






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	Mild Distress	Moderate Distress	Acute Distress
 May Look Like	<p>Student has a reasonable amount of stress and reports engaging in effective self-care strategies.</p> <p>"I've been pretty stressed, but finding time to exercise has made things feel more manageable."</p>	<p>Student shows early signs of poor performance, inconsistent attendance to class/meetings, some difficulty managing tasks.</p> <p>"I'm just feeling a bit overwhelmed right now." or "I'm juggling a lot on my plate."</p>	<p>Student shows signs such as continuous inability to complete tasks, inappropriate emotional responses, or poor communication.</p> <p>"I just can't do this. Could I have another extension?" or "I'm just struggling to get it together."</p>	<p>Student shows signs of complete withdrawal or hopelessness. Student expresses direct threat to themselves.</p> <p>"I don't want to be here anymore, it's not worth it." or "Everyone would be better off without me."</p>
 May Sound Like				
Potential Action Steps				
 What you can do	<p>Foster a supportive relationship with student. Ask about their school-life balance & self-care practices. Put resources in your syllabi.</p>	<p>Normalize challenges & validate. Ask about stressors and collaboratively identify helpful self-care practices. Document interaction.</p>	<p>Ask clarifying questions. Use active listening skills to identify stressors and barriers. Affirm student's strengths. Identify a realistic step together. Follow up.</p>	<p>Calmly voice your care and concern. Know your limits. Do not guarantee confidentiality. Remain with them until they're connected to help.</p>
 What you can say	<p>"How have you been feeling lately?" or "How are you carving out time to care for yourself?"</p>	<p>"That sounds difficult. What are some things you can do in the coming days to feel a sense of balance?"</p>	<p>"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."</p>	<p>"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?"</p>
 Where to refer	<p>Provide general information about wellness resources such as Hokie Wellness workshops, support groups, or health coaching through TimelyCare.</p>	<p>Connect student to support groups & workshops that help build stress management skills through Hokie Wellness, Cook Counseling, or TimelyCare.</p>	<p>Refer student to Cook Counseling, Dean of Students, or TimelyCare for 1:1 support. Additionally, a campus support group may be appropriate.</p>	<p>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.</p>

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

Updated 3/11/2024. To access the most current version visit: hokiewellness.vt.edu/distressguide

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.*



Manageable Stress

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

Mild Distress

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

Moderate Distress

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

Acute Distress

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



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

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

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

"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.

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

Ask clarifying questions. Use active listening skills to identify stressors and barriers. Affirm individual's strengths. Identify a realistic step together. Follow up.

Calmly voice your care and concern. Know your limits. Do not guarantee confidentiality. Remain with them until they're connected to help.



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

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

"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."

"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."



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

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

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

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	Virginia Tech Police	Provides campus security and conducts wellness checks on those in need. Call if an individual poses an immediate danger to themselves or others.	Emergency: 911 Non-Emergency: 540-382-4343	police.vt.edu
Available Crisis Support	Suicide and Crisis Lifeline	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).	988 Call or text	988lifeline.org
	Employee Assistance Program (EAP)	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	Anthem: 855-223-9277 Aetna: 888-238-6232 Kaiser: 866-517-7042 Sentara: 800-899-8174	hr.vt.edu/eap
	TimelyCare	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.	833-484-6359 Press 1 for support	app.timelycare.com Learn more at: hr.vt.edu/timelycare
	New River Valley Community Services (NRVCS)	Provides community support for mental health, substance use, and more. 24/7 mental health crisis support available.	540-961-8400 Non-urgent: 540-961-8300	nrvcs.org
	VT Women's Center	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.	540-231-7806 WRC of the NRV: 540-639-1123	womenscenter.vt.edu wrcnrvt.org
Additional Resources	Hokie Wellness (For employees)	Offers trainings, programs, and consultations around health and wellness for individuals and groups. Helps connect employees to campus and community resources and services.	540-231-8878	hokiewellness.vt.edu/employees
	Employee Relations	Provides assistance with employment policies, grievances, performance management, separation consultations, workplace expectations / conflict, personal issues affecting your job, etc.	540-231-5303	hr.vt.edu/employee-relations
	Ombudsperson	Provides individuals with a confidential space to speak freely and be listened to respectfully when dealing with conflict.	540-231-3125	ombuds.vt.edu
	Office of Equity and Accessibility	Coordinates and supports civil rights compliance, receives complaints and offers resources to address conflicts.	540-231-2010	oea.vt.edu

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