### Responding to Students in Crisis or Distress

A RESOURCE FOR FACULTY & STAFF

When a student is in distress, there are many ways to reach out in a caring manner. Your actions can make a difference.

#### Other ETSU Resources

**Undergraduate Student Success Specialist**  
423-439-8777  
For undergraduates experiencing a wide range of problems.

**Graduate Student Success Specialist**  
423-439-8300  
For graduate students experiencing a wide range of problems.

**Bucky’s Food Pantry**  
http://www.etsu.edu/foodpantry/default.aspx  
The mission of the food pantry is to diminish or end food insecurity for the ETSU community in the most convenient, discreet, and easily accessible means possible.

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### Campus Mental Health Resources

#### The Counseling Center

D.P. Culp Center  
3rd Floor, Room 345  
423-439-4841  
www.etsu.edu/students/counseling  
Monday - Friday 8:00 a.m.- 4:30 p.m.

**Walk-in hours:**  
Monday — Thursday  
10 -11:30 a.m. and 2 - 3:30 p.m.

**Services:**  
- Confidential, short-term counseling  
- Psychiatric services  
- Mental health resource referral  
- Consultation and advocacy  
- Outreach programs

**Community Counseling Clinic**  
Warf-Pickel Hall, Room 327  
To make an appointment, call 423-439-7679 or email ccc@etsu.edu  
www.etsu.edu/ccoe/cchs/counseling/clinic

- Individual, couples, and family counseling for students and community  
- No session limits  
- Services available Monday — Friday, except during University and semester breaks  
- Primarily afternoon and evening hours

**Student/University Health Services**  
Roy S. Nicks Hall  
Suite 160  
423-439-4225  
www.etsu.edu/nursing/shserv  
Monday-Friday 8:00 a.m.-4:30 p.m.

**Services:**  
- Integrated primary care including both physical and mental health care services

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**Behavioral Health and Wellness Clinic**  
Located in the back/basement of Lucille Clement Hall (Building 134)  
423-439-7777  
www.etsu.edu/cas/psychology/bhwc/services.aspx

**Services:**  
- Psychotherapy for individuals, couples, families, and groups  
- ADHD & Learning Disability Assessment

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There is a fee for several services. SUHS files your insurance for these services. If students do not have insurance, SUHS has reduced rates for self pay. Students must bring Student ID and Insurance Card if applicable.

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**Bucs Press**  
(423) 439-4841

**Mental Health Help Line**  
Students can dial the number above, then press “2” to speak with licensed professionals.

In case of emergency, please contact Public Safety for help.  
423-439-4480

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**The Counseling Center**  
Division of Student Affairs  
EAST TENNESSEE STATE UNIVERSITY
Students in a Serious Mental Health Crisis

A crisis takes place when a person’s typical coping methods are no longer working. If a student is in serious crisis, you might notice:

- Destruction of property
- Criminal behavior
- Difficulty communicating
- Highly disruptive behavior
- Mention of suicide, death, or suicide attempts
- Other cognitive changes
- Bizarre, eccentric, or unusual/high risk behavior
- Disorganized speech or thinking
- Lack of personal hygiene

Over time, the warning signs listed below suggest that there may be cause for concern:

- Changes in attendance
- Changes in academic performance
- Social withdrawal
- Marked change in personality or habits
- Depressed mood or lethargy
- Hyperactivity or rapid speech
- Consistently falling asleep in class
- Behavior that is offensive or interferes with the environment
- Exaggerated or unusual emotional responses

Students in Distress

If a student is in serious crisis, working. If a student is in serious crisis, you might notice:

- Consistently falling asleep in class
- Hyperactivity or rapid speech
- Marked change in personality or habits
- Depressed mood or lethargy
- Hyperactivity or rapid speech
- Consistently falling asleep in class
- Behavior that is offensive or interferes with the environment
- Exaggerated or unusual emotional responses

WHAT IS A CARE REPORT?

A CARE Report is an online form that anyone associated with ETSU can complete in order to call attention to a student of concern. It should NOT be used in the case of an emergency or if immediate attention is needed.

WHO CAN FILE ONE?

Any ETSU faculty, staff, student or parent may file a CARE report.

- WHAT TYPES OF CONCERNS CAN BE REPORTED?

Any concern about a student’s welfare may be reported. This includes: medical issues, mental health issues, academic issues, physical safety concerns and others.

- CAN I MAKE AN ANONYMOUS CARE REPORT?

CARE Reports are confidential, but not anonymous. Reporters must provide their contact information in case a follow-up is needed to gather more information. However, the reporter’s identity will not be disclosed to the Student of Concern. A limited number of Student Affairs staff will have access to the CARE Report.

- WHAT HAPPENS AFTER I FILE ONE?

All CARE Reports are reviewed daily by the Dean of Students. If it is determined that further action is needed, the student will be contacted and interviewed in person if necessary to assure safety. Depending on the severity of the concern, students may be required to undergo a mental health screen or fulfill other requirements.

- HOW DO I FILE ONE?

Go to https://etsu-advocate.symplicity.com/care_report/

- ARE THERE ALTERNATIVES?

Yes. Other options include consulting with other ETSU staff such as Residential Advisors, consulting with Counseling Center staff by phone or in person, or walking the Student of Concern to the Counseling Center.

More Resources On The Back