

## ***Confidentiality***

At Counseling Services all information is strictly confidential. Students can discuss issues in complete confidence. No information about a student is released without a written request from the student, except in emergency life/death situations and as legally required (e.g., child abuse, elder abuse, court orders).

## ***Eligibility***

- Full-time and matriculated students
- Part-time students taking six hours or more

## ***Location & Hours***

Webb University Center-Suite 1526  
North Wing

### Hours:

8 a.m.-5 p.m. Monday, Thursday & Friday  
8 a.m.-6 p.m. Tuesday & Wednesday  
8 a.m.-5 p.m. Daily during the summer

Telephone: 683-4401  
683-4000 (Emergency)

Campus Security to be used on weekends and after 5 p.m.

# ***Referral Guide***

## **COUNSELING SERVICES**

**Old Dominion  
UNIVERSITY**

Counseling Services  
1526 Webb University Center  
Norfolk, VA 23529

**Old Dominion  
UNIVERSITY**

# Referral Guide

For many students, going to college is a satisfying experience - new challenges, new friends, new ideas - but for others, it can be difficult and sometimes frightening. They feel alone and uncertain. Old solutions to new problems are not always working, and they need help finding alternatives.



Sometimes this inability to adjust leads to problems beyond transitory frustration or unhappiness, and they need professional help.

You as faculty and staff members provide the link between students and Counseling Services. You are in an ideal position to spot troubled students, but you may not be sure of what to look for.

## Some Signs and Symptoms of a Student in Distress

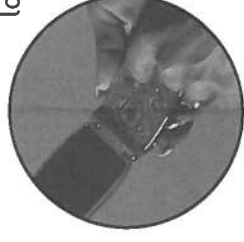
- Changes in academic performance, such as deteriorating classwork, poor performance on examinations, or a dramatic decrease in class attendance.
- Dependency: e.g., the student hangs around you or makes excessive appointments to see you during office hours.
- Physical changes, especially sudden weight loss or gain, deterioration in personal grooming, or extreme fatigue lasting beyond a day or two.
- Inability to initiate positive interaction with other students: e.g., inappropriate social behavior or excessive shyness.

- Inability to make decisions despite your repeated attempts to clarify and to encourage.

- Apathy.
- Bizarre or strange behavior which is obviously inappropriate to the situation, e.g., talking to invisible people.
- Behaviors that may indicate substance abuse.
- Euphoria, inappropriate laughter, or nonstop talking jags.
- Over-reaction to criticism, disagreements or mistakes.
- Problems in significant relationships: e.g., family or spouse.
- Traumatic loss, including divorce or death of a family member or friend.
- Direct or indirect statements of suicide.

## Guidelines for Interaction

- Talk to the student in private.
- Listen carefully.
- Show concern and interest.
- Avoid criticizing or sounding judgmental.
- Repeat to the student the essence of what the student has told you.
- Involve yourself only as much as you feel comfortable. Extending oneself can be a gratifying experience when kept within realistic limits.
- If you suspect a student is suicidal, discuss your concerns openly and frankly with the student and if necessary, call Counseling Services immediately.
- If the student resists help and you are concerned, contact Counseling Services to discuss your concerns.



- Use Counseling Services as a resource and discuss a referral with the student.

## The Referral Process

- Suggest that the student come to Counseling Services after 8 a.m. for an appointment. Sometimes it may be useful for you to walk the student over to our office.
- If you are concerned about a student but are uncertain about the appropriateness of a referral, feel free to call Counseling Services for a consultation.
- If the situation is an emergency, call the receptionist while the student is in your office and state, "The student needs an appointment immediately." Write down the appointment information (time, date and location) for the student.

- If the emergency takes place after office hours, call the Public Safety Office at 683-4000. They will forward any messages to the counselor on call. If the emergency is life-threatening, call 911 immediately.

## Services Offered

- Time-limited counseling
- Theme-oriented short-term groups
- Academic coaching
- Career counseling
- Couples counseling
- 24-hour emergency response
- Crisis intervention
- Psychiatric evaluation and medication review
- Consultation
- Referral