

# Responding to a Student in Crisis

Student Counseling Center • 914-888-5150 • CounselingCenter@mercy.edu

Tune into your own emotions to reach a state of calm. It is important to keep your volume, speech and body language relaxed during your interaction.

## Stay Calm



Summarize and clarify the student's statements while avoiding placing your own emotions into the statements.

Be sure to ask: "Are you having any thoughts of hurting yourself or dying?"

## Reflect



It is time to take action by using available knowledge and resources. Tap into Mercy College's resources and those in the community. Offer to call the referral with the student and give them appropriate materials to follow up themselves.

## React

## Seek out Privacy

Find a safe and private space to meet with the student.



## Reassure

Let the student know that you care, that they did the right thing by coming to you and that you will do your best to help. These statements are beneficial in validating their efforts and in instilling hope.

