

## How to Make a Referral to the Counseling Center

Depending upon severity of need, there are several ways to refer a student to the Counseling Center:

- ◆ Talk to the student, share your concerns, and suggest the student call the Counseling Center. (Ask later if he/she followed through.)
- ◆ Offer to call the Counseling Center with the student present and pass the phone to the student to make an initial appointment.
- ◆ Arrange to escort the student to the Counseling Center, or make sure someone the student knows and trusts will accompany him/her.
- ◆ In the event of an emergency (student is at risk for harm to self or others), call the Counseling Center for assistance between 8:30 AM and 5:00 PM. After hours, call Pitt-Greensburg Police and Safety or 911.
- ◆ If a student becomes agitated, allow plenty of personal space, speak calmly, give choices, avoid threatening or authoritative statements that can escalate the situation, and keep an escape route open.
- ◆ Take reports of suicidal thoughts seriously - do not leave the student alone.

## IMPORTANT INFORMATION

Counseling Center 724-836-9870

Police & Safety Ctr. 724-836-9865

Westmoreland County Crisis Hotline

**1-800-836-6010**

Pitt Greensburg Counseling Center  
217 Chambers Hall  
150 Finoli Drive  
Greensburg, PA 15601  
Gayle F. Pamerleau, LCSW, Director

To consult with Counseling Staff:  
Gayle: 724-836-9870  
gaylep@pitt.edu  
Nina: 724-836-9886  
cpw26@pitt.edu

### TO SCHEDULE AN APPOINTMENT FOR A STUDENT:

**Phone: 724-836-9870  
Or  
724-836-9917**

**Email:  
GBGCounseling@pitt.edu**

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## Pitt Greensburg Counseling Center

### REFERRAL GUIDE FOR FACULTY & STAFF



How to make referrals to the Pitt-Greensburg Counseling Center and what you can tell students to expect if they go.

## HOW TO RECOGNIZE STUDENTS IN DISTRESS

The stress of college can put students at risk for depressive, anxiety, and eating disorders. Additionally, the onset of more serious mental illnesses usually occurs in the young adult years. The following are symptoms of emotional disorders that can affect college students:

- ◆ Marked changes in academic performance or classroom behavior:
  - Excessive absences or tardiness
  - Consistently sleeping in class
  - Dominating discussions
  - Extremely anxious or avoiding participation
- ◆ Depressed mood (more than 2 weeks)
- ◆ Hyperactivity and/or very rapid speech
- ◆ Deterioration of personal hygiene
- ◆ Significant weight loss or gain
- ◆ Frequent unexplained minor injuries
- ◆ Irritability and anger outbursts
- ◆ Bizarre behavior
- ◆ References to stressful or traumatic life events:
  - Loss (death or end of a relationship)
  - Relationship problems
  - Victim of abuse, assault, harassment, or discrimination
- ◆ Threatening statements (verbal or written) about harm to others
- ◆ References to suicide:
  - Verbal/written statements or threats
  - Reported feelings of hopelessness
  - Isolation from peers, family, friends

## HOW IT WORKS—

### What Students Can Expect at the Counseling Center

#### APPOINTMENTS

- ◆ E-mail [GBGCounseling@pitt.edu](mailto:GBGCounseling@pitt.edu) or call 724-836-9870 for an appointment
- ◆ Drop-ins are seen as time permits
- ◆ Emergency or same-day appointments can be arranged
- ◆ Sessions are always confidential and free

#### COURSE OF TREATMENT

- ◆ Assessment occurs during the first session
- ◆ Student and Counselor identify goals and develop treatment plan together
- ◆ Typical options include:
  - Crisis intervention
  - On-going sessions with counselor
  - Referral to other campus services
  - Referral to off-campus agencies
  - Group therapy

#### COMMON ISSUES FOR COUNSELING

- ◆ Stress/test anxiety/time management
- ◆ Relationship problems
- ◆ Depression
- ◆ Anxiety (panic attacks, social phobia)
- ◆ Eating disorders (anorexia, bulimia)
- ◆ Grief and loss
- ◆ Anger management
- ◆ Low self-esteem/assertiveness skills

## WHAT YOU CAN EXPECT FROM THE COUNSELING CENTER

#### ◆ CONSULTATION

If you are concerned about a student and unsure if a referral to the Counseling Center is appropriate, *please call!* We can discuss your concerns confidentially and anonymously, and determine whether a referral is needed.

#### ◆ CONFIDENTIALITY

For ethical and legal reasons, information about a student cannot be shared without the student's permission. Permission to contact referral sources is always requested. You are encouraged to ask a student for whom you make a referral if he or she made and kept an appointment, as a means of showing your concern.

#### ◆ CRISIS INTERVENTION

If a student has an emotional crisis during class or comes to you as a result of one, call the Counseling Center for help with arranging services and referrals. For after hours emergencies, call campus Safety and Security or Residence Life Staff.

#### ◆ HELP WITH PERSONAL ISSUES

The Counselor is available to faculty and staff for assistance with personal issues as well. Please call for a brief consultation, information, literature, or referrals. (Students have first priority and Pitt's FSAP provides more complete services.)