



# WELLNESS SERVICES

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If a student is in CRISIS - at risk of harm to themselves or others:

If a student is NOT in CRISIS:

- On Campus - Contact Campus Police at 919-866-5922
- Off Campus or in an emergency call 911
- Follow "Students in Crisis Procedures"

- Speak with the student in a caring manner about a referral to Wellness Counseling. Let the student know that they may benefit from meeting with a counselor. Keep in mind:
  - Counseling does not impact or influence academic records.
  - Counseling is confidential.
  - Counseling is free for enrolled Wake Tech students.

## WELLNESS SERVICES, HOW WE HELP, & WHAT WE OFFER

Use a brief, solution-focused model of counseling offering

- Individual Counseling
  - One-on-one sessions
- Crisis Counseling
  - Emotional support, interventions, feedback to assist students in crisis
- Other Services
  - Group counseling, workshops, referrals, and consultation

Help students struggling with:

- |              |                          |              |
|--------------|--------------------------|--------------|
| • Stress     | • Homesickness           | • Obsessions |
| • Depression | • Grief and loss         | • Anger      |
| • Anxiety    | • Issues with motivation | • And more   |
| • Trauma     | • Sexuality              |              |

We Care Student Assistance Program:

- Free, confidential help for personal, work-related and family concerns. Crisis assistance.

704-5291428 or 800-633-3353

## 24/7 SUPPORT LINES



- |                                 |                              |
|---------------------------------|------------------------------|
| Suicide Prevention Lifeline     | 800-273-TALK (8255)          |
| Alliance Access                 | 800-510-9132                 |
| Hopeline                        | 919-231-4525 or 877-235-4525 |
| Veterans Crisis Line            | 800-273-8255 Press 1         |
| Trevor Project (LGBTQ+)         | 866-488-7386                 |
| Interact Domestic Violence Line | 919-828-7740 or 866-291-0855 |
| Interact Sexual Assault Line    | 919-828-3005 or 866-291-0853 |



## DISTRESS STUDENTS: SIGNS AND TIPS

"Distressed" - Student may exhibit behavior that is worrisome and indicate that they are coping with a serious mental health problem.

### Signs of a Distressed Student:

#### Academic Signs

- Excessive procrastination
- Repeated absences
- Uncharacteristically poor work
- Repeated requests for special considerations and/or extensions
- Morbid or bizarre themes on assignments
- Shift in discussion from academic to personal issues
- Disruptive classroom behavior
- Career or course indecision
- Difficulty concentrating

#### Interpersonal and Behavioral Signs

- Disclosure of personal distress
- Withdrawal from others
- Expressed concern about student by peers
- Change in personal hygiene
- Impaired speech
- Irritability
- Disorientation, seeming "out of it"
- Frequent falling asleep in class
- Dramatic weight loss or gain
- Recent traumatic experiences or losses
- Tearfulness

### Tips for speaking with a student in Distress

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- Speak with the student privately
- Let the student know you are concerned about their welfare
- Remain nonjudgmental
- Document your interaction
- Explore options with the student
- Make referrals to appropriate resources (wellness services, SAS, etc.)
- Maintain clear boundaries
- Be firm, consistent, and honest
- If the student is upset or disruptive, set limits such as "I will be willing to speak with you as soon as you lower your voice."
- Allow the student to vent if needed and use silence
- Ask the student to leave if they are being disruptive
- Do not make the problem your own
- Do not involve yourself beyond the limits of your time and/or skill
- Do not get into an argument or shouting match with the student
- Do not ignore safety issues if the student is becoming more agitated
- Do not minimize the situation
- Ask for help

### Emergency Signs

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- Direct or indirect expression of suicidal thoughts
- Direct or indirect expression of homicidal thoughts
- Severe loss of emotional control
- Gross impairment in thinking ability
- Loss of connection with reality
- Expressions of violence towards self or others
- Written or verbal threats

### Tips for Speaking with a Student in Crisis

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- Remain Calm
- Follow "Students in Crisis Procedures" by contacting campus police if on campus at 919-866-5911 or 911 if off campus