

Campus Mental Health Resources

The Counseling Center

D.P. Culp Center
3rd Floor, Room 345
423-439-4841

www.etsu.edu/students/counseling
Monday - Friday 8:00 a.m.- 4:30 p.m.

Walk-in hours:

Monday —Thursday
10 -11:30 a.m. and 2 - 3:30 p.m.

Services:

- Confidential, short-term counseling
- Psychiatric services
- Mental health resource referral
- Consultation and advocacy
- Outreach programs
- Case management (resource assistance)
- SMART Recovery (addiction group)
- Career counseling
- FEMSEX (Female Sexuality and Relationship Group)

Behavioral Health and Wellness Clinic

Located in the back/basement of
Lucille Clement Hall (Building 134)

423-439-7777

www.etsu.edu/cas/psychology/bhwc/services.aspx

Services:

- Psychotherapy for individuals, couples, families, and groups
- ADHD & Learning Disability Assessment

Community Counseling Clinic

Warf-Pickel Hall, Room 327

To make an appointment, call
423-439-7679 or email
ccc@etsu.edu

www.etsu.edu/ccoe/cchs/counseling/clinic

Services:

- Individual, couples, and family counseling for students and community
- No session limits
- Services available Monday — Friday, except during University and semester breaks
- Primarily afternoon and evening hours

Student/University Health Services

Roy S. Nicks Hall
Suite 160

423-439-4225

www.etsu.edu/nursing/shserv
Monday-Friday 8:00 a.m.-4:30 p.m.

Services:

Integrated primary care including both
physical and mental health care services

There is a fee for several services. SUHS files your insurance for these services. If students do not have insurance, SUHS has reduced rates for self pay.

Students must bring Student ID and Insurance Card if applicable.

Other ETSU Resources

Undergraduate Student Success Specialist

423-439-8777

For undergraduates experiencing a wide range of problems.

Graduate Student Success Specialist

423-439-8300

For graduate students experiencing a wide range of problems.

Bucky's Food Pantry

<http://www.etsu.edu/foodpantry/default.aspx>

The mission of the food pantry is to diminish or end food insecurity for the ETSU community in the most convenient, discreet, and easily accessible means possible.

STUDENT
health101™
www.etsustudenthealth101.com

Bucs Press 
(423) 439-4841

Mental Health Help Line

Students can dial the number above, then press "2" to speak with licensed professionals.

**In case of emergency,
please contact Public Safety for help.
423-439-4480**

Responding to Students in Crisis or Distress

A RESOURCE FOR FACULTY & STAFF



When a student is in distress, there are many ways to reach out in a caring manner. Your actions can make a difference.



THE COUNSELING CENTER
Division of Student Affairs
EAST TENNESSEE STATE UNIVERSITY

Students in a Serious Mental Health Crisis

A crisis takes place when a person's typical coping methods are no longer working. If a student is in serious crisis, you might notice:

- Destruction of property
- Criminal behavior
- Difficulty communicating
- Highly disruptive behavior
- Mention of suicide, death, or suicide attempts
- Other cognitive changes
- Bizarre, eccentric, or unusual/high risk behavior
- Disorganized speech or thinking
- Lack of personal hygiene

Students in Distress

Over time, the warning signs listed below suggest that there may be cause for concern:

- Changes in attendance
- Changes in academic performance
- Social withdrawal
- Marked change in personality or habits
- Depressed mood or lethargy
- Hyperactivity or rapid speech
- Consistently falling asleep in class
- Behavior that is offensive or interferes with the environment
- Exaggerated or unusual emotional responses

HOW TO RESPOND

TO A STUDENT IN CRISIS OR DISTRESS



Talk to the student in private when you both have time



Be direct and specific. Express your concerns in non-judgmental terms.



For example, say, "I am concerned about you. You've been missing a lot of class. Talk to me about what's going on."



Listen attentively and sensitively. Turn off or move away from any distractions.



Know the resources that are available for the student and make any appropriate referrals.



Make sure to follow up. Check with the student later and provide any additional support.



What is a CARE report?

A CARE Report is an online form that anyone associated with ETSU can complete in order to call attention to a student of concern. It should **NOT** be used in the case of an emergency or if immediate attention is needed.

Who can file one?

Any ETSU faculty, staff, student or parent may file a CARE report.

What types of concerns can be reported?

Any concern about a student's welfare may be reported. This includes: medical issues, mental health issues, academic issues, physical safety concerns and others.

Can I make an anonymous CARE report?

CARE Reports are confidential, but not anonymous. Reporters must provide their contact information in case a follow-up is needed to gather more information. However, the reporter's identity will not be disclosed to the Student of Concern. A limited number of Student Affairs staff will have access to the CARE Report.

What happens after I file one?

All CARE Reports are reviewed daily by the Dean of Students. If it is determined that further action is needed, the student will be contacted and interviewed in person if necessary to assure safety. Depending on the severity of the concern, students may be required to undergo a mental health screen or fulfill other requirements.

HOW do I file one?

Go to https://etsu-advocate.symplicity.com/care_report/

Are there alternatives?

Yes. Other options include consulting with other ETSU staff such as Residential Advisors, consulting with Counseling Center staff by phone or in person, or walking the Student of Concern to the Counseling Center.

The situation is **URGENT** if:



There are written or verbal statements that mention despair, suicide, or death



A student exhibits severe hopelessness, depression, isolation, or withdrawal



Statements suggest that a student is "going away for a long time"

If a student is exhibiting any of these signs, s/he may pose an immediate danger to him/herself. In this case, you should stay with the student and call the **ETSU Counseling Center at 423-439-4841**

or

The situation is an **EMERGENCY** if:



There is physical or verbal aggression directed at self, others, or property



The student is unresponsive to the external environment, incoherent, or exhibiting psychosis



The situation feels threatening or dangerous to you or others

If you are concerned about immediate threats to safety, call **Public Safety at 423-439-4480**

MORE RESOURCES ON THE BACK