How to help a student in distress
Agenda

- Introduction to CAPS
- Signs of emotional distress
- How CAPS can support you
- Other important campus referral sources
- Training opportunities
What is 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 an 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
- Expression of bizarre thoughts
- Irritability or Hostility
- Disorganized speech or extended delays in speech
- Difficulties concentrating
- Odd or eccentric behavior
- Withdrawal from group work
- Reports of other physical symptoms (e.g., dizziness, difficulties breathing)
- Changes in behavior (e.g., stops coming to class, poor hygiene)
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

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<th>Normalizing Help Seeking</th>
<th>Offer Support</th>
<th>Mention Crisis Support</th>
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<td>After hearing a student out and offering empathy, normalizing help seeking can encourage a student to seek support.</td>
<td>Offering to call or go with them to CAPS when someone is interested can be a huge help.</td>
<td>Let them know about CAPS same-day support if in need of urgent support.</td>
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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, ___
During the call, a counselor will listen to your concerns about your student and collaborate with you to determine the appropriate course of action.

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
- 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
- Not Alone at the Beach: https://cla.csulb.edu/natb/
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)

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