

3. If the situation is an emergency, follow #2 above, but state that “the student needs to be seen immediately.”
4. Sometimes it is useful or necessary for you to walk the student over to CAPS.
5. If you are concerned about a student but are uncertain about the appropriateness of a referral, feel free to call CAPS for a consultation.

Services Offered at CAPS:

- ◆Emergency care 24 hours a day, 7 days a week
- ◆Crisis intervention
- ◆Short-term individual counseling
- ◆Couples/family counseling
- ◆Self-exploration group
- ◆Focused short-term group
- ◆Psychiatric evaluation and medication
- ◆Consultation
- ◆Referrals

Referral Sources:

Counseling And Psychological Services
 575-CAPS
 University of Arkansas Psychological Clinic
 575-4258
 Ozark Guidance Counselor
 751-7052
 Vista Health
 521-5731

Mission Statement

The Pat Walker Health Center, University Health Services provides professional and comprehensive medical care, mental health care, health education, and health promotion for a diverse community of students, faculty, and staff. We, the University Health Services Staff of the Pat Walker Health Center, have a commitment to physical, mental, spiritual, social, and emotional health, the highest standards of quality, and appreciation of the value of each individual. Through these endeavors we support the educational mission of the University of Arkansas and the growth of each individual.

**Pat Walker Health Center
 University Health Services**

525 N. Garland Avenue
 Fayetteville, AR 72701

(479) 575-4451
 TTY (479) 575-4124

Website: health.uark.edu

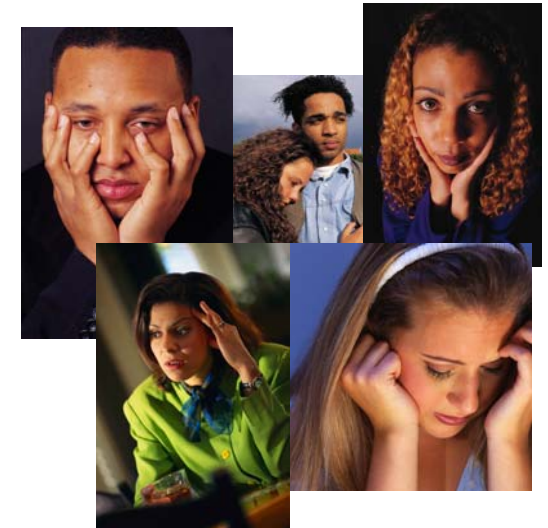


Accredited by
**Accreditation Association
 for Ambulatory Health Care**

*A Member of
 the Division of Student Affairs*



How to Identify and Refer a Distressed Student



CAPS (Counseling & Psychological Services)

525 N. Garland Avenue
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(479) 575-5276
 TTY (479) 575-4124

Website: health.uark.edu/CAPS
 Accredited by
**International Association of
 Counseling Services**



How You Can Help

University students often encounter a great deal of stress during the course of their academic experience. While most students cope successfully with the challenges that these years bring, an increasing number of students find that the various pressures of life are unmanageable or unbearable. As faculty members and teaching assistants, you often encounter these distressed students in your offices or your classrooms. Many of these students have not sought any psychological intervention. Thus, your role in identifying and referring students who are in distress is a crucial one. The following guidelines might be useful.

Some Signs and Symptoms of a Student in Distress:

- Excessive procrastination and very poorly prepared work, especially if this is inconsistent with previous work
- Infrequent class attendance with little or no work completed
- Dependency, e.g., the student who hangs around you, or makes excessive appointments to see you during office hours
- Listlessness, lack of energy, or frequently falling asleep in class
- Marked changes in personal hygiene

- Repeated requests for special consideration, e.g., deadline extensions
- Impaired speech or garbled, disjointed thoughts
- Homicidal threats
- Behavior that regularly interferes with the decorum or effective management of your class
- Overtly suicidal thoughts, e.g., referring to suicide as a current option
- High levels of irritability, including unruly, aggressive, violent, or abrasive behavior
- Inability to make decisions despite your repeated attempts to clarify and to encourage
- Dramatic weight loss or weight gain
- Bizarre or strange behavior, which is obviously inappropriate to the situation, e.g., talking to “invisible” people
- Normal emotions that are displayed to an *extreme* degree or for a prolonged period of time, e.g., fearfulness, tearfulness, and nervousness
- Odor of alcohol or marijuana, unsteady gait, runny and blood shot eyes, slurred speech



Guidelines for Interaction:

- Talk to the student in private
- Listen carefully
- Show concern and interest
- Repeat back the essence of what the students has told you
- Avoid criticizing or sounding judgmental
- Consider the Counseling And Psychological Service (CAPS) as a resource and discuss a referral with the student
- If the student resists help and you are worried, contact CAPS to discuss your concerns
- Involve yourself only as far as you want to go. Extending yourself can be a gratifying experience when kept within realistic limits

How to Make a Referral to CAPS:

1. Suggest that the student call or come in to make an appointment. Give the CAPS phone number and location at that time.
2. If you wish to assist the student directly, call the receptionist at CAPS while the student is in your office in order to obtain the time that the student can be seen at CAPS. Write down the appointment information (time, date, counselor, and location) for the student.

