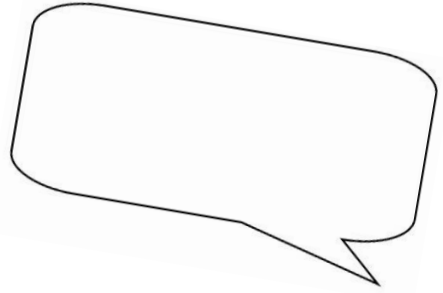


# Supporting Emotionally Distressed Students

	Level 1 A student with uncomfortable emotions	Level 2 A student with intensely and/or chronically uncomfortable emotions	Level 3 A student with evidence of danger to self or others
Examples	<ul style="list-style-type: none"> <li>○ Sadness</li> <li>○ Stress/anxiety</li> <li>○ Irritability</li> <li>○ Social withdrawal</li> <li>○ Family difficulties</li> <li>○ Academic concerns</li> <li>○ etc.</li> </ul>	<ul style="list-style-type: none"> <li>○ Frequent crying</li> <li>○ Difficulty concentrating</li> <li>○ Panic attacks</li> <li>○ Behavioral outbursts</li> <li>○ Social isolation</li> <li>○ Non-lethal self-harm (ex. cutting)</li> <li>○ Suicidal thoughts (with no intent to follow through)</li> <li>○ etc.</li> </ul>	<ul style="list-style-type: none"> <li>○ Evidence of suicide plan or intent</li> <li>○ Suicidal behavior</li> <li>○ Evidence of plan to harm others</li> <li>○ Homicidal behavior</li> <li>○ Significant disconnection from reality</li> <li>○ etc.</li> </ul>
What to do	<ul style="list-style-type: none"> <li>• Listen, empathize, and encourage</li> <li>• Facilitate opportunities for peer connection               <ul style="list-style-type: none"> <li>- Peer Listener program (Unmasked app)</li> <li>- Resident Assistant</li> <li>- Student Orgs</li> <li>- Group Fitness</li> <li>- CISD groups &amp; peer mentoring</li> </ul> </li> <li>• Facilitate opportunities for staff support               <ul style="list-style-type: none"> <li>- Residence Life</li> <li>- Student Success</li> <li>- Campus Ministries</li> <li>- Health Services</li> <li>- Career Center</li> <li>- Mentoring Program</li> </ul> </li> <li>• Encourage use of TAO Self-Help online</li> <li>• Check in occasionally to see how they're doing</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1 response, plus...</li> <li>• Ask directly about suicidal thoughts to make sure there's no plan or intent, if unclear</li> <li>• Refer to counseling center, and provide support in scheduling appointment if student is willing               <ul style="list-style-type: none"> <li>- Call front desk: 616-526-6123</li> <li>- Help student access &amp; complete appointment request form online (<a href="http://calvin.edu/go/counseling">calvin.edu/go/counseling</a>)</li> <li>- Inform of crisis support during business hours</li> </ul> </li> <li>• Refer to other campus supports, as appropriate               <ul style="list-style-type: none"> <li>- Residence Life</li> <li>- Student Success</li> <li>- Campus Ministries</li> <li>- Health Services</li> <li>- Career Center</li> <li>- Center for Intercultural Student Development</li> <li>- etc...</li> </ul> </li> <li>• Consult with your supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Contact campus emergency first-responders immediately               <ul style="list-style-type: none"> <li>- Campus Safety: 616-526-3333 (or x33333)</li> <li>- ResLife-on-call (for on-campus students)</li> </ul> </li> <li>• Follow emergency protocol -- <b>do NOT attempt to manage the situation on your own</b></li> <li>• Consult with your supervisor immediately</li> <li>• Apprise counseling center of situation</li> </ul>
Other Resources	<a href="http://calvin.edu/go/counseling">calvin.edu/go/counseling</a>	<i>Suicide Prevention Lifeline: 800-273-8255 (TALK)</i>	<i>Pine Rest Contact Center: 800-678-5500</i>
	<i>For distressed faculty &amp; staff: Refer to Employment Assistance Program (<a href="http://calvin.edu/admin/hr/benefits/resources.html">calvin.edu/admin/hr/benefits/resources.html</a>)</i>		

# Discussing emotions



## Use open-ended questions

"Can you tell me a bit about what's going on?"

## Reflect thoughts & feelings

"You're thinking that you don't have what it takes to get through this." (thought)

"You're feeling pretty frustrated." (feeling)

## Provide empathy & validation

"I've been there too."

"It's okay to be having a hard time – this is hard stuff."

## Highlight strengths & successes

"You've made it through hard times before, and I know you can make it through this too."

"You can do this!"

# Referring to resources

(ex. CCW screening, workshop, or online tools)

## Start with their thoughts & experiences

"Have you thought about visiting the Center for Counseling and Wellness?"

## Normalize the help-seeking experience

"A lot of students find it helpful to talk to a counselor when they're having these kinds of feelings."

## Explore reluctance

"What has gotten in the way of you getting help?"

"What would keep you from talking to a counselor about these things?"

"Could it be worth taking this step even though it is difficult?"

## Provide hope & support

"A lot of students use the Center for Counseling and Wellness and find it to be really helpful."

"I think the resources at Counseling and Wellness could be really beneficial for you."

"If you'd like, I can help you make the call to schedule an appointment."