

Making Referrals

Discussion regarding counseling referrals should take place in a confidential setting so that the student's privacy is protected. Share a clear and concise explanation as to why you think counseling would be helpful. You should also provide a few facts about Counseling Center services. For instance, all services are free to enrolled students, and there is a counselor available to see students **Monday through Friday from 8:00am to 5:00pm daily**. All discussions are confidential, except where disclosure is required by law (i.e., where there is reasonable suspicion of abuse of children, disabled or elderly persons; where the client presents an imminent danger of violence to another person, or where the client is an imminent risk for harm to himself or herself unless protective measures are taken.) Even in those cases, the information to be disclosed is limited.

When you are making a referral, it is important to point out that: **1)** help is available, and **2)** seeking such help is a sign of strength and courage rather than a sign of weakness or failure. It may be helpful to point out that seeking professional help for other problems (medical, legal, car problems, etc.) is considered good judgment and an appropriate use of resources. For example, "If you had pneumonia, you would go to a doctor rather than trying to tough it out," or "If your brakes failed, you would see a mechanic."

When referring to the Center, let the student know that there are two ways to initiate being seen.

- 1) A student can be seen on a "walk-in" basis without an appointment. Walk-in hours are from 12:00 p.m. until 3:00 p.m. on Monday through Thursday and 9:00 a.m. until 12:00 p.m. on Friday.
- 2) If a student simply cannot come during walk-in hours they can call the Center at 972-2318 and schedule an initial intake appointment. **If a student is experiencing an emergency and/or crisis, crisis counselors are available during all hours of operations (Monday – Friday, 8:00am to 5:00pm)**. If the student seems to need assistance or extra support, it may be helpful if someone can escort them to the Center.

When you are making a referral, you may also want to make a consultation call to the Center. The walk-in or crisis counselor will be able to answer most of your referral questions and assist in the referral process. It is also possible to consult with a particular counselor if you choose to do so. Keep in mind, however, that the counselor may either personally see the referred student or for various reasons (e.g., schedule conflict, workload) refer the student to the most appropriate counselor on staff.

If you believe that there is imminent danger of harm to a student or someone else, immediately call the police for assistance (9-911). To help assess the situation, call the Counseling Center at 972-2318. A Counseling Center on-call counselor is available for urgent situations 24 hours a day. Identify yourself as an ASU faculty or staff member, and indicate the urgency of your request (say whether it's immediate, within the hour, same day). Leave a phone number where you can be reached. **After weekday hours and on weekends, call the UPD dispatcher (972-2093) who will notify the on-call counselor, who will return your call as soon as possible.** In order for a counselor to talk to the referring party, the student/client will need to sign an "Authorization to Exchange Confidential Information" form, available on this site. If you have any questions regarding referrals or the Center's services, please call us and we will be happy to talk to you.