

Campus Partner Guide

Who We Are

When you call the counseling center after hours, on holidays, or during school breaks, the lines will roll over to our team of trained professionals who can offer risk assessment and crisis stabilization for students experiencing a mental health concern. We are here 24/7!

Who We Are NOT

We are not substitutes for therapists. Our scope of work focuses on brief, solution-focused intervention to assess the student's current situation and arrange for appropriate further levels of care depending on their situation. Think of us more as a triage role than a therapeutic role.

What Happens Afterwards?

What Do We Talk About With The Student?

We conduct a guided clinical assessment where we talk with them about their presenting issue, as well as assess risk related to categories such as suicide, self-harm, thoughts of harm to others, substance use, interpersonal violence, etc. With that, we work with the student to create an immediate safety plan for after the call, as well as any contingency planning should their coping skills not work out. This may include involvement in counseling services, or in more clinically complex situations, seeking medical attention.

As appropriate, we can loop you back into the discussion in order to solidify the student's safety plan. With the student's permission, we will provide you with a brief summary of the student's risk assessment, as well as any information about their safety plan. If you have further questions or concerns about the student's situation, be sure to let us know.



I'd like to transfer a student to you. What information should I have ready?

We typically start by gathering miscellaneous information in order to get a snapshot of who the student is, especially if we arrange for further services. We prefer that YOU be ready with the following information prior to letting us speak with the student:

- **Your information**
 - Name
 - Callback Number
 - Title
- **Student's information**
 - Name
 - Callback Number
 - Identified Gender
 - Date of Birth
 - Student ID #
 - Current Enrollment Status
 - Address (or Resident Hall and Room # if on campus)
- **Situational Information**
 - What is the reason for the call?
 - Is the student experiencing thoughts of harm to themselves or others?
 - Any follow up you need after the call

What should I tell students about confidentiality?

Some students may be hesitant to discuss their concerns with someone else- which is understandable! Generally, information disclosed on the call stays confidential, with us and with the Counseling Center, with a few exceptions. The following situations may be worth discussing beforehand:

- **Suicidal or homicidal ideation:** If the student has intention of hurting or killing themselves or another person, without an ability to contract for safety with us, we may need to intervene further to ensure everyone's safety.
- **Mandated Reporting:** Similarly, if we find out about any abuse towards a minor, elder, or a vulnerable adult, we may be required to report that as well to the appropriate reporting agency.
- **Sexual Assault:** We want to preserve the student's sense of agency as much as possible. Once we confirm that the student is not in current danger, we will leave the decision of reporting an assault up to them, due to the knowledge that other campus staff may be required to initiate further investigation per Title IX guidelines.