# **Quick Guide: Referring Students to Counseling**

### When to Refer

- You have concerns about a student's mental health, behavior, or wellbeing.
- You notice changes in mood, appearance, actions, or engagement.
- A student discloses personal struggles or life events that are negatively affecting them.

### **Preferred Methods:**

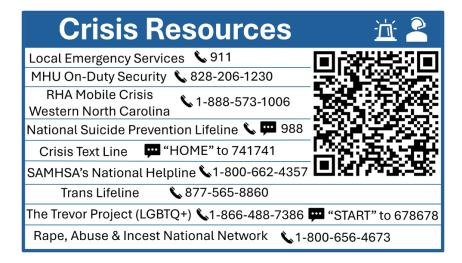
# Click "Send Referral" button in top left Search for student name Click "Send Referral" Fill out and Submit Referral Form Email Send a message to: counseling@mhu.edu, cynthia\_cox@mhu.edu kirby\_knight@mhu.edu

# **Counseling Referral Tips**

- Always Share information to your comfort level.
- When Possible Include the student in the conversation and CC them on the referral.
- Optional Follow-up with the student.

Best Practice	Next Best	Not Ideal
Student is informed  AND	Student is informed	Student is not informed and has not agreed to referral
Agrees to referral	Is unsure or reluctant to seek counseling	Please Reevaluate: Is this a crisis?
	*Use Discretion: Still refer for serious concerns	

### Crisis Response: Immediate, Urgent, or After-Hours Safety or Mental Health Concerns



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- **Step 1:** Contact the appropriate Crisis Resource. Scan the QR code for more information.
- **Step 2:** Contact Campus Security (828-206-1230) as needed and when utilizing resources that initiate a 3<sup>rd</sup> party presence on campus (Ex. 911 or RHA Mobile Crisis).
- **Step 3:** During work hours, you may call counseling for additional crisis support and response. Please understand our availability may be limited while we're supporting other students.

Cynthia Cox: 828-689-1272Kirby Knight: 828-689-1188

**Step 4:** After the situation has stabilized, make a counseling referral.

# **Crisis Response Tips**

If someone appears to be in immediate danger of harming themselves or others, CALL 911. For urgent but non-immediate mental health concerns, contact 988 or RHA Mobile Crisis. Then, notify Campus Security as noted in Step 2.

- Keep yourself and others safe.
  - Don't put yourself in harm's way.
- Trust your instincts.
  - If something feels unsafe or urgent, treat it seriously and act right away.

Situation	Examples	Who to Contact
Immediate Emergency	<ul> <li>Immenient threat to harm self or others</li> <li>Active suicide attempt</li> <li>Actively harming self or others</li> <li>Severe disorientation/confusion</li> <li>Unconsciousness due to suspected overdose</li> </ul>	911
Urgent but Not Immediate	<ul> <li>Suicidal thoughts without an immediate plan</li> <li>Severe panic attack</li> <li>Extreme emotional distress or agitation</li> <li>Threats of harm without current action</li> <li>Recent traumatic event causing severe distress</li> </ul>	988 (Risk Assessment and De-escalation)  Or  RHA Mobile Crisis (On-site Response and Evaluation)
Ongoing / Non-Urgent	<ul> <li>General mental health concerns</li> <li>Substance use concerns</li> <li>Academic stress</li> <li>Relationship or roommate conflicts</li> <li>Grief or loss</li> <li>Follow-up care regarding immediate/urgent concerns</li> </ul>	Refer to Counseling and Recovery Services