

Responding to Students in Emotional Crisis

1

Help them calm down with deep breathing

- Inhale for 4 seconds, hold for 3, exhale for 4, pause for 3

Ask questions to understand the situation

- What is going on? What happened?

2

Show you care by listening and empathizing

- “I’m sorry to hear this is happening” or “this must be a difficult thing to be dealing with”
- Simply expressing care and concern goes a long way

3

If the student is suicidal, it is an emergency

- Ask direct questions: Are you considering suicide? Have you thought about killing yourself? Do you have a plan?
- If the answer is yes - **CALL 911** and stay with the student

4

Contact campus resources for help and support

- Kathy Dworak, Campus Counselor (354-7080)
- Craig Zimmer, Spiritual Director (354-6532)
- Sam Barnhart, Campus Health Director (354-7211)
- It’s important to ask for permission to give the student’s name and contact info to these or other people

5

When campus resources are unavailable

- MHS Student Assistance Program - available 24/7/365
- (402) 354-8020; bestcareEAP.org; free and confidential

6

Follow up after the situation

- File a Maxient Report for documentation or referral