

HELPING STUDENTS IN CRISIS

If your student needs someone to talk to about personal issues, counseling help is available for free on campus. New Directions Student Assistance Program (SAP) hold office hours on campus each week. Dr. Wagner and Tessa Bianchi are available to consult with students regarding personal and interpersonal matters of a psychological/emotional nature. They can also refer students to other area providers and resources for further assistance. Students may make campus appointments by calling his private office number at 419-529-9941. This line is answered 24/7/365.

Students needing an urgent consultation may also call 419-529-9941. Please indicate it is urgent.

Students needing help but who do not have a regular counselor or other service provider can also call The Center for Individual and Family Services (The Center) at 419-756-1717 or Family Life Counseling & Psychiatric Services (FLCPS) at 419-747-9969. Both can work out a sliding scale for those students who have difficulty paying for services.

General Guidelines for Approaching a Person in Psychotic or Suicidal Crisis

(Used by permission from Louise Douce, PhD, Director of OSU Counseling Services, 2004)

Psychosis defined: *Inability to distinguish reality from fantasy. A person may sound illogical or be talking about hearing voices. Insight and judgment can be impaired and the person may be a threat to self or to others.*

- 1) Remain calm. Use a soft, steady voice, and assess the situation.
- 2) Try to establish rapport. Ask them their name, give them yours. Ask the person if they would like to have a seat, a drink of water, have you call their support system for them, such as a friend, parents, and/or physician.
- 3) Do not approach if the student is getting more agitated, is actively violent, or has a weapon. Call 911.
- 4) Use a non-threatening stance that includes slow movements, keeping a safe distance and not intruding into the person's space. Do not stare. Suppress any feelings so that you do not laugh nervously or inappropriately. Do not use a sideways stance, instead open up your stance and face the person. Let the person see that your hands are empty.
- 5) Use simple commands, such as "please sit down," or "don't do that."
- 6) Let them know that what they are doing is upsetting or worrisome to other people. Let them know that you are worried about them.
- 7) Be reassuring, but in general do not try to convince the student that his or her delusions are false. This is futile and he or she won't believe you.
- 8) Keep other people away from the student and call 911.
- 9) Professionals should transport a student who is agitated, actively suicidal or homicidal, psychotic, or very confused to ER. Do not attempt to transport the student yourself.
- 10) If the student leaves the building, call 911.

Local and Campus Resources

New Directions SAP	newdirectionsforlife.com/	419-529-9941
Richland County Mental Health	richlandmentalhealth.org	419-774-5811
The Ohio State University Suicide Prevention	suicideprevention.osu.edu/	