

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:















LionTrax	Email
<ul style="list-style-type: none">• Click "Send Referral" button in top left• Search for student name• Click "Send Referral"• Fill out and Submit Referral Form	Send a message to: <ul style="list-style-type: none">• 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 Agrees to referral	Student is informed BUT Is unsure or reluctant to seek counseling *Use Discretion: Still refer for serious concerns	Student is not informed and has not agreed to referral Please Reevaluate: Is this a crisis?

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

Crisis Resources		 
Local Emergency Services	 911	
MHU On-Duty Security	 828-206-1230	
RHA Mobile Crisis	 1-888-573-1006	
Western North Carolina		
National Suicide Prevention Lifeline	  988	
Crisis Text Line	 "HOME" to 741741	
SAMHSA's National Helpline	 1-800-662-4357	
Trans Lifeline	 877-565-8860	
The Trevor Project (LGBTQ+)	 1-866-488-7386  "START" to 678678	
Rape, Abuse & Incest National Network	 1-800-656-4673	

Quick Guide: Referring Students to Counseling

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 3rd 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: 828-689-1272
- Kirby 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 style="list-style-type: none">- Imminent threat to harm self or others- Active suicide attempt- Actively harming self or others- Severe disorientation/confusion- Unconsciousness due to suspected overdose	911
Urgent but Not Immediate	<ul style="list-style-type: none">- Suicidal thoughts without an immediate plan- Severe panic attack- Extreme emotional distress or agitation- Threats of harm without current action- Recent traumatic event causing severe distress	988 (Risk Assessment and De-escalation) Or RHA Mobile Crisis (On-site Response and Evaluation)
Ongoing / Non-Urgent	<ul style="list-style-type: none">- General mental health concerns- Substance use concerns- Academic stress- Relationship or roommate conflicts- Grief or loss- Follow-up care regarding immediate/urgent concerns	Refer to Counseling and Recovery Services