

# ***NMC Emotional Concern Talking Points and Resources***

## **QER - Question, Empathize, Refer**

- We want to be supportive and caring for students while also offering resources to help them.

## **QUESTION - Some Beginning Talking Points**

- If a student is agitated, take a few moments to help them breathe deeply and calm down...
  - Inhale for 4 seconds, hold for 3, exhale for 4, pause for 3, repeat a few times.
- Ask questions to understand the situation.
  - “You seem very upset, what is going on?”
  - “I’m concerned because you seem anxious, did something happen?”
  - “Do you feel safe at home, what is your support system like?”
- If someone alludes to suicidal thoughts or actions – you **MUST** ask direct questions:
  - Have you thought of killing yourself? Are you considering suicide?
  - What are you doing when you go home? What are your plans for tomorrow?
  - ***If a student is suicidal, call 911 and stay with the student.***

## **EMPATHIZE - Some Ways of Responding Supportively**

- Focus on supporting and caring for the person in front of you.
- Try to avoid assuming the worst and don’t feel like you need to “fix” or “solve” the situation.
- “This must be a very difficult thing to have to go through...”
- “I’m sorry you’re having to deal with this, what do you need right now?”
- Simply expressing your care and concern, and desire to connect them with help, can go a long way for a student who is struggling.

## **REFER - NMC Resources**

- **Kathy Dworak**, Campus Counselor, Kathy.Dworak@methodistcollege.edu / 402-354-7080
- **Craig Zimmer**, Spiritual Director, Craig.Zimmer@methodistcollege.edu / 402-354-6532
- **Sam Barnhart**, Campus Health Director, Sam.Barnhart@methodistcollege.edu / 402-354-7211
- It’s important to ask for permission before giving the student’s name and contact information to these or other people.

## **REFER - Best Care EAP Student Assistance Program (SAP)**

- When campus resources are unavailable, SAP is available 24/7/365
- Free and confidential counseling and support services for students and their dependents
- 402-354-8020; bestcareEAP.org

## **REFER - Further Local and National Resources**

**Safe Harbor** (local resource that offers assistance to adults with mental illness who are experiencing a crisis, yet do not require immediate psychiatric care or hospitalization. Support is from people who themselves have experienced mental illness)  
402-715-4226

**Women’s Center for Advancement** (local resource for those who have faced sexual assault, domestic violence, or stalking)  
402-345-7273

**211 Resource Hotline** (human services, incl. health, employment, and family needs)  
211 (ext or call)

**RAINN** (for those who have faced rape, sexual assault, or domestic violence)  
800-656-HOPE (4673)  
rainn.org, online chat available

**National Suicide Prevention Lifeline**  
800-273-TALK (8255)

**Vets4Warriors** (suicide prevention hotline for current and former military)  
885-838-825

**Boys Town Hotline** (support for struggling teens and parents)  
yourlifeyourvoice.org, text and chat available  
800-448-3000

## **FOLLOW UP - After the immediate situation has ended**

File a Maxient Report for documentation and to request follow-up from campus resources.