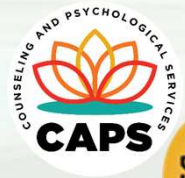


CALIFORNIA STATE UNIVERSITY, LONG BEACH

How to help a student in distress



CALIFORNIA STATE UNIVERSITY, LONG BEACH

Agenda

- **Introduction to CAPS**
- **Signs of emotional distress**
- **How CAPS can support you**
- **Other important campus referral sources**
- **Training opportunities**



CALIFORNIA STATE UNIVERSITY, LONG BEACH

What is CAPS?



CALIFORNIA STATE UNIVERSITY, LONG BEACH

COUNSELING & PSYCHOLOGICAL SERVICES

BROTMAN HALL - 226 | (562) 985-4001

CSULB.EDU/CAPS



Who makes up the CAPS team?

Licensed Psychologists
Clinical Counselors
Doctoral Psychology Interns
Case Manager/Social Worker
Psychiatrist
Peer Educators
Administrative Support





Overview of Services



- BRIEF INDIVIDUAL COUNSELING
- GROUP COUNSELING
- CRISIS INTERVENTION
 - On-Call
 - After Hours
- REFERRAL SERVICES
- MEDICATION CONSULTATION
- OUTREACH PROGRAMS
 - Workshops & Events
 - Drop-in support groups
 - Peer Programs

**Services are confidential, do not go on your students' record, and provided at no charge to registered students.*



Crisis or Urgent Matters

Same day services are available in the event of a urgent matter. CAPS on-call/after hours services are available 24/7.

Same day sessions ensure the student's safety and generate a plan for additional assistance as needed.

CAPS Office: (562) 985-4001

Crisis Text line: Text "BEACH" to 741-741

*If calling after office hours, students will be transferred via phone to an off-campus crisis assistance counselor.



Extreme anxiety or panic

Extreme sadness

Death of a friend or loved one

Thoughts of harming self or others

Experiencing a traumatic event

Having odd intrusive thoughts



How to support a student in emotional distress



Student disclosures of distress or hardship

- Loss of a friend or family member
- Struggles with depression, anxiety, or other mental health concern
- An experience of sexual assault
- Homelessness
- Recent diagnosis of a significant medical condition or change in medication regimen
- Suicidal thoughts or self-harming behaviors
- Vague signaling of emotional distress (e.g., “I’ve got a lot going on right now”)

Behavioral signs of emotional distress

- **Tearfulness**
- **Irritability or Hostility**
- **Difficulties concentrating**
- **Withdrawal from group work**
- **Changes in behavior (e.g., stops coming to class, poor hygiene)**
- **Expression of bizarre thoughts**
- **Disorganized speech or extended delays in speech**
- **Odd or eccentric behavior**
- **Reports of other physical symptoms (e.g., dizziness, difficulties breathing)**

Recommendations for the interaction

- **Speak to the student in private**
- **Share your concerns without interpretation or judgment**
- **Show empathy & understanding**
- **Help the student problem solve**
- **Uphold your personal boundaries**

When to make a referral

- **Impairment in daily functioning**
- **Outside of your range of knowledge or beyond your level of comfort**
- **Outside of your professional role**
- **Student is reluctant to speak with you**
- **Lack of improvement over time**



How to refer a student to CAPS

NORMALIZING HELP SEEKING

After hearing a student out and offering empathy, normalizing help seeking can encourage a student to seek support.

OFFER SUPPORT

Offering to call or go with them to CAPS when someone is interested can be a huge help.

MENTION CRISIS SUPPORT

Let them know about CAPS same-day support if in need of urgent support.



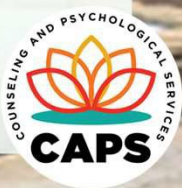
How referring a student to CAPS via email can look



Hi___, I am so sorry to hear about the recent loss of your father. I cannot imagine how difficult that can be. Please take time to be with your family and do not worry about missing class this week. **[Showing empathy]**.

Some students I've taught in the past have found it helpful to seek support from our counseling center on campus. **[normalizing help-seeking]** If interested, you can make an appointment by calling (562) 985-4001. I'd also be happy to walk over after our next class if you are interested **[offering support]**. That same number can be used 24/7 if you are ever in need of urgent support. **[mentioning crisis support]**

Please let me know if there is any other support I can offer. **[showing empathy]** All the best, ___



How to seek consultation from CAPS



Call CAPS at
(562) 985-4001



Ask to speak with the counselor on-call for consultation. You will be connected to a counselor in a couple of minutes.



During the call, a counselor will listen to your concerns about your student and collaborate with you to determine the appropriate course of action.



Other important on-campus referral sources



Other important on-campus referrals

- ▶ **BMAC** <https://www.csulb.edu/student-affairs/bob-murphy-access-center>
- ▶ **Basic Needs** <https://www.csulb.edu/student-affairs/basic-needs-0>
- ▶ **CARES** <https://www.csulb.edu/student-affairs/cares>
- ▶ **Not Alone at the Beach** <https://cla.csulb.edu/natb/>
- ▶ **CAST/UPD** <https://www.csulb.edu/student-affairs/campus-assessment-stabilization-team#:~:text=CAST%20is%20a%20team%20of,humanistic%20and%20trauma%2Dinformed%20approach>
- ▶ **Dream Success Center** <https://www.csulb.edu/student-affairs/dream-success-center>



Additional training opportunities

- How to Support a Student in Distress facilitated by a CAPS staff psychologist or clinical counselor [1 hour, can vary in length based on your department or program needs]
- Wellness Ambassador Certificate Training Program hosted by Basic Needs & Counseling & Psychological Services [4 hours]
- Mental Health First Aid hosted by Professor Bonnie Gasior [8 hours]



THANK YOU!

Clarissa.Green@csulb.edu or Teams
message (non-urgent communication)

Office location: Los Alamitos Hall

CAPS LOCATION: BROTMAN HALL - 226

M - F: 9AM - 5PM

(562) 985-4001

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@csulbbeachbuddy

