information without their written permission.
 - BUT it is good for you to follow up directly with the student
- If you want to be sure we get all the information the student gave you: **Call Us.**
 - 520.621.3334

Treatment Options

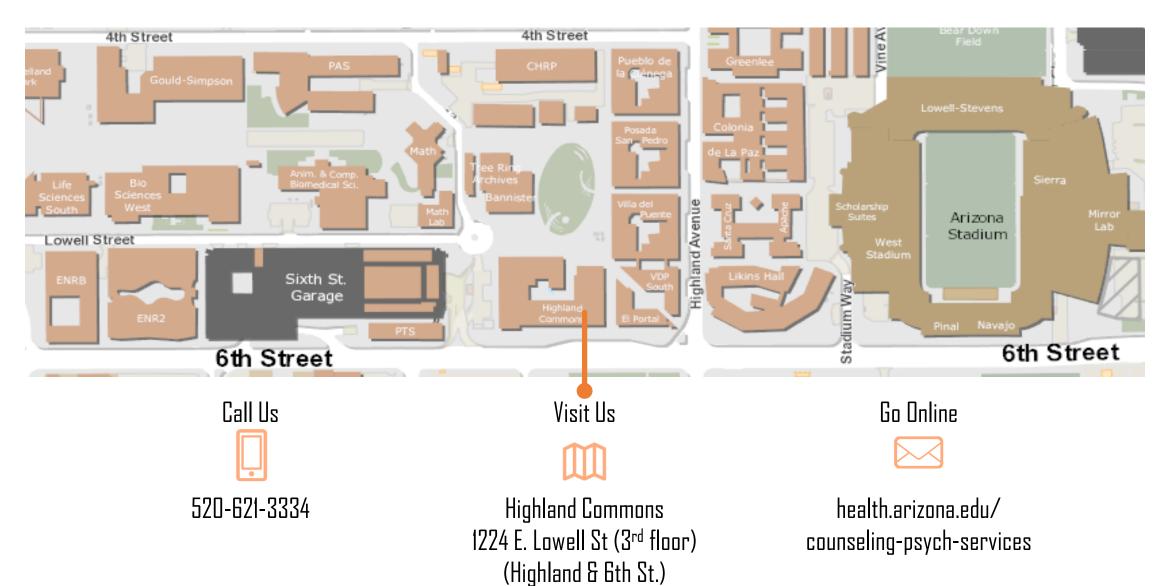
- Brief, low intensity individual, couples, and family therapy
- Group counseling
- Community referrals
- Psychiatric evaluations and medication monitoring
- Clinical care coordination
- Parent and community support and resource information
- Self guided or therapist guided therapy online



FAQs

- **DMG!** It's April 30th and I'm failing a class! Can I go to CAPS and get a medical withdrawal recommendation??
 - Apart from some very rare exceptions, you have to be in active treatment with a CAPS provider to obtain a medical withdrawal recommendation.
- Are there fees associated with CAPS services?
 - Yes. We work with several major insurance companies, and if students don't have insurance can still access our services at a lower cost than most private providers.
- What if students can't afford to pay for counseling?
 - Please encourage them to come see us anyway! It's helpful if you give us a heads up so we can
 have resources ready for them. We can help them access community resources for long term
 care, and will always meet a student's needs in a crisis situation regardless of their ability to pay.

Get in Touch! don't be shy





What is one thing you can do this week for self-care?

