

- Quick Reference Guide -
What to do for a Student of Concern (mental health issues/concerns)

Please use the guide below as a resource for students accessing appropriate mental health resources. Unless the health or safety of the student, yourself, or others are at risk, we recommend that you still maintain a high level of *privacy* for the student.

Non-Crisis Situations:

<p align="center">Counseling Services</p> <p align="center">Center for Counseling and Human Development</p> <p align="center">Call 570-389-4255 or visit 240 Student Services Center to schedule an appointment</p> <p align="center">Walk-In Hours 1-2:30 PM</p>	<p align="center">Please use the link below for the Office of the Dean of Students Resources</p> <p align="center">https://www.bloomu.edu/offices-directory/dean-students</p> <p align="center">Office of the Dean of Students</p> <p align="center">Call the general office line, (570) 389-4734 to be connected with an available professional.</p>	<p align="center">Residence Life Staff</p> <p align="center">If a Student lives on-campus they can contact their Community Assistant (CA) or Graduate Hall Director (GHD) who are trained in QPR/ Mental Health First Aid and are able to assist students with campus resources .</p>
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A Student In Crisis:

<p>Emergency services are available through the Center for Counseling and Human Development 8 a.m. to 4:30 p.m., Monday-Friday, by contacting the center and stating it's an emergency situation. After hours, contact TAPLINE (1-800-222-9016).</p>	<p align="center">TAPLINE (1-800-222-9016)</p> <p>This number will connect a student directly to an experienced on-call counselor in the Columbia, Montour, Snyder, or Union County area. Depending upon the need or availability, the counselor will chat on the phone or may meet with the student in-person. If needed, TAPLINE counselors will assist in connecting the student with emergency or follow-up services.</p>	<p align="center">University Police 570-389-2211</p> <p>Police are first responders in a crisis situation and will be able to help get a student to an appropriate crisis resource.</p> <hr/> <p align="center">Residence Life Staff On Call</p> <p>If a Student Lives On Campus a University Employee can call the University Police to be connected with the on-Residence Life staff. 570-389-2211</p>
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Tips

- ◆ Remain calm and keep yourself safe
- ◆ Ask questions to gain an understanding of the student and choose responses that validate how they are feeling
- ◆ Encourage connection to professional help/assistance by explaining who their resources are and how they can help. Reduce the fear of the unknown for the student
- ◆ Stay with the student if you can, or until you can get them to someone in a better position to formally help them
- ◆ Call for help as soon as you feel the student is ready or understands that you need to make that call. "I am not a counselor and I feel like someone trained in that role could really help, let's make this call now together..."

Don't

- ◆ Panic
- ◆ Make demands, threats, or ultimatums
- ◆ Shame the individual
- ◆ Ask them too many questions, keep your talk "light"

CARE TEAM

For Students with Chronic Mental Health Needs the Office of the Dean of Students may initiate a CARE Team. The CARE (Behavioral Intervention) team responds to students who exhibit erratic, disruptive, disturbing, or troubling behavior. When a student of concern is referred to the CARE team, members of the team work together to provide cross-departmental assistance and support. Call the Office of the Dean of Students for more information at (570) 389-4734.