William and Mary Counseling Center

MAKING A GOOD REFERRAL: HOW TO GET STUDENTS THE HELP THEY NEED
RECOGNIZING WHEN STUDENTS NEED HELP

- Academic problems/ Learning disorders
- Adjustment to College Life
- Social skills/ Interpersonal difficulties
- Substance abuse
- Grief
- Emotional problems
COMMON MENTAL HEALTH CONCERNS AMONG COLLEGE STUDENTS

- Depression
- Anxiety
- Relationship Issues
- Family Problems
- Trauma/ Loss
- Eating Disorders
- LGBTQ Concerns
COMMON REASONS FOR ACADEMIC PROBLEMS

- Motivation
- Inadequate Time Management
- Study Skills
- Social Distractions
- Learning Disabilities
- Substance Abuse
- Psychological Issues
YOU MAY NOTICE:

- Fatigue/ tiredness
- Difficulty concentrating or making decisions
- Unexplainable academic difficulties
- Missing classes and appointments
YOU MAY ALSO NOTICE:

- A pattern of repeated crises
- Drastic changes in behavior or level of involvement
- Frequent physical problems or illnesses
- Difficulty relating to peers
- Expressing overt themes of death and/or dying in their work or conversation
GENERAL GUIDELINES FOR HELPING STUDENTS

- Talk to them (express empathy and caring)
- Set limits with reasonable flexibility
- Offer options (office hours, tutoring services, extra credit work)
- Encourage them to use resources
  - WMCC
  - Dean of Students
WHEN TO MAKE A REFERRAL

- It is time to refer a student when they are consuming more of your time, energy and/or resources than you are capable of giving or when it is clear that they have issues that may require a specific expertise.
HOW TO MAKE A REFERRAL

- Let the student know specifically what you are seeing or hearing that makes you concerned
- Express your intention to continue to support them, but the need you see for involving others
- Be willing to personally facilitate the connection to services in some way
- Reassure the student that your relationship will remain intact
DEALING WITH SPECIAL CIRCUMSTANCES

- On a very rare occasion you may be faced with a student in significant crisis
  - Student is suicidal
  - Student is out of touch with reality
SUICIDAL STUDENT

- Don’t make promises of confidentiality
- Ask if they have been thinking about/feeling like harming themselves
- Be non-judgmental and express concern
- Reach out for immediate help
  - Business Hours WMCC  221-3620
  - After-hours WMPD  221-4596
- **Never** try to physically detain a student in crisis. **Always** protect yourself.
- Provide police or counselor with all the information that you have which can aid in adequate response
OUT OF TOUCH WITH REALITY

- Keep them talking and focused on present (oriented to person, place, time)
- Engage their senses (taste, touch, smell, sight)
- Try not to challenge their view of reality
- Call for immediate assistance
  - Police via department office, other faculty, other student (221-4596)
- Stay with them until help arrives
The William and Mary Counseling Center is here to support faculty in their mission to provide quality education. If you are dealing with a situation where you could use our expertise, please don’t hesitate to call. We provide:

- Educational outreach
- Consultations regarding student situations
WILLIAM AND MARY COUNSELING CENTER

- 240 Blow Memorial Hall
- Hours
  + 8:00 am – noon and 1:00 – 5:00 pm weekdays
- 757-221-3620
- Initial appointments scheduled within 2-3 days
- Crisis appointments available same day
  + For immediate assessment of significantly distressed or disturbed students