

TIPS - Faculty & Staff Referral to Wellness Center

As a faculty or staff member, you are in an excellent position to recognize behavioral changes that characterize an emotionally distressed student. Referrals from faculty and advisors are one of the most common routes in which our students connect with the Wellness Center. Your ability to recognize the signs of emotional distress and the courage to voice those concerns to the student are critical steps in students receiving the support they need and deserve.

Signs of distress may include inability to concentrate, confusion, persistent worrying, social isolation, increased irritability, bizarre behavior, missed class/assignments, procrastination, dangerous behavior, restlessness, disheveled appearance, mood swings, indecisiveness, depression, and anxiety.

How to make a referral

1. Talk to the student in private and listen. Express your concern for their well-being by saying something such as, "I've noticed that you have been _____ lately and I'm concerned."
2. Let them know that there are counselors available at the Wellness Center that can help them.
3. Inform the student that the services are strictly confidential and free to students.
4. If the student is unsure about talking to someone, let them know that they can go for a consultation to discuss what services the Wellness Center offers.
5. Except in emergencies, the option must be left open for the student to accept or refuse counseling. If the student is skeptical or reluctant for whatever reason, simply express your acceptance of those feelings so that your own relationship with the student is not jeopardized. Give the student an opportunity to consider other alternatives by suggesting that he or she might need some time to think it over. If the student emphatically says "no," then respect that decision, and again leave the situation open for possible reconsideration at a later time.
6. You can give the student our contact information, call with the student in your office and hand them the phone, or walk the student to our center so that they can make an appointment.
7. You may wish to follow up with your student to show your continued interest in their well-being even if the student declined your attempted referral. However, please be aware that unless a written release of information is signed by the student, the Wellness Center cannot share information regarding counseling services provided. Privacy is essential in the therapeutic process and the right of a Wellness Center client. It is recommended that you reach out to the student directly for an update.

IN AN EMERGENCY - If a student's situation is life threatening to himself/herself or to others, please contact **Wright College Security at 773-481-8970** immediately.