

How to Virtually “Walk” Students to CAPS who are in a Psychological Emergency

Counseling and Psychological Services (CAPS)

(408) 924-5910

counseling.services@sjsu.edu

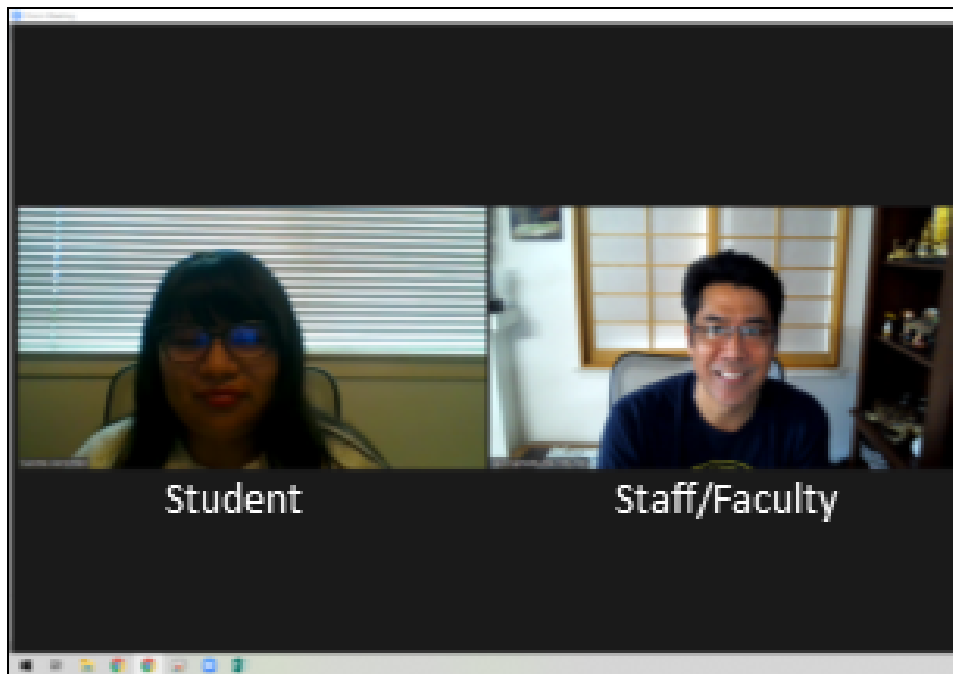
Greetings,

Counseling and Psychological Services (CAPS) is the campus’s mental health service provider located in the Student Wellness Center, Suite 300B. We provide 24-hour crisis intervention services, as well as individual, couple, and group personal counseling; educational counseling sessions; clinical case management; and workshops on mental health issues and academic success. We are providing 100% of our services remotely through confidential telemental health sessions.

As the campus continues to operate remotely, many of you will be meeting with students individually and in groups. Since staff and faculty are physically not on campus, the option to walk a student over to CAPS is presently not available. These instructions are designed to provide you with examples of how you may virtually “walk” a student over to CAPS who may be in a psychological emergency and get them connected to services.

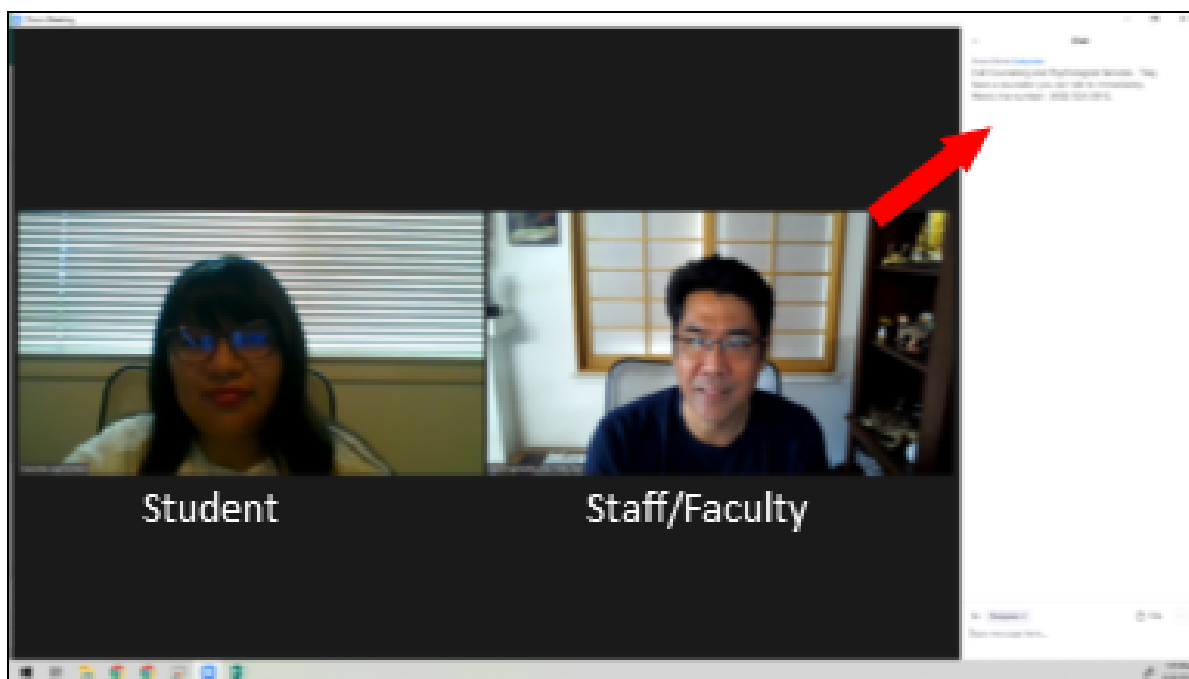
****Note: For situations that require immediate emergency response, please call 911. The location of the student will be needed for the emergency responders.***

The image below illustrates a 1:1 Zoom meeting a faculty or staff member is having with a student.



