

# 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.*



May Look Like



May Sound Like



What you can do



What you can say



Where to refer

## Manageable Stress

Student has a reasonable amount of stress and reports engaging in effective self-care strategies.

"I've been pretty stressed, but finding time to exercise has made things feel more manageable."

## Mild Distress

Student shows early signs of poor performance, inconsistent attendance to class/meetings, some difficulty managing tasks.

"I'm just feeling a bit overwhelmed right now." or "I'm juggling a lot on my plate."

## Moderate Distress

Student shows signs such as continuous inability to complete tasks, inappropriate emotional responses, or poor communication.

"I just can't do this. Could I have another extension?" or "I'm just struggling to get it together."

## Acute Distress

Student shows signs of complete withdrawal or hopelessness. Student expresses direct threat to themselves.

"I don't want to be here anymore, it's not worth it." or "Everyone would be better off without me."

## Potential Action Steps

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?"

Provide general information about wellness resources such as Hokie Wellness workshops, support groups, or health coaching through TimelyCare.

Normalize challenges & validate. Ask about stressors and collaboratively identify helpful self-care practices. Document interaction.

"That sounds difficult. What are some things you can do in the coming days to feel a sense of balance?"

Connect student to support groups & workshops that help build stress management skills through Hokie Wellness, Cook Counseling, or TimelyCare.

Ask clarifying questions. Use active listening skills to identify stressors and barriers. Affirm student's 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."

Refer student to Cook Counseling, Dean of Students, or TimelyCare for 1:1 support. Additionally, a campus support group may be appropriate.

Calmly voice your care and 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; could we call Cook together to talk to someone?"

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.

*Adapted in part from Active Minds and the JED Foundation. This guide only provides examples, not comprehensive advice. Always consult with a professional when you are unsure what to do. Brought to you by Hokie Wellness, Undergraduate Academic Affairs, and the Dean of Students.*

# 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.*

Emergency	<b>Virginia Tech Police</b>	Provides campus security and conducts wellness checks on students in need. Call if a student poses an immediate danger to themselves or others.	<b>Emergency: 911</b> Non-Emergency: 540-382-4343	<a href="http://police.vt.edu">police.vt.edu</a>
	<b>Suicide and Crisis Lifeline</b>	A national network of local crisis centers that provide free 24/7 confidential emotional support to people in suicidal crisis or emotional distress (and to those supporting them).	<b>988</b> call or text	<a href="http://988lifeline.org">988lifeline.org</a>
Available Crisis Support	<b>Cook Counseling Center</b>	Offers 24/7 crisis counseling and consultations, individual/group counseling, psychiatry, identity-based support groups.	<b>540-231-6557</b> for all calls	<a href="http://ucc.vt.edu">ucc.vt.edu</a>
	<b>TimelyCare</b> Cook Counseling Affiliated	24/7 online access to mental health support, coaching, and self-care tools. Brief 1st time registration required.	<b>833-484-6359</b> press 1 for support	<a href="http://app.timelycare.com">app.timelycare.com</a>
	<b>Dean of Students Office</b>	Provides support, consultations, follow-ups, and determines appropriate interventions. Manages student emergency fund.	<b>540-231-3787</b> after hours: 540-231-6411, press 1	<a href="http://dos.vt.edu">dos.vt.edu</a>
	<b>VT Women's Center</b>	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 (WRC NRV).	<b>540-231-7806</b> WRC of the NRV: 540-639-1123	<a href="http://womenscenter.vt.edu">womenscenter.vt.edu</a> <a href="http://wrcnrv.org">wrcnrv.org</a>
Additional Resources	<b>VT Well-Being Website</b>	A hub of mental health and other wellness related resources.		<a href="http://well-being.vt.edu">well-being.vt.edu</a>
	<b>Hokie Wellness</b> (For students)	Offers workshops, consultations, & group support for mental, physical, and financial well-being (includes substance use).	<b>540-231-2233</b>	<a href="http://hokiewellness.vt.edu">hokiewellness.vt.edu</a>
	<b>Title IX Coordinator</b>	Receives and conducts follow-ups on complaints of sexual misconduct and violence.	<b>540-231-2010</b>	<a href="http://safe.vt.edu">safe.vt.edu</a>
	<b>Services for Students with Disabilities</b>	Provides accommodations, support, and services to students on a case-by-case basis.	<b>540-231-3788</b>	<a href="http://ssd.vt.edu">ssd.vt.edu</a>
	<b>Advising: Navigate Referral Guide</b>	This guide offers a more extensive listing of campus offices and their services. Those with Navigate access can also make <u>non-urgent</u> referrals to campus offices through the system.	<b>540-231-9337</b>	<a href="http://advising.vt.edu/navigate-referral-guide">advising.vt.edu/navigate-referral-guide</a>

# Assisting Employees in Distress

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



May Look Like



May Sound Like



What you can do



What you can say



Where to refer

## Manageable Stress

Individual has a reasonable amount of stress and reports engaging in effective self-care strategies.

"I've been pretty stressed, but finding time to exercise has made things feel more manageable."

## Mild Distress

Individual shows early signs of struggling to complete tasks, inconsistent attendance to responsibilities, and some difficulty managing workload.

"I'm just feeling a bit overwhelmed right now." or "I'm juggling a lot on my plate."

