

RESPONDING TO MENTAL HEALTH CONCERNS

UNIVERSITY COUNSELING CENTER

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THE UNIVERSITY OF
TOLEDO

LEARNING OUTCOMES

- Outcome 1: Concerning personal behavior changes
- Outcome 2: The process of addressing mental health crises and steps to contacting emergency resources
- Outcome 3: Identify counseling center resources, hours, location, and staff members



COMMON STUDENT ISSUES

- Anxiety
- Depression
- Stress Management
- Relationship Issues (Romantic)
- Self-esteem Concerns
- Academic Concerns
- Relationship Issues (Family)

*Eating disorders and substance abuse are often a manifestation of one or more of these issues



CONCERNING PHYSICAL CHANGES

- Poor hygiene
 - Ex: haven't showered in days, body odor
- Look tired/lethargic
- Significant weight loss/gain in a short period of time
- Dressed inappropriately for the weather
 - Ex: wearing a sweatshirt and sweatpants outside on a 90 degree day

CONCERNING BEHAVIORAL CHANGES

- Irritability
- Social isolation
- Increased alcohol or drug use
- Changes in sleep
- Eating too much/too little
- Stop going to class/completing assignments

WHAT CAN YOU DO?

- Check-in
 - Express care/empathy
 - Listen
 - List observations
 - Know appropriate resources



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SCENARIO

Your peer, Molly, is typically a cheerful, outgoing person who seems to be friends with everyone in her dorm and is involved in a lot of activities on campus. Recently, you think Molly hasn't seemed like herself. When you see her on campus, she avoids eye contact and conversation. When you do talk to her, she provides short answers and doesn't seem to care as much about her work and relationships as she used to. She has been wearing the same sweatshirt for the past week and is no longer spending time with her friends, which she used to enjoy. Some of her other friends come to you expressing concern that Molly hasn't been going to class and has seemed disconnected. What would you do?



SCENARIO RESPONSE

You: “Hey Molly, do you have a minute to talk? I am worried about you, you don’t seem engaged during our time together and some other friends and I are concerned that you haven’t been going to class or spending time outside of your room. I care about you and want you to be happy and successful. How have you been feeling recently?”



SCENARIO RESPONSE 1

Molly: “Wow, this is embarrassing. I didn’t think anyone really noticed. I have been feeling pretty overwhelmed lately and just can’t find the energy to do a lot of things. I’m not sure what to do.”

You: “I understand this is hard for you, but I’m glad you told me. A lot of people struggle, especially in college. I want to make sure you’re okay. There are some resources I’d like to give you, but first- are you feeling suicidal?”



SCENARIO RESPONSE 2

Molly: “Why is everyone always in my business? Sure, I’ve been tired lately but that’s because I’m so busy! I didn’t know taking naps was a crime.”

You: “I’m sorry if it feels like I’m attacking you, I care about you and just wanted to check-in to make sure you were okay. I hope you know I’m here if you need to talk.”



OUTCOME 1: RECAP

- What is the most common mental health concern among college students?
 - Anxiety
- What are behavioral changes that might indicate someone is struggling with their mental health?
 - Social isolation
 - Alcohol/Drug use
 - Irritability
 - Changes in sleep or appetite
 - Stop going to class/doing work
- What are the 3 things to make sure you do/include when checking in with someone you're concerned about?
 - Express care/empathy
 - List your observations
 - Give them helpful resources



WHAT IS A CRISIS?

Mental health crisis: Perceiving or experiencing an intolerable situation or event that exceeds the person's current resources and coping mechanisms, resulting in severe mental health symptoms.