If during your meeting, you notice that the student is under distress or have expressed some statements that are concerning to you, express concern and let the student know that you are here to listen and assist them. Ask the student if they feel comfortable sharing with you what is affecting them. You may also ask the student if they had shared or talked with anyone else about their situation. If they have, or if they share with you that they have a counselor, compliment them and thank them for sharing it with you. Explain to the student that it might be helpful to talk to a counselor at Counseling and Psychological Services and that you can help them in getting connected during your meeting.

Ask the student if they would be willing to call Counseling and Psychological Services while in the meeting with them. Ensure the student that this will allow you, the staff/faculty, to assist if needed. Provide the student the phone number to CAPS in the Zoom chat box. The image below illustrates the chat.

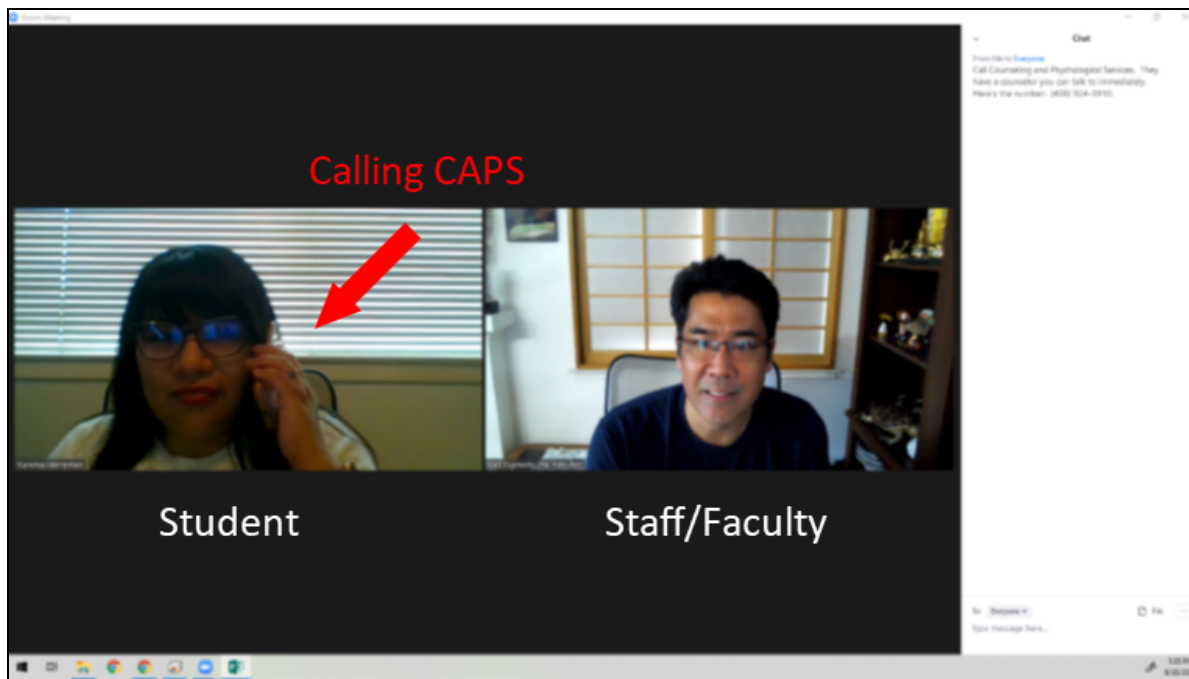


In this example, the message placed in the chat reads:

“Call Counseling and Psychological Services. They have counselors there that you can talk with immediately. Here is their number: (408) 924-5910.”

****Note: If you are meeting with a student outside of CAPS’ operational hours, please advise the student to select “option 4” when prompted, to connect them to our after-hours crisis service.***

Ask the student to put the call on speaker phone so that you can be included in the call. Stay on the Zoom meeting with the student until they have been connected with CAPS. Students will be asked if they are in a psychological emergency which will determine if they will be seen by a crisis counselor or scheduled for an initial meeting with a counselor.



Once the student is connected with the CAPS, leave/end the Zoom meeting. The student will then have the session with the crisis counselor on duty (if in a psychological emergency) via phone.

If student is using their cell phone to connect to Zoom meeting:

- If the student is using their cell phone to attend the Zoom meeting, it may be difficult for them to call CAPS while remaining on the Zoom meeting. If this is the case, provide the student CAPS phone number and instruct them to call while remaining in the Zoom meeting. Let them know that should you get disconnected with them, you will be emailing Counseling and Psychological Services to follow up the connection. Depending on the student's cell phone, they may get disconnected from your Zoom meeting at this time.
- Follow-up by emailing CAPS at counseling.services@sjsu.edu the **student's name, ID, and phone number** and include **your concern for the student**. Counseling and Psychological Services will then reach out to the student, if they did not connect with us earlier. Please understand that due to client confidentiality, confirmation of students receiving services will not be available without permission from the student.

Thank you for assisting our diverse student population. Should you have any questions, please feel free to call us at (408) 924-5910 or email us at counseling.servcies@sjsu.edu.

