## Assisting Students in Distress

Always approach each interaction with authenticity and non-judgement. See resources on reverse side for student referrals. Call 911 if a student poses an immediate danger to themselves or others.

### Manageable Stress
- **May Look Like**
  - Student has a reasonable amount of stress and reports engaging in effective self-care strategies.
- **May Sound Like**
  - "I've been pretty stressed, but finding time to exercise has made things feel more manageable."

### Mild Distress
- **What you can do**
  - Foster a supportive relationship with student. Ask about their school-life balance & self-care practices. Put resources in your syllabi.
  - "How have you been feeling lately?" or "How are you carving out time to care for yourself?"
- **What you can say**
  - Provide general information about wellness resources such as Hokie Wellness workshops, support groups, or healthy coaching through TimelyCare.
- **Action Steps**
  - "That sounds difficult. What are some things you can do in the coming days to feel a sense of balance?"

### Moderate Distress
- **What you can do**
  - Ask clarifying questions. Use active listening skills to identify stressors & barriers. Affirm students' strengths. Identify a realistic step together. Follow up.
  - "I can see how hard you've been trying to manage it all." or "You said you've been struggling lately, tell me more about what's been going on. I want to help."
- **Where to refer**
  - Refer student to Cook Counseling, Dean of Students, or TimelyCare for 1:1 support. Additionally, a campus support group may be appropriate.

### Acute Distress
- **What you can do**
  - Calmly voice your care & concern. Know your limits. Do not guarantee confidentiality. Remain with them until they're connected to help.
  - "I hear that you're hurting right now & I care about you. Getting help can feel scary; we could call Cook together to talk to someone?"
- **Where to refer**
  - Call Cook with student & communicate acute concerns. If student refuses and/or you are unsure of next steps, you can call Dean of Students to consult.

### Spectrum of Distress adapted in part from Active Minds and the JED Foundation

Updated 2/22/2023. To access the most current version visit: [hokiewellness.vt.edu/distressguide](http://hokiewellness.vt.edu/distressguide)
# Resources for Students in Distress

Distress & well-being are multidimensional, so the resources considered should be as well. Stress is influenced not only by academics, but experiences with mental illness, financial difficulties, relationships, sexual violence, substance use, identity, & more.

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Virginia Tech Police</th>
<th>VTPD Provides campus security and conducts wellness checks on students in need. Call if a student poses an immediate danger to themselves or others.</th>
<th>Emergency: 911 Non-Emergency: 540-382-4343</th>
<th>police.vt.edu</th>
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</thead>
<tbody>
<tr>
<td>VTPD</td>
<td>Dean of Students Office</td>
<td>Provides support, conducts follow-ups, and determines intervention during crisis.</td>
<td>540-231-3787 After hours: 540-231-6411, press 1</td>
<td>dos.vt.edu</td>
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<td></td>
<td>Cook Counseling Center</td>
<td>Offers 24/7 non-appointment crisis counseling, individual &amp; group counseling, psychiatry, and identity-based support groups.</td>
<td>540-231-6557 For all calls</td>
<td>ucc.vt.edu</td>
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<td></td>
<td>TimelyCare</td>
<td>24/7 online access to mental health support, coaching, and self-care tools. Brief 1st time registration required.</td>
<td>540-231-7806 WRC of the NRV: 540-639-1123</td>
<td>app.timelycare.com</td>
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<td></td>
<td>VT Women's Center</td>
<td>Support for anyone impacted by gender-based harassment or violence. For after hours crisis support contact the Women's Resource Center of the New River Valley.</td>
<td>WRC of the NRV: 540-639-1123</td>
<td>womenscenter.vt.edu wrcnrv.org</td>
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<tr>
<td>Available Crisis Support</td>
<td>Title IX Coordinator</td>
<td>Receives &amp; conducts follow-ups on complaints of sexual misconduct and violence.</td>
<td>540-231-2010</td>
<td>safe.vt.edu</td>
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<td></td>
<td>Services for Students with Disabilities</td>
<td>Provides accommodations, support, and services to students on a case-by-case basis.</td>
<td>540-231-3788</td>
<td>ssd.vt.edu</td>
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<tr>
<td></td>
<td>University Scholarships and Financial Aid Office</td>
<td>Provides short-term loans for emergencies or changes in financial situations.</td>
<td>540-231-5179</td>
<td>finaid.vt.edu</td>
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<td>Hokie Wellness</td>
<td>Offers trainings, workshops, support groups, &amp; consultations for mental, physical, &amp; financial well-being (includes substance use support).</td>
<td>540-231-2233</td>
<td>hokiewellness.vt.edu</td>
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<tr>
<td></td>
<td>Advising: Navigate Referral Guide</td>
<td>Guide of campus offices (&amp; their services) that can be found in the Navigate referral system.</td>
<td>540-231-9337</td>
<td>advising.vt.edu/navigate-referral-guide</td>
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For a full list of mental health and other Virginia Tech wellness related resources visit: [well-being.vt.edu](https://well-being.vt.edu)