MH Crisis may include the following:

- Suicidal ideation, plans or intent
- Hallucinations
- Delusions
- Mania
- Severe Depression
- Thoughts of harming others due to a mental illness
- Sexual violence / Intimate partner violence



SIGNS OF A MENTAL HEALTH CRISIS

- **The person may be:**
 - Unable to complete daily tasks like getting dressed, brushing teeth, bathing, etc.
 - Verbally saying, writing or insinuating that they'd like to kill themselves and/or talking about death
 - Withdrawing from friends, family and their typical social situations
 - Showing impulsive or reckless behavior(AoD, sex, gambling), being aggressive
 - Having dramatic shifts in mood, sleeping or eating patterns
 - Think irrationally
 - Cannot problem solve
 - Emotionally drained / charged to the point of not being able to manage their emotions.



WHAT A CRISIS IS NOT

Overwhelming stressors, such as roommate fights, financial stress, academic anxiety, and homesickness are not considered mental health crises *unless accompanied by severe depression, anxiety, or suicidal thoughts.*

REFERRING TO THE UCC: SUICIDE

- Plan of Action:
 - Keep person safe-DO NOT LEAVE PERSON ALONE!
 - Consult with the nearest helpful person (get some help!)
 - A staff member or person on duty contacts UToledo Police and/or a Counseling Center staff member



REFERRING TO THE UCC: SUICIDE

- Making the Call
 - We will want to speak to all parties involved (e.g. police, staff, support personnel, roommate) prior to speaking with the person in need.
- We will need the following information:
 - Who is the person? Location?
 - Your assessment of the situation. Any additional information regarding this person's behavior?
 - Description of person: Is he or she speaking coherently? Any substance use?

HOW YOU CAN HELP

- Be positive and non-judgmental
- LISTEN, LISTEN, LISTEN!
- Be willing to have awkward conversations
- If you see red flags, consult with someone that can help
- Communicate confidently and clearly
- Be consistent
- Be transparent



SCENARIO #1

- A person comes to you and says:
“I really miss home. I have no friends. My partner cheated on me. I was fired from my job. I have no money. My professor is a jerk. I’m failing most of my classes...and I just want it all to be over...”
- How do you respond?
“Thank you for trusting me enough to share this with me. Your last remark has me worried-what do you mean by you want it all to be over? Are you thinking about killing yourself? No, ok then let’s talk about the other issues you mentioned and see what we can do to support you.”

SCENARIO #2

- A person comes to you and says:
“I really miss home. I have no friends. My partner cheated on me. I was fired from my job. I have no money. My professor is a jerk. I’m failing most of my classes...and I just can’t take it anymore and I want to die...”
- How do you respond?
“Are you thinking about committing suicide?” “Yes, ok, thank you for being open and honest. I am going to need to contact someone who can better support you during this time. I am not going to leave you and will be here to help support you. I can just call or text them. After I do that we can talk and breathe while other supports arrive.”

OUTCOME 2: RECAP

- Identify 3 “red flags” that typically indicate a person is in crisis.
 - Unable to complete daily tasks like getting dressed, brushing teeth, bathing, etc.
 - Verbally saying, writing or insinuating that they’d like to kill themselves and/or talking about death
 - Withdrawing from friends, family and their typical social situations
 - Showing impulsive or reckless behavior(AoD, sex, gambling), being aggressive
 - Having dramatic shifts in mood, sleeping or eating patterns
 - Think irrationally
 - Cannot problem solve
 - Emotionally drained / charged to the point of not being able to manage their emotions.
- Differentiate between a person that is stressed and a person in crisis.
 - A person who is stressed can also express a wide range of emotions as well. However a person in crisis may also experience suicidal/homicidal thoughts, hallucinations, delusions or an inability to care for themselves. “Being emotional is not a crisis”
- What should you do if the person is in crisis?
 - LISTEN, LISTEN, LISTEN!
 - Be willing to have awkward conversations
 - If you see red flags, contact your supervisor
 - Never leave the student alone
 - Communicate confidently and clearly
 - Be consistent
 - Be transparent



WHERE IS THE COUNSELING CENTER?

