

# How to Help a Student Who Seems to be in Emotional Distress

## A Guide for Students/Faculty/Staff

If you have concerns about a student who seems distressed, really depressed, or otherwise vulnerable, this is the time to get help from others. This is what campus resources are here for. **You are not alone when it comes to helping others.**

### How to make a referral to Counseling and Psychological Services (CAPS)

- 1. Make time to check in with the person you are concerned about.** This will help you to ensure that when you make a referral to CAPS that it does not feel surprising to the person or feel too abrupt.
- 2. Let them know what you noticed** that caused you to have some concern and ask them how they are doing.
- 3. Take time to listen.** Taking this time, even if you need to cancel your next appointment to do this, will help both you and the other person to feel more comfortable as you try to connect them with resources.

Ask the student if they would have interest in calling to schedule an appointment. **Inform them that all appointments are scheduled by calling CAPS at 850.474.2420, press option 1 to schedule.**

If it feels more comfortable for a student, offer to call CAPS for them and hand them the phone so that they can schedule their appointment.

- Tell the student that UWF offers virtual mental health care through Mantra Health. Mantra is designed to offer students quality virtual mental health care at their convenience. Mantra providers believe in using an overall wellness approach through the provision of teletherapy. **Sessions are free to eligible students. Contact CAPS for more information.**
- Inform them that CAPS offers 24-hour crisis phone counseling.
- ! Call CAPS at 850.474.2420, press option 6 to be transferred to a crisis phone counselor.**
- If the situation seems urgent, offer to walk the student over to CAPS to be scheduled for an appointment within the next 24 hours or to be seen for an emergency walk-in appointment.



### Select the Referral Plan that Best Fits the Situation

The following are some options for referral:

- Let the student know that CAPS provides in-person crisis appointments and in-person or video-based regular therapy appointments for students.

### What Not to Do When Someone is in Distress

- Don't try to talk them out of their feelings.** That can cause a person to feel misunderstood.
- Don't be afraid to consult and get help.** If you have concern that a student may not be safe from harming themselves or someone else, it is really important to get help. Some may want you to keep their information private, but this can put you both in a difficult situation.

# CAPS Response Guide: How to Help Continued

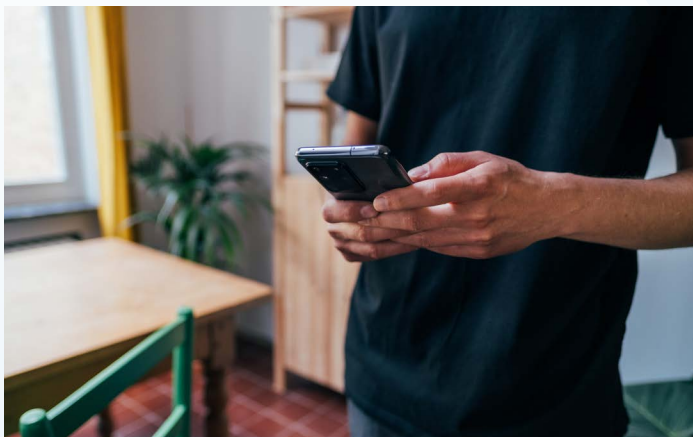
## Other Options Available If A Student Does Not Want A Referral:

If a student does not want a referral to CAPS, you can still **call CAPS at 850.474.2420** and ask for a consultation regarding next steps for helping someone. Information on current CAPS services is also available online at **[uwf.edu/counseling](http://uwf.edu/counseling)**.



The **Dean of Students Office** is another on-campus point of contact that you can reach out to if you are concerned about the wellbeing of a student. The office responds to student referrals by reaching out to the student to offer support, relevant guidance on various issues, and information about campus and community resources.

For more information:  
Visit **[uwf.edu/deanofstudents](http://uwf.edu/deanofstudents)**  
Call **850.474.2384**  
Email **[deanofstudents@uwf.edu](mailto:deanofstudents@uwf.edu)**



**UWF Campus Police** can also provide help for immediate mental health emergencies as well as perform a safety assessment both on and off campus. **If in need of help, call 850.474.2415.**

For more information:  
Visit **[uwf.edu/uwfpolice](http://uwf.edu/uwfpolice)**  
Email **[uwfpolice@uwf.edu](mailto:uwfpolice@uwf.edu)**

The **National Suicide Prevention Lifeline** is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

**If in need of help:**  
Visit **[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)**  
Call **1.800.273.TALK (8255)**