

## FREDONIA COUNSELING SERVICES:

Faculty and staff are in a unique position to directly observe students on a regular basis and are often the first to notice emotional, social, or behavioral concerns. As members of the Fredonia community, you should know that your intervention in assisting students to seek psychological services is significant to a student's academic career and retention at Fredonia.

The college years can be very stressful for many. In the contemporary climate of competition and pressure, some students adequately cope with these stresses, but others find the stress becomes unmanageable and interferes with learning. In some cases, these students may even disrupt the learning of others. Many students in distress may initially seek assistance from faculty and staff members.

If you have concerns about a student's emotional functioning, unusual behaviors, alcohol/substance use, depression, anxiety, aggression, or overall psychological well-being, we encourage you to contact Student Counseling Services (SCS). The on-call counselor will ask for specific information about the situation in order to help you determine how to proceed.

## COUNSELING SERVICES CAN BENEFIT EVERYONE:

Many individuals seek counseling only when life seems to be too difficult to manage, when negative consequences such as overwhelming stress, psychological problems or personal difficulties affect their performance as a student. Counseling services can, however, be a useful and rewarding experience for everyone who is navigating life, asking big questions, and exploring the endless options life has to offer.

## EDUCATIONAL PROGRAMS AND WORKSHOP OFFERINGS

In addition to providing services to students who come to Student Counseling Services (SCS) for help, SCS also reaches out to the campus community through our educational programs and workshops. SCS workshops promote intellectual, social and emotional development of students that fosters academic and personal success within a global and culturally diverse society.

### INTRODUCTION TO STUDENT COUNSELING SERVICES FOR FIRST-YEAR SEMINARS

This workshop is specifically designed to meet the needs of first-year seminar courses. This program provides first-year students with the tools to be a successful college student and an overview of counseling services including the benefits of counseling, procedures for making an appointment, and confidentiality. This workshop is facilitated by a professional staff member from SCS.

### DON'T CANCEL THAT CLASS

There's no need to cancel your class if you have a conference, business trip, or other obligation. SCS has trained student interns, from our FRED Well program, that can cover your class and present a peer based FRED Well Workshop. Visit our website at [Fredonia.edu/counseling](http://Fredonia.edu/counseling) for more information.

### SUICIDE PREVENTION TRAINING:

This training teaches participants the warning signs for suicide and how to identify, understand, and relate to the emotional experiences of individuals in crisis. A primary objective of this training is assist students in developing the communication and listening skills necessary to develop positive and supportive helping relationships with individuals in crisis. This program is facilitated by a professional staff member from Student Counseling Services.

#### HOURS OF OPERATION/LOCATION:

Monday - Friday 8:30 a.m. - 4:30 p.m. | LoGrasso Hall

#### CONTACT INFORMATION:

Phone: (716) 673-3424 | Fax: (716) 673-3140

E-mail: [Counseling.Center@fredonia.edu](mailto:Counseling.Center@fredonia.edu)

Web: [fredonia.edu/counseling](http://fredonia.edu/counseling)



## STUDENT COUNSELING SERVICES FACULTY AND STAFF GUIDE



## WHAT CAN A STUDENT EXPECT FROM MEETING WITH A COUNSELOR?

Student Counseling Services (SCS) offer free, confidential, and individualized services by licensed mental health professionals to all registered students. Professional counselors work individually or with groups to help students understand themselves better, resolve problems, come to terms with difficult issues, and/or address important decisions. Psychiatric evaluation and medication monitoring services are also available.

## MAKING THE REFERRAL:

### APPROACH 1 (NON-EMERGENCY)

Encourage the student to call SCS at (716) 673-3424 to schedule an appointment. Students may also schedule appointments in person by going directly to LoGrasso Hall.

### APPROACH 2

You can place the call to SCS while the student is with you or walk the student over to our office to set up an appointment. Personally delivering a student to the Counseling Center is often the most effective way to help a reluctant student, especially if you feel the student may be a danger to self or others.

## GUIDELINES FOR HELPFUL INTERACTIONS:

In most circumstances, the difficulties that students face can be addressed through the usual process of setting up an appointment with a Student Counseling Services (SCS) counselor and discussing the issues concerning the student. However, there are circumstances when immediate or same-day intervention by a counselor is called for. Emergency psychological services are provided to the campus community by SCS staff for such crises.

If you do choose to speak with the student about counseling services, here are some useful guidelines to consider before your interaction:

- Talk to the student in private.
- Express your concern for the student in a direct, straightforward manner.
- Listen carefully. Avoid criticizing or sounding judgmental.
- Try not to make agreements with the student that isolate you in dealing with the problem (e.g., promising to keep what they have said a secret).
- Introduce counseling services as a campus resource and discuss a possible referral with the student. Explain that counseling services are confidential and free of charge for all students.
- Remember that the student has the right to accept, think over, or refuse your recommendations.

If the student resists help and you are still concerned, it may be helpful for you to consult with a Student Counseling Services professional staff member.

## RESPONDING TO DISRUPTIONS IN THE CLASSROOM:

If a student's behavior seems intimidating or disturbing, it is wise to consult early on, before the conduct becomes an emergency. Faculty and staff can, and are expected to, share information about students of concern with deans, administrators, and SCS staff without limitation. If time permits and there is no immediate danger, contact your departmental chairperson to discuss the problem and possible methods of response. If you become concerned about the immediate safety of a student or those around a student, contact University Police (673-3333) immediately.

## THE SCS PROVIDES A 24-HOUR EMERGENCY SERVICE TO THE COLLEGE:

- If a mental health emergency arises during working hours, faculty/staff should contact SCS by either calling (716) 673-3424 or by walking a student directly to the SCS office located in LoGrasso Hall. Notify the receptionist that there is an emergency that requires same day and/or immediate assistance.
- Faculty/staff and students may reach SCS after hour emergency services by contacting University Police (716) 673-3333.

[www.fredonia.edu/counseling](http://www.fredonia.edu/counseling)

