

Policy Statement

The mission of Terra State Counseling Services is to provide a professional and confidential setting for the psychological, emotional and developmental support of students as they pursue academic goals and explore personal growth, and act as a resource for faculty and staff to assist with their interactions with students.

Policy Details

- A. A crisis intervention is when a student is experiencing mental or emotional behavior(s) that constitutes an imminent danger to self or others. All staff and security will follow procedures listed below.
- B. Referrals outside of normal college operating hours (8:00 am to 5:00 pm) will be made by calling Campus Safety Office at 419-559-2253.
- C. Counseling Services' emergency cell phone may be active after regular business hours and on the weekend when the college is open.
- D. When the cell phone is not active, emergency counseling services can be secured by calling The Mental Health Hotline 1-800-826-1306 or The National Suicide Prevention Lifeline at 1-800-273-8255.
- E. The cell phone may be carried by the counselor-on-call at all times, so that emergency services can be secured even during working hours.
- F. Instructions on calling the cell phone will be made available to Campus Safety and Housing.
- G. Documentation of any services or consultations provided in response to cell phone activity will be made in student treatment files (if applicable) using the standard progress note guidelines.

Procedures

A. Guidelines for determining the level of response required for after-hours emergency calls

After hour emergency calls differ in terms of levels of urgency and steps needed to address them. These guidelines are meant to provide general direction on how to address different kinds of calls.

Counselors should use these guidelines in conjunction with their clinical judgment. Counselors should document their rationale for how they respond to any given emergency call.

B. Calls that generally require an immediate transport to a hospital emergency room or transport from police.

- a. Situations involving inebriated, unresponsive, dangerous, psychotic, or otherwise "out of control" students generally require immediate intervention from emergency medical personnel or the police.
- b. Counselors may play a role in evaluating or consulting about such situations, but are not poised to intervene directly.
- c. Examples:
 - i. An emotionally unstable and/or inebriated student.
 - ii. A student experiencing hallucinations or who otherwise seems significantly out of touch with reality.
 - iii. A student directly threatening homicide or mass violence.

C. Calls that generally require a face-to-face intervention

- a. Only genuinely urgent calls, such as those involving the safety of a student, require a visit to campus.
- b. Typically, a visit to campus would involve meeting with the student for an assessment, and may include an assessment for possible hospitalization.
- c. When meeting a student on campus and after-hours, it is advisable to meet in the Counseling Center only when other staff are readily available; otherwise, Campus Safety can offer private meeting space in their offices.
- d. In addition, Campus Safety will transport the student to the meeting place, and remain near the student until the counselor arrives and stay in an outer room during meeting.
- e. Examples:
 - i. A suicidal student, particularly if that student does not have a pre-existing relationship with the counselor-on-call.
 - ii. A student experiencing what may be psychotic symptoms.
 - iii. A student who seems unable to maintain basic functioning.
 - iv. A student who feels endangered.

D. Calls that might require a face-to-face intervention

- a. A student is so distressed that either the student or the counselor-on-call is uncomfortable waiting for the next business day to meet (student is experiencing a panic attack and cannot be calmed over the telephone).
- b. In such cases, the decision to meet face-to-face may hinge on the student's access to other social supports (family/friends).
- c. Examples:
 - i. A crisis involving multiple members of the campus community (death of another student). Students may request and welcome group interventions during such times.
 - ii. A college staff or faculty member requests the counselor-on-call to come to campus. Depending on the situation, and a discussion between the counselor and the campus colleague, it may make sense for the counselor to gather additional information before deciding to come to campus.

E. Calls that generally do not require a face-to-face intervention

- a. Many emergency calls can be handled by telephone, as they do not involve imminent threats to anyone's safety or high levels of distress.
- b. Examples:
 - i. A student who wants to know how to help a friend who is troubled.
 - ii. A student is feeling lonely or homesick.
 - iii. A student who has experienced a panic attack, but is not feeling overwhelming distress.

F. Providing feedback to faculty or staff

- a. When faculty or college staff is involved in reporting an emergency, they should be contacted and given general feedback about how the crisis was addressed within the limits of confidentiality.
- b. If the campus colleague is likely to be in a position to report an emergency in the future, he/she should also be provided with information about report, so the colleague can improve reporting response in the future.

Resources

National Suicide Prevention Hotline

1-800-273-8255

Mental Health Crisis Hotline (24 Hours)

1-800-826-1306

ProMedica Student Assistance Program (24 Hours)

There is no charge for your student assistance program counseling sessions.

They are part of our student benefits package.

1-866-327-3759

Counseling Center

Building B, Room 107

419-559-2367

Email: counseling@terra.edu

Website: https://www.terra.edu/life_at_terra_state/student_services/mental_health_counseling.php

Definitions

Term Definition

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Approval History

<i>Date</i>	<i>Policy/Procedure or Entire Document</i>	<i>Notes (Types of Actions)</i>	<i>**Approved by</i>
8/30/2018	Policy	Instituted	Unknown
1/2/2024	Policy	Moved to new policy templated Added Resources	Tim Shaal, Dean of Student Success

**Full name of CASA Committee Chair, signatory, or designee

Effective Date: 8/30/2018

Next Review Date: 01/03/2027