What do we do when a student is in crisis?

Take a moment to manage your own anxiety/stress. Breathe...
Can you move to a more private area to have a conversation?

Express your concern related to their observable behaviors and use a non-judgmental, supportive tone. Listen to understand.

“I’ve been worried about you because I’ve noticed _____ and I’d like to talk about what’s going on. I’d like to help.”

Communicate your understanding:
1. Repeating back essence of what student shared
2. Include content and feelings
3. Ask for confirmation of your understanding

“It sounds like _____ and you’re feeling _____ about the situation. Is that right?”

Student in imminent risk?
EX: In process of suicide attempt, unsafe situation, medical or psychiatric emergency

NO
Will the student agree to have you call CCPS and talk to a counselor?

YES
Call 911 or 304-293-COPS (2677) IMMEDIATELY

NO
Call CCCPS w/o student and provide as much info as possible

YES
Follow any instructions CCCPS staff suggest for you to take

Stay with student until help arrives

Complete process by submitting a CARE Team Report @ https://careteam.wvu.edu