

OTC Faculty & Staff Guide

CONSULTATION, REFERRAL AND EMERGENCY COUNSELING PROCEDURES

You come in close contact with a wide variety of students on a daily basis. You get to know some of these individuals very well, and are familiar with their moods and behaviors. Thus, you are in an excellent position to notice attitudinal or behavioral changes that might indicate an adjustment difficulty or emotional problem. Working together, we may be able to identify and assist students (secondary and post-secondary) who need additional support in order to remain enrolled and be successful at OTC. The following information may help you understand how we can work together. **Additional referral information can be obtained by clicking on the OTC Cares link on the main OTC website.**

OBSERVABLE SIGNS THAT MAY INDICATE A STUDENT REFERRAL

- Comments about suicide, depression, abuse or other trauma
- Withdrawal or isolation from others
- Unusually high (or low) energy level
- Dramatic weight loss or gain
- Sudden drop in class attendance, participation, or performance
- Inability to track or concentrate in class
- Crying or sleeping in class
- Sudden lack of interest in hygiene or appearance
- Change in peer groups
- Under the influence of drugs/alcohol in class

GUIDELINES FOR REFERRING A STUDENT FOR COUNSELING SERVICES

(Non-Emergency)

1. Speak directly to the student and express your concern.
2. Give the student the Counseling Services number (447-6974) and location - ICW 219.

Current Counseling Services staff:

Joyce Thomas, Director, Counseling
James Carpenter, Coordinator of Counseling, Counselor
Heather Lewellen, Part-Time Counselor
Judy Darst, Part-Time Counselor
Becky Dalton, Secretary

3. Encourage the student to make contact.

GUIDELINES FOR URGENT OR EMERGENCY SITUATIONS

(Student's behavior appears threatening or beyond control, student threatens suicide)

1. **CALL 9911 AS SOON AS POSSIBLE FOR IMMEDIATE ASSISTANCE**
2. After making the 911 call, follow-up with Safety and Security (447-6911) and Counseling Services (447-6974)

The Counselors at OTC CAN:

- answer your questions concerning steps to take in assisting students
- offer information about personal concerns and problems
- provide community referral services for students and employees of OTC

The Counselors at OTC CANNOT:

- indicate whether or not a student is being seen or has made an appointment without the student's written consent
- discuss content of a session or treatment without the student's written consent
- take disciplinary action
- provide transportation

ADDITIONAL INFORMATION TO ASSIST YOU IN MAKING REFERRALS

1. Under normal, non-emergency circumstances, please attempt to contact or refer students to Counseling Services.
2. At this time, OTC counselors are available for assistance only during OTC's regular business hours (M-Th, 7:30am-6:00pm; F, 7:30am-4:30pm). **For OTC employees who work on campus during the evenings or on weekends, we encourage you to follow the procedures listed above for non-emergency situations. In emergency situations, first call 911. Follow up with OTC's Safety & Security staff at 447-6911.**
3. Please note that after you refer a student, OTC's Counseling Services staff and Safety & Security officers may consult with one another, especially if this was an emergency situation. A decision may be made to refer the student to another office or community agency for additional assistance.

If you encounter a situation with a student that is not addressed in this Guide, or if you have any questions regarding our services, please contact any of the above listed individuals. We are happy to assist you in the best way we can.

OTC's Counselors adhere to the accepted ethical and professional standards of the American Counseling Association. Updated October, 2011