## Moderate Distress

Individual shows signs such as continuous inability to complete tasks, inappropriate emotional responses, or poor communication.

"I just can't do this. I need more time." or "I'm just struggling to get it together."

## Acute Distress

Individual shows signs of complete withdrawal or hopelessness. Individual expresses direct threat to themselves.

"I don't want to be here anymore, it's not worth it." or "Everyone would be better off without me."

## Potential Action Steps

Foster a supportive relationship with them. Ask about their work-life balance and self-care practices. Share resources.

"How have you been feeling lately?" or "How are you carving out time to care for yourself?"

Provide general information about wellness resources such as Hokie Wellness or health coaching through TimelyCare.

Normalize challenges and validate. Ask about stressors and collaboratively identify helpful self-care practices. Document interaction.

"That sounds difficult. What are some things you can do in the coming days to feel a sense of balance?"

Connect individual to resources that can help build stress management skills through Hokie Wellness, TimelyCare, or EAP services if available.

Ask clarifying questions. Use active listening skills to identify stressors and barriers. Affirm individual's 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."

Refer individual to EAP, TimelyCare, or NRVCS support services. Hokie Wellness can also help the individual navigate services to find the right fit.

Calmly voice your care and 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 and I care about you. Getting help can feel scary; if you like, we can call together to talk to someone."

Call a crisis support such as 988, EAP, or NRVCS with the individual and communicate acute concerns. If individual refuses, you can call 988 for support and guidance.

*Adapted in part from Active Minds and the JED Foundation. This guide only provides examples, not comprehensive advice. Always consult with a professional when you are unsure what to do. Brought to you by Hokie Wellness and Human Resources.*

# Resources for Employees in Distress

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

Emergency	<p><b>Virginia Tech Police</b></p> <p>Provides campus security and conducts wellness checks on those in need. Call if an individual poses an immediate danger to themselves or others.</p>	<p><b>Emergency: 911</b> Non-Emergency: 540-382-4343</p>	<p><a href="http://police.vt.edu">police.vt.edu</a></p>
Available Crisis Support	<p><b>Suicide and Crisis Lifeline</b></p> <p>A national network of local crisis centers that provide free 24/7 confidential emotional support to people in suicidal crisis or emotional distress (and to those supporting them).</p>	<p><b>988</b> Call or text</p>	<p><a href="http://988lifeline.org">988lifeline.org</a></p>
	<p><b>Employee Assistance Program (EAP)</b></p> <p>Available to employees with VT health plans. Support for mental health, substance use, legal issues, health, housing, caregiving, workplace issues, etc. 24/7 crisis support available. Be sure to say that you are with the Commonwealth of Virginia.</p>	<p>Anthem: <b>855-223-9277</b> Aetna: <b>888-238-6232</b> Kaiser: <b>866-517-7042</b> Sentara: <b>800-899-8174</b></p>	<p><a href="http://hr.vt.edu/eap">hr.vt.edu/eap</a></p>
	<p><b>TimelyCare</b></p> <p>24/7 online access to mental health support, coaching, and self-care tools. Brief 1st time registration required. Available to all full-time faculty/staff and non-student wage employees.</p>	<p><b>833-484-6359</b> Press 1 for support</p>	<p><a href="http://app.timelycare.com">app.timelycare.com</a> Learn more at: <a href="http://hr.vt.edu/timelycare">hr.vt.edu/timelycare</a></p>
	<p><b>New River Valley Community Services</b></p> <p>Provides community support for mental health, substance use, and more. 24/7 mental health crisis support available.</p>	<p><b>540-961-8400</b> Non-urgent: 540-961-8300</p>	<p><a href="http://nrvcs.org">nrvcs.org</a></p>
	<p><b>VT Women's Center</b></p> <p>Support for anyone impacted by gender-based harassment or violence. For after hours crisis support contact the Women's Resource Center (WRC) of the New River Valley (NRV).</p>	<p><b>540-231-7806</b> WRC of the NRV: 540-639-1123</p>	<p><a href="http://womenscenter.vt.edu">womenscenter.vt.edu</a> <a href="http://wrcnrv.org">wrcnrv.org</a></p>
Additional Resources	<p><b>Hokie Wellness</b> (For employees)</p> <p>Offers trainings, programs, and consultations around health and wellness for individuals and groups. <b>Here to help you navigate all Virginia Tech and community resources.</b></p>	<p><b>540-231-8878</b></p>	<p><a href="http://hokiewellness.vt.edu/employees">hokiewellness.vt.edu/employees</a></p>
	<p><b>Employee Relations</b></p> <p>Provides assistance with employment policies, grievances, performance management, separation consults, workplace expectations / conflict, personal issues affecting your job, etc.</p>	<p><b>540-231-5303</b></p>	<p><a href="http://hr.vt.edu/employee-relations">hr.vt.edu/employee-relations</a></p>
	<p><b>Ombudsperson</b></p> <p>Provides individuals with a confidential space to speak freely and be listened to respectfully when dealing with conflict.</p>	<p><b>540-231-3125</b></p>	<p><a href="http://ombuds.vt.edu">ombuds.vt.edu</a></p>
	<p><b>Office of Equity and Accessibility</b></p> <p>Coordinates and supports civil rights compliance, receives complaints and offers resources to address conflicts.</p>	<p><b>540-231-2010</b></p>	<p><a href="http://oea.vt.edu">oea.vt.edu</a></p>