Main Campus
University Health Center
1735 W. Rocket Drive



FRONT DESK

TRACY MOORE

DIRECTOR

LA TASHA SULLIVAN, PHD, LPCC-S

ASSOCIATE DIRECTOR

AMANDA JONES, MRC, LPCC-S

CLINICIANS

HEATHER SCHMIDT, MSSA, LISW-S

JAMES TOWNSEND, MED, LPC

CASSIE HAAS, PSY.D , PSYCHOLOGIST

WHITNEY DILLARD, MSW

WILLIAM COVERT, PHD, PSYCHOLOGIST

GRADUATE ASSISTANT

KELSI ROOKS



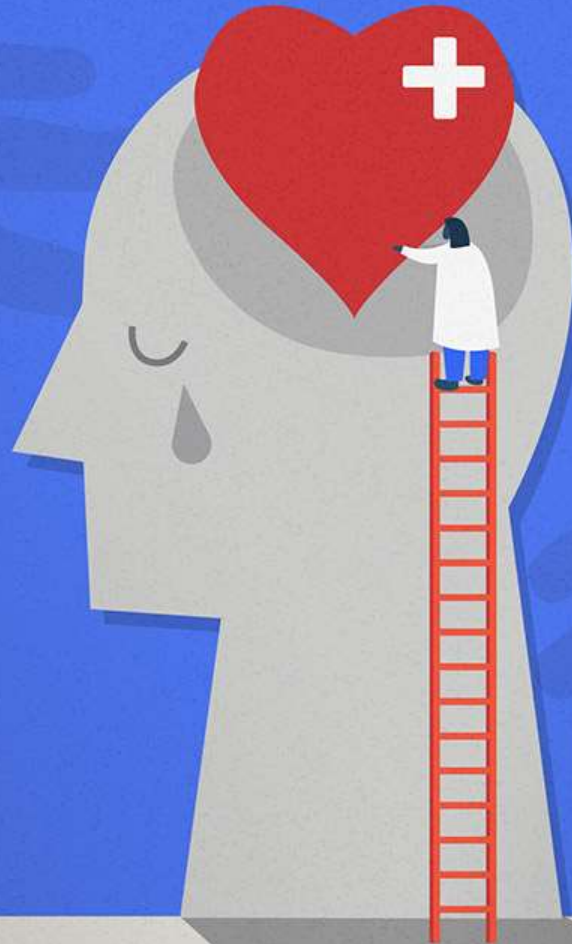
COUNSELING CENTER SERVICES

- Screening
- Individual / Couples / Group Counseling
- Consultation (faculty, staff, administration)
- Crisis Intervention
- Education workshops
- Information & Referrals
- Outreach Events
- Care Coordination
- Training for Interns / Externs
- Online Screening



First Steps

- Call 419-530-2426
- Schedule an appointment
- Complete initial paperwork online
- Meet for 40-50 minute intake
- Discuss next steps with counselor



Possible Next Steps

- Individual Counseling
- Group Counseling or Workshop
- Referral to another office
- Referral to an off-campus provider
- No follow-up needed

TELEHEALTH APPOINTMENTS

Fall 2020

- All appointments will be by either phone or video (video preferred)
- The CC uses WebEx for video appointments- available to all students
- The most up-to-date information can always be found on our website:
<https://www.utoledo.edu/studentaffairs/counseling/>



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Know WHO to Call

SUICIDE HOTLINE 1-800-273-TALK (8255)
CRISIS TEXT LINE 741741 (TEXT "HELLO")
UTPD 419-530-2600
TOLEDO EMS/POLICE 911
COUNSELING CENTER 419-530-2426
RESCUE CRISIS 419-255-3125

ONLINE RESOURCES

SELF HELP RESOURCES



Anxiety



Depression



COVID-19



"The Happiness Trap" Podcast



Relationships



Smartphone Applications



Coping Skills



Substance Use



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REFER

**MONDAY – FRIDAY
8:15AM-5:00PM**

Counseling Center
419-530-2426

REFER