

COMMUNICATING WITH STUDENTS IN DISTRESS

EMPATHIZE: Put yourself in the student's position.

COMMUNICATE CAREFULLY: Avoid rushing to fix, advise, placate, blame, agree or disagree. Reflect, paraphrase, clarify, summarize.

KNOW ABILITIES/LIMITATIONS: Please do not ignore or avoid the responsibility of interacting with an at-risk student. Do not overextend your responsibilities or try to work outside your competency area. Seek staff/faculty assistance if needed.

REFER THEM TO CARRUTH CENTER

- Let the student know you care and want to help. Normalize mental health care, *e.g., if you broke your leg, you would see a medical doctor.*
- Describe seeking help as a sign of strength and courage, using good judgment and an appropriate use of resources.
- Educate the student about the process of counseling (*I think is questionable — what if they don't know what the process is?*).
- Encourage the student to call Carruth (**304-293-4431**) or access online scheduling (carruth.wvu.edu) and schedule an appointment while they are in your office.
- Tell them about the WVU CARE Team and how they support students while they are juggling a tough situation, school, work or family responsibilities. Remind them that the Carruth Center is an excellent resource.
- Provide information about Carruth's services, including an urgent/crisis clinic, groups/workshops, short-term counseling, alcohol and other drug counseling and care management.

HOW TO HELP A SUICIDAL STUDENT

If you're concerned someone is suicidal, ask!

“Are you thinking about ending your life?”

- Remain calm.
- Be confident and caring.
- Don't express surprise or shock.
- Don't argue the morality of suicide, make negative comments about suicide or discuss suicide's impact on family and friends.
- Call the Carruth Center at **304-293-4431** or walk the student to the Center.

EMERGENCY HELP

If the student is in a life-threatening situation and needs immediate attention, call **911** or UPD at **304-293-2677**

CAMPUS MENTAL HEALTH
mentalhealth.wvu.edu

CRISIS TEXT LINE

Text WVU to 741741

AFTER HOURS/WEEKEND

PSYCHOLOGICAL EMERGENCIES Call Carruth Center at **304-293-4431** and **press 1** to speak with a counselor

If you or someone you know is feeling suicidal, the hotlines below can also provide assistance:

National Suicide Prevention Lifeline at
1-800-273-TALK (8255)

Military Veterans Suicide Hotline:
1-800-273-TALK, press 1