

## 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.

### Methods:

<p><b>Phone Call</b></p> <p>828-689-1272 – Cynthia Cox</p> <p>828-689-1188 – Kirby Knight</p>	<p><b>Walking a Student Over</b></p> <p>Nash 1<sup>st</sup> and 3<sup>rd</sup> Floors 101, 108, 109, 111, 112, 304, 307, 313</p> <p>Knock on any door that does not have an “In Session” sign up</p>
<p><b>Email</b></p> <p>Cc the student</p> <p><a href="mailto:counseling@mhu.edu">counseling@mhu.edu</a> <a href="mailto:cynthia_cox@mhu.edu">cynthia_cox@mhu.edu</a> <a href="mailto:kirby_knight@mhu.edu">kirby_knight@mhu.edu</a></p>	<p><b>LionTrax</b></p> <ul style="list-style-type: none"> <li>• Click “Send Referral” button in top left</li> <li>• Search for student name</li> <li>• Click “Send Referral”</li> </ul> <p>Fill out and Submit Referral Form</p>

**Important:** If a counselor is not immediately available for a walk-in or phone call, please follow up with an email or LionTrax referral.




### Counseling Referral Tips

- Always - Share information to your comfort level
- When Possible – Include the student in the conversation
- Optional - Follow-up with the student

Best Practice	Next Best	Not Ideal
<p>Student is informed AND agrees to referral</p>	<p>Student is informed BUT is unsure or reluctant to seek counseling</p> <p>Use Discretion: Still refer for serious concerns. Provide counseling and crisis resource information. Consider other support referrals as appropriate.</p>	<p>Student is not informed and has not agreed to referral</p> <p>Please Reevaluate: Is this a Crisis?</p>

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### 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 Western North Carolina	☎ 1-888-573-1006	
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	

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

**Note:** 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.

### 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 the Counseling Center, 988 (risk assessment and de-escalation), RHA Mobile Crisis (on-site response and evaluation), and/or Campus Security.

- 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.
- When in doubt, choose the safer option.
  - We want to keep people safe above all.
- Respond in a calm and balanced way.
  - Avoid minimizing the concern.
  - Avoid escalating unnecessarily.