

Responding to Student Emergencies

The university encourages and supports staff members' or professors' decisions to respond to students in distress. Students in distress may display troubling behavior. Such behaviors include the following:

- Suicidal gestures, intentions, or attempts
- Other behavior posing a threat to the student (e.g., drug/alcohol abuse)
- Threats or aggression toward others
- Demonstrated inability to care for oneself.

Campus resources for responding to mental health emergencies:

For consultation with a Counseling Center clinician, call 521-6202. The center is open Monday through Friday 8am-5 pm. If you have decided to make a referral, please read the section on "Referring a student for professional help" for details on steps to take.

If the student prefers to talk with a clinician not associated with the university, please refer him or her to the Southeastern Regional Mental Health and Substance Abuse Services access line at 1-800-670-6871 or 1-800-672-8255 after 5pm and on weekends. Our staff is also available to provide information on counseling options in the community.

Counseling Center staff members are on call for emergency consultations 24 hours a day, seven days a week, when school is in session. For after-hours emergency services call UNC Police (521-6235) and they will contact the clinician-on-call to consult with you or the student.

If the student requires immediate medical attention, hospitalization, or is unmanageable (aggressive, hostile, refusing care), or if you feel directly threatened by a student or feel others are at risk, call UNCP Police at 521-6235. They will provide assistance and transport the student to the appropriate facility.

WHAT YOU CAN DO

- Move the student to a quiet and secure place if possible.
- Enlist the help of a co-worker so that the student is not left alone and you are not left alone with the student.
- Listen attentively and respond in a straightforward and considerate way.
- When contacting a campus resource, have available as much information as possible, including your name; the student's name and location; a description of the circumstances and the type of assistance needed; the exact location of the student in the building; and an accurate description of the student.
- Alert the Student Affairs Office (521-6226) as soon as possible.