



UHS
UNIVERSITY
HEALTH SERVICES



Supporting Student Employees Experiencing Depression, Anxiety, and Other Mental Health Concerns

Alex Little, MSW, LCSW (they/them)

Survivor Services Mental Health Provider

Gina Williamson, MS (she/her)

Doctoral Psychology Intern



Learning Objectives

- Learn about the principles of trauma informed care and how to apply them to your work with student employees
- Utilize the recognize, respond, refer framework of student support strategies
- Practice at least one active listening or response strategy from this framework
- Learn about campus and community resources to share with student employees



Community guidelines

- Acknowledging the shared wisdom and experience of support work in the room already
- Stay curious, especially alongside discomfort, and ask questions
- Take care of yourself in all of the ways that you know how



Trauma-informed care principles, from SAMHSA

- Safety
- Trustworthiness and transparency
- Peer support
- Collaboration and mutuality
- Empowerment and choice
- Consideration of cultural, historical, racial, and gender disparities



Pair share: choose one principle and discuss how you do and could practice this in your role on campus

- Safety
- Trustworthiness and transparency
- Peer support
- Collaboration and mutuality
- Empowerment and choice
- Consideration of cultural, historical, racial, and gender disparities

How do you make this abstract principle more tangible?

Which of these principles sound easiest to practice? Hardest?



Recognize

Respond

Refer

RECOGNIZE

- Depressed or lethargic mood
- Hyperactive mood or speech
- Swollen or red eyes
- Strange or bizarre behavior
- Change in personal hygiene
- Exaggerated emotional response inappropriate for the situation



RECOGNIZE

What you might notice in your work with students

- Change in absences or tardiness
 - Change in quality of performance or participation
 - Disturbing content in paper/e-mails
 - References to suicide or helplessness in conversation or writing
 - Presenting as intoxicated or high
 - Repeated requests for time off, extensions
 - Disruptive behavior
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If in doubt....**CONSULT.**



Not sure what to
think?

What to do?

Respecting
student privacy,
talk to others.

RESPOND

- You are one link in someone's chain of support – be a good link, but know your limits.
 - You often won't resolve their concern, but you can partner with someone to get them to the next link in their chain of support.
- Listen well – provide empathy and support.
- Ask curious questions, even if it's about suicide. Asking will not increase a person's risk of suicide – it actually decreases it.
- Identify specific behaviors or changes you have noticed and express concern.
- Consult with others as needed.
- Follow up later on.



Active Listening

- **Paraphrasing**

It sounds like....

I'm hearing that....

You're saying...

- **Summarizing**

What I gathered from what you just said...

If I understand correctly...

- **Identifying feelings**

You feel...because...

I wonder if you're feeling ...

RESPOND

- “I’ve noticed that you have missed work a number of times in the last two weeks. How have you been doing?”
 - “It sounds like things are pretty tough right now.”
 - “With all you mentioned about _____, I’m wondering if you have thoughts about hurting yourself? Have you ever thought about suicide?”
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RESPOND

- “Did you know that UHS offers counseling and wellness services? They’re here to help students get through situations like the one you’ve described.”
 - “Do you feel like you are able to complete work tasks or perform academically like you’ve been able to in the past? The folks at UHS are here to help you succeed here at UW. The services are free and confidential.”
 - “DoSO staff is available to help you navigate the many supportive resources available on campus. If you are feeling that you don’t know where to go, DoSO is a good first step.”
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RESPONSE PLAN

- Use a Team Approach – get support / consultation
 - Gather information first
 - Is there an immediate medical need or is a student in imminent danger? If so, call 911.
 - If you're unsure how to navigate a situation, call the UHS Mental Health Crisis line: 608-265-5600 Option 9
 - Consider possible intervention or referral options and collaboratively discuss what the situation requires with the student or others there or who can be called on (family, partner, etc.)
 - Make plan for now and discuss follow-up plan for later
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CRISIS SITUATIONS

Remain calm, gather information.

What's going on?

What's upsetting you?

What have you tried?

How can I be helpful?

Do you have thoughts of suicide, hurting yourself, or hurting someone else? *If yes, ask about a plan and if they intend to act on these thoughts.*

*If a student is expressing suicidal/homicidal plan, acting out of touch with reality, or verbalizes the need for voluntary hospitalization call the 24/7 UHS Mental Health Crisis line for consultation 608-265-5600, **option #9.***

Consult with a colleague to review needs and plan.

APPRECIATE YOUR LIMITS

- Getting involved does not mean you must (or can) resolve the student's difficulties. You are meant to be a link in their chain of support.
 - You are not responsible for the student's entire emotional well-being. Appropriate boundary-setting is part of trauma-informed care
 - Obtain support for yourself from colleagues, partners, friends, or the Employee Assistance Office.
 - Know your reporting responsibilities and communicate them when needed.
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REFER

University Health Services
333 East Campus Mall
608.265.5600
Option 9 for Crisis



Dean of Students Office
70 Bascom Hall
608.263.5700



Refer when concerns are severe, student repeatedly comes to you with the same issue, or you see signs of distress.

UHS Resources

- UHS Let's Talk
 - Locations around campus each day of the week
- UHS Mental Health Services
 - Access appointment to get started:
 - Online (myuhs.uhs.wisc.edu)
 - Over the phone, or (608.265.5600 option 2)
 - In person (7th floor; 333 East Campus Mall).
 - Individual, group, couple/partner, psychiatry
- UHS Mental Health Crisis Line
 - 608.265.5600 option 9 (available for staff as well)
- UHS Survivor Services
 - Advocacy and counseling for survivors of sexual assault, stalking, intimate partner violence, and harassment.
 - 8th floor; 333 East Campus Mall survivorservices@uhs.wisc.edu



DoSO SERVICES



DoSO

- Drop In
 - Staff are available M-F 8:30-4pm
 - Walk-in Appointments
 - Phone: 608.263.5700
 - Email: dean@studentlife.wisc.edu
 - Chat service
 - Location: 70 Bascom Hall
 - Student of Concern report
 - Staff address a wide variety of concerns and follow up with those involved.
 - Staff will outreach to student in variety of ways- phone, text, email to learn what is impacting student.
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DoSO-Behavior Intervention Team

What is BIT:

1. BIT is comprised of representatives from: DoSO, Graduate School, International Student Services, McBurney Disability Resource Center, Residence Life, UHS-MHS, UWPD, and University Apartments.
 2. Mission is to identify students who (by engaging in various behaviors) are creating disruptions on campus due to mental health, substance use, or interpersonal conflict.
 3. The team works to develop appropriate interventions to support the identified student, manage the disruption, and assist the university community members.
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Case Example

One of your student employees appeared tearful at a team meeting. When asked what was wrong, she declined to provide information. The student did not attend her next shift of work. When she came back to work the following week, she appeared unkempt with red, swollen eyes.

How might you use the Recognize, Respond, Refer framework in this situation?

CAMPUS RESOURCES

Dean of Students Office line)

263-5700

75 Bascom Hall

<http://students.wisc.edu/>

Rape Crisis Center (24 hour crisis

251-7273

333 East Campus Mall, #7901

www.danecountyrcc.org

University Health Services Center

265-5600 (option 2)

333 East Campus Mall

www.uhs.wisc.edu

McBurney Disability Resource

263-2741

702 W. Johnson St

www.mcburney.wisc.edu

UW-Madison Police

911 or 264-COPS

Website: <http://www.uwupd.wisc.edu/>

QUESTIONS?

Alex.little@wisc.edu

Gina.Williamson@wisc.edu



Thank you!
