



AFTER the Crisis

Remain in contact with your student and be aware of any behaviors of concern. Provide the same manner of concern and support you give to all of your students. Continue to respect the boundaries and personal rights of the student and maintain healthy boundaries in the faculty/student relationship.

If you wish follow-up information on a student you referred, please ask that student to provide the counselor in the office of Counseling and Career Services permission to speak to you. If you do not hear from the counselor, it is likely that permission was denied by the student. Respect the student's right to privacy.

Take care of your emotional health. After a crisis it is not unusual to need to talk to someone to "debrief" (just talk about the event, your reactions to it and how you are feeling about it "after the fact"). This is a normal response. Our counselors can talk to you without jeopardizing the confidentiality of your student.

COUNSELING & CAREER SERVICES

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(318) 357-5621
<http://ccs.nsula.edu/>

After Hours Crisis Call - University Police
(318) 357-5431



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COUNSELING AND CAREER SERVICES

**Crisis and
Referral Service for
Faculty and Staff**



GUIDE for Faculty and Staff

The Office of Counseling and Career Services is a student service agency within the Division of Student Affairs. Our mission is to provide the support and guidance necessary to help each student grow and develop emotionally, interpersonally, intellectually and professionally. Our professional staff consists of three licensed professional counselors, an LPC Intern, a full-time professional career counselor and the Job Location and Development Officer. All registered NSU students are eligible for services at no additional charge.

CONFIDENTIALITY

Confidentiality is the foundation for any counseling relationship and is necessary to establish a safe environment in which the student can grow and change. The counseling relationship and the information resulting from the counseling sessions will not be disclosed to others without the written consent of the student.

Exceptions to this rule are as follows:

1. *The student is at risk for harming him/herself;*
2. *The student is at risk for harming another;*
3. *A minor child or elder is judged to be in danger of abuse or neglect;*
4. *A student's records are subpoenaed by court.*

CRISIS OR EMERGENCY SITUATIONS

Occasionally a student may appear to be extremely upset or distraught. Crisis situations may involve a student threatening or attempting suicide, posing a threat to self or others, or being the victim of a natural disaster, or violent crime such as assault or rape.

SYMPTOMS TO LOOK FOR:

- Depressed mood/sadness
- Talk of hurting self or others
- Withdrawal from peers or family
- Agitated, irritable, aggressive
- Sleep disturbance
- Loss of interest in self-care
- Apparent "change" in personality
- Giving away/selling possessions
- Poor academic or work performance
- Inability to deal effectively with the present and preoccupation with the past
- Anxiety and worry
- Alcohol/ Drug abuse

If a student is acting in a troubling manner or seems to be losing control, there are several points to keep in mind.

- Remain calm.
- Offer a quiet place to talk and listen.
- Be simple and direct. Convey understanding and respond honestly.
- Tell the student of your concern. Be specific about his/ her behaviors.
- Be firm, Set clear limits and provide a plan of action and support.
- Inquire how the student is attempting to respond to the problem. Develop response options together.



In the event of an URGENT or CRISIS situation with a NSU student you may do the following:

- Do not leave the student unattended. Have an adult with the student until they are connected with a counselor.
- During normal working hours call the office of Counseling and Career Services to discuss a situation or arrange an appointment for the student. Or accompany the student to the office of Counseling and Career Services, and we will arrange for you and the student to see a counselor. Be sure to let staff know it is an emergency.
- After hours you can arrange for the on-call counselor to be contacted by calling University Police at 357-5431. Leave a phone number where you can be reached and location. Do not leave the student unattended. For situations where physical safety is an issue call University Police to contact EMS services. Ask to have the counselor on call contacted if counseling support is needed.

**University Police
(318) 357-5431**

