There may come a time when you need to refer a student to one of the services on or off campus. The following are guidelines that may facilitate the referral process.

**Refer a student when:**

- The problem or request for information is beyond your level of competency.
- You fear for the safety of a student or others.
- You feel like you cannot work with a student for whatever reason (e.g., you feel overwhelmed, you have reached your limit of energy or patience, or you feel manipulated or scared).

**Referral Resources on Campus**

- Emergency: Campus Safety 242-7910 or 9-911.
- Student Health & Wellness Office, Psychological Counselor – call 242-7580 to schedule an appointment.
- Administration: Vice President of Student Services 242-7621

**Referral Resources off Campus**

- Emergency: 9-911 for Police, Medical, Psychiatric
- Help-Line (8am-8pm Counseling Hot-Line) 244-2222
- National Suicide Prevention Lifeline 1-800-273-8255

The Student Health & Wellness Office can facilitate other off-campus referrals for non-emergencies for the multiple county areas Shasta College serves. Please call 242-7580 for assistance.

**Referral to Psychological Counselor, Student Health & Wellness Office**

Referring a student for counseling may be threatening for various reasons. Education and general information about our services can make the difference in a successful referral. It is helpful to remember that you are doing what you think best for the student and that knowing your limits is important and commendable rather than something negative.

When referring a student for counseling we strive to give the student our immediate attention. Early intervention is preferable to crisis intervention. Therefore, we encourage you to refer students you are concerned about as quickly as possible. During the spring and fall semesters the Student Health & Wellness Office hours are 8am-12noon and 1pm-4pm, Monday thru Friday. Counseling appointments are available during these hours. You may walk the student to the office, have the student phone or stop by the office to schedule an appointment. If you have a student in crisis, please refer them to our counselor’s walk in hour – daily at 3:00 pm.
This gives the student an opportunity to meet with the counselor for 15-20 minutes to address an immediate need. Please remind the student they will need to bring their student ID number as well as their government issued photo ID (driver’s license, state issued photo ID, passport, Consular Matricula card, etc.) with them.

When you do discuss a referral to psychological counseling, it would be helpful for the student to hear in a clear, concise manner your concerns and why you think counseling would be of benefit. You might also tell them a few facts about the Student Health & Wellness Office. For instance, all services are free to students registered in the current semester, for credit-bearing classes at the time of service. A trained, Licensed Clinical Social Worker (LCSW), or intern supervised by the LCSW, is available by appointment through the Student Health & Wellness Office. Counseling sessions are generally 45 minutes, limited to 3-6 sessions per semester. At the discretion of the counselor, some exceptions may be made. If long-term therapy is indicated, a community referral is made. All information is held confidential with certain legal exceptions.

Having the student call for an appointment increases his/her responsibility and commitment to follow thru with the counseling appointment.

The material in this handbook has been compiled by the staff of the Shasta College Student Health & Wellness Office with information generously donated by mental health professionals at various counseling centers throughout California. We would like to especially acknowledge the contributions of Santa Rosa Junior College and California State University, Sacramento.