

How to make a referral

EMERGENCY

Call 911

CRISIS

Call the Harvard University Police Department (HUPD) at 617-495-1212 and request medical transport to Cambridge Health Alliance (CHA) emergency department. Please stay with the student until HUPD arrives.

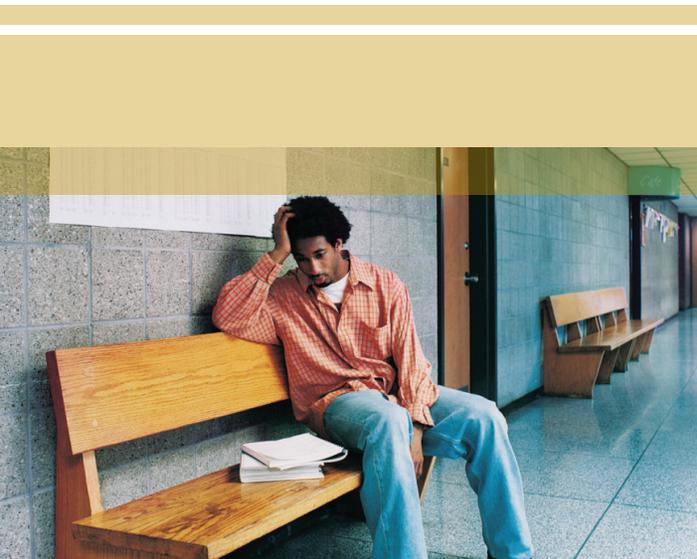
DISTRESS

Call CAMHS and walk the student to Harvard University Health Services (HUHS) in the Smith Campus Center, 75 Mt. Auburn St, 3W.

24 hours a day: 617-495-5711 (Ask for a CAMHS urgent care clinician)

CONSULT

CAMHS clinicians are available for consultations about a student concern. Contact a CAMHS clinician at 617-495-5711 for more information.



Assisting Students in Distress:

A Guide for Faculty and Staff



CONTACT

Emergency: 911

HUPD: 617-495-1212

HUHS Urgent Care: 617-495-5711

CAMHS (Daytime): 617-495-2042



HARVARD UNIVERSITY
Health Services

Students often encounter emotional challenges during their academic career, and may or may not know how to seek help. As an administrator, faculty, or staff member interacting with students, you are in a prime role to guide students to the services they need. The purpose of Counseling and Mental Health Services (CAMHS), a unit of Harvard University Health Services, is to serve students throughout their college career, not only when they are “in crisis.” Additionally, CAMHS is available to support and consult with you in your identification and referral of students.

How you can help

You are not expected to take on the role of a trained counselor!

- ▶ Listen with an open mind
- ▶ Be supportive
- ▶ Express concern
- ▶ Offer a referral



Recognize signs and symptoms

ACADEMIC

- Significant change in quality of work
- Repeated missed assignments
- Repeated absences
- Continual late papers, extension requests, postponed exams, etc.
- Essays or papers that have themes of despair, social isolation, rage
- Sustained lack of engagement, avoiding or dominating discussions

PHYSICAL OR PSYCHOLOGICAL

- Marked changes in dress, hygiene, or weight
- Insomnia or excessive sleep
- Highly disruptive behaviors (e.g., agitation, withdrawal, lack of apparent emotion)
- Unprovoked anger or hostility
- Irritability, frequent anxiety, or tearfulness
- Long, incomprehensible and/or grandiose electronic communications

OTHER MAJOR TRAUMAS

- Death or severe illness of a family member, or the break-up of a relationship
- Sexual assault
- Legal or financial problems

Engage the student

- 1 Talk to the student in person and share your concerns
- 2 Listen patiently, withhold judgment
- 3 Anticipate the student's concerns and fears about seeking counseling

When to make a referral

You don't have to do it alone.
CAMHS is here to support you.

If you are unsure about how to handle a specific situation with a student, please call a CAMHS urgent care clinician.

Be sure to let them know that you are referring a student for evaluation and assessment.

24 hours a day: 617-495-5711