

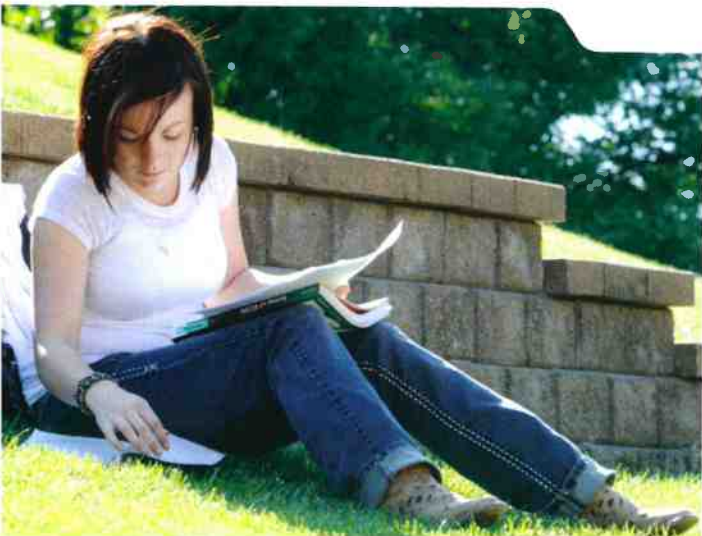
What is a “CRISIS SITUATION?”

Our definition is a situation where a person feels greatly overwhelmed and unable to cope with some problem, is experiencing great and increasing stress, is unable to think or act clearly or appropriately, yet feels pressure to make some kind of change immediately. It is a situation that has reached a critical phase with the distinct possibility of a highly undesirable outcome.

(referenced Merriam-Webster Dictionary)

What is not a “CRISIS SITUATION?”

It is not considered a crisis situation if a person desires to discuss general academic plans, life or career goals, wants to discuss classroom grievances or discuss grade changes. For these topics please suggest that the student call 913-469-3809 to make an appointment or come to the Counseling Center.



**JOHNSON COUNTY
COMMUNITY COLLEGE**
12345 College Blvd.
Overland Park, KS 66210-1299



Crisis Counseling Student Referral

Faculty and Staff Guide



**JOHNSON COUNTY
COMMUNITY COLLEGE**
Counseling Center

How do I refer for a crisis situation?

Phone: As a primary number, call ext. 3237. This is the Counseling Center main desk. As a secondary number, call ext. 3809. After 5 p.m. call JCCC Police at 913-469-2500. **Identify yourself as a faculty/staff member and that you have a crisis referral.** Share whether the student is with you at the time or not. You may need to provide a contact number. A counselor will be sought who can respond as quickly as possible. The counselor will contact you to obtain more details about the situation, your connection to the student, what has occurred so far and other details. The counselor will assist in determining the next appropriate steps. These might include the following options: a counseling meeting with the student, referral to the dean of students or JCCC behavioral intervention team or contacting JCCC police. Some of these may necessitate your involvement or referral directly.



Escort: If you escort the student to the Counseling Center, **please call ext. 3237 or 3809 first to let us know you are coming so we may arrange a meeting with a counselor prior to your arrival.** When you enter the Success Center, second floor, Student Center, go to the back of the Counseling Center to the main area. Identify that you are a faculty/staff member and that you have a student in crisis. An effort will be made to have both of you wait in a private location if available. A counselor will respond as quickly as possible. The counselor may or may not include you in the meeting with the person. The counselor will assist in determining the next appropriate steps. These might include the following options: ongoing personal counseling within our center, referral for therapy off campus, referral to community resources, referral to the dean of students, involvement of the JCCC behavioral intervention team or contacting campus police. Some of these options may necessitate your involvement.

Email: The Early Alert program is available to partner with you and provide support for students experiencing challenges in and out of the classroom. If you become aware of a student in need and would like support in addressing their situation, please send alerts at earlyalert@jccc.edu.

What if the situation involves immediate unusual/irrational behavior or possible harm to self or others?

Contact campus police by dialing 913-469-2500 **immediately** from the nearest phone.



What if I already have my own personal contacts with a few counselors in the Counseling Center?

If a student is not in crisis a referral is appreciated. We value all of the relationships we develop with staff and our teaching faculty counterparts across campus. If you contact us individually by email or phone, we may not be at our computer at the time, may be in session with a student, away at a meeting or off-campus altogether. This would prohibit a timely response to the situation. We encourage you to follow the steps under "referral" for the optimal response time. You may mention if you've worked with a specific counselor and an effort will be made to see if they are available if appropriate.

What if the person is very upset and can't wait to see someone?

If the person is in your office and after sharing their concern with you, leaves before you have a chance to refer, pursue one of the following options as appropriate: contact the Counseling Center following the referral protocol (the counselor would work with you in determining next steps), contact the dean of students at ext. 3199, make a confidential report via the KOPS (Keeping Our People Safe) program (<http://www.jccc.edu/kops/>, or phone 1-888-258-3230), or send an email to earlyalert@jccc.edu, or other appropriate action.

Should I refer a student for crisis counseling without his/her knowledge?

There are several ways you can assist a student. Counseling faculty welcome questions and consultation with teaching faculty regarding students' behavior, writing and verbal statements that cause you to be concerned for their or other students' safety and well-being. If you suggest a student visit with a counselor, and the student declines, unless that student's behavior suggests (s)he will harm (her)himself or others, it simply remains the student's right to experience life difficulties without assistance. If you continue to believe the student's behavior, writing or verbal statements to be concerning, you may call the Counseling Center, Paul Kyle, dean of students, report your concerns via KOPS (Keeping Our People Safe) program, (<http://www.jccc.edu/kops/> or call 1-888-258-3230) which allows information to be shared anonymously or send an email to earlyalert@jccc.edu.

What if the crisis occurs after hours when the Counseling Center is closed?

Contact JCCC Police at 913-469-2500. Additionally, you may choose to give the student information from the Counseling Center website about community resources for assistance.

