Welcome!
Supporting Students with Mental Health Issues

Faculty Development Series | April 2024
Oregon Health & Sciences University
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Introductions
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Recognizing Signs of Distress
What are some signs of distress?
Common Signs

Physical
- Stark changes in appearance (e.g. hygiene)
- Agitated behavior
- Excessive fatigue
- Intoxication, hungover
- Visible signs of self-harm
- Disoriented or bizarre behavior

Emotional
- Tearful reactions
- Panic reactions
- Angry or hostile outbursts
- Grandiosity
- Euphoria
- Irritability
- Rapid mood changes
- Hyperactivity or rapid speech
- Withdrawn

Performance
- Decline in quality of work
- Repeated absences
- Disorganized performance
- Overly demanding of attention
- Unusual or disproportionate response to feedback

Look for grouping, frequency, duration, change & severity
How to Express Care & Concern

Make the time and space. Speak in private and without distraction.

Be direct. "I've noticed you've been absent from work lately; that's not like you. I am concerned for you."

Ask open questions. "How are you doing?", "What has helped in the past when you were feeling stressed or overwhelmed?"
How to Express Care & Concern

Listen non-judgmentally.
Don't be too quick to jump in with advice. Allow for pauses.

Normalize asking for help.
Offer hope and encourage positive outcomes. "I know things are tough right now, but it doesn't mean things will always be this way."

Refer to campus resources.
Prepare some information in advance about helpful resources.
Understanding Confidentiality

All of this information will be sent to you via email after this presentation!
What situations are faculty required to report?
All OHSU employees, except designated confidential employees, are required to promptly notify the Office for Civil Rights Investigations & Compliance (OCIC) if they learn of a student experiencing discrimination, harassment or retaliation – including sexual misconduct, sexual assault, stalking, domestic violence, and interpersonal violence.

How to Make a Report
Submit a report to OCIC

Or, contact OCIC at 503-494-5148 or ocic@ohsu.edu

This information is current as of April 5, 2024.
Understanding Confidentiality

Example situations:

A student tells you that he believes he was sexually assaulted at a conference.

A student is concerned because a faculty member will not allow her to make up an exam after she was on bed rest for a pregnancy-related condition.

A student tells you an administrator made a disparaging remark about students with disabilities who request reasonable accommodations.
Understanding Confidentiality

What situations are faculty required to report?
All OHSU employees are strongly encouraged to take meaningful action if they have concerns for a student’s immediate well-being.

If an emergency:
Call 911; if on-campus, call Campus Public Safety at 503-494-4444

If urgent:
Call SHW at 503-494-8665 for consultation or to help a student schedule a same day appointment
Refer student to crisis services (e.g. SHW after hours support OR crisis line 988)
Submit referral to CARE Program for further support
(You may do more than one of the above, and sometimes all of them!)

This information is current as of April 5, 2024.
Navigating Confidentiality with Students

Whenever possible, let the student know upfront that OHSU requires you to report discrimination and harassment. Let them know you cannot maintain confidentiality. Consider adding a statement about your reporting obligations on your syllabus.

Share with them confidential resources. Offer the student to speak with Student Health & Wellness, a confidential advocate in the Confidential Advocacy Program (CAP), or meet with the OHSU Ombuds. Both resources are confidential, and allow a student to learn more about their reporting and support options.
I want you to know upfront that I really care about you, but I am not a confidential resource at OHSU. I will do my best to keep your information private, but if you tell me about anything that includes discrimination and harassment, I am obligated to report that to OHSU's Office for Civil Rights Investigations & Compliance (OCIC). If you would like to speak with a confidential resource (who does not have to report) instead, I can help connect you.
If the student discloses discrimination, harassment or retaliation to you:

Be supportive. Thank the student for telling you. Tell them that you take their concerns seriously.

Remind them of OHSU’s non-retaliation policy. Federal law, state law and OHSU prohibit retaliation against individuals who file a compliant, or who participate in an investigation.

Share with them confidential support resources. Student Health & Wellness, Confidential advocate in CAP, or the Ombuds office.
Thank you for sharing this with me. We take reports of discrimination and harassment seriously.

As such, I am required as an OHSU employee to share this information with OCIC. I want to assure you that OHSU prohibits against retaliation of any individual who makes a report.
Common Pitfalls for Faculty
Common Pitfalls

Trying to manage a complex situation on your own.
Consult with colleagues, your program chair, or CARE for guidance and collaboration to ensure students receive comprehensive support and resources.

Doing nothing because you don't know what to do.
Instead, consult with colleagues, your program chair, or CARE.

Not reporting a reportable situation.
When in doubt, consult with OCIC about a situation.

Not understanding your reporting obligations and/or not communicating those clearly to students upfront. Stay educated about OHSU policies. Add a statement to your syllabus and remind students of their confidential resources frequently.
Providing informal accommodations. Instead, direct students to register with OSA. It’s mutually beneficial for you, the student, and the institution!

Accepting medical documentation. Instead, encourage students to share their documentation with OSA or SHW. This allows them to maintain confidentiality while receiving necessary support.

Not providing appropriate referrals. Encourage the student to connect to expert support resources. Visit the Student Support page for resources, or consult with CARE for specific recommendations.
Common Pitfalls

Offering medical advice or diagnosis.
Encourage the student to seek guidance from Student Health or their personal healthcare provider for any medical concerns or diagnoses.

Acting as a student's primary mental health support.
Provide empathetic listening and appropriate referrals to ensure students receive the comprehensive support they need to thrive academically and emotionally.

Not participating in Mentorship Academy.
Mentorship Academy training programs equips faculty with the skills and knowledge necessary to effectively support students.
Key Resources for Students

All of this information will be sent to you via email after this presentation!
Student CARE Program

Consultation, Awareness, Resources & Education

The Student CARE Program provides wraparound case management services to all OHSU students experiencing personal, physical, or emotional challenges.

CARE provides collaboration and guidance to faculty on how to address student concerns.

Contact

CARE Referral Form

For consultation: hooverbr@ohsu.edu
Student Health & Wellness

Services for Students
• Primary medical care services
• Short-term counseling (virtual and in-person)
• Medication management
• Crisis support
• Consultation
• Referral services for specialty or long-term care

Location
Baird Hall, Garden Level

Contact
503-494-8665
Mondays, Wednesdays, Fridays: 8AM-4:30PM
Tuesdays, Thursdays: 10AM-6PM
Closed on weekends
Crisis Care at Student Health

Business Hours
Call SHW at 503-494-8665 or walk-in
Request a crisis same-day appointment

After Hours (24/7)
Call SHW at 503-494-8665; select option 5
Speak with a crisis counselor

Suicide & Crisis Lifeline (24/7)
Call 988
Office for Student Access

Services for Students
- Accommodations for disabilities (classroom, testing, clinical, etc.)
- Accommodations for temporary medical conditions/injuries
- Assistance with requesting accommodations for licensure or board exams

Location
3030 Moody, Suite 200

Contact
studentaccess@ohsu.edu
503-494-0082
Other Student Resources

There are many other great resources available to students, including:

Academic Success Center
Center for Learner Diversity & Inclusion (CLDI)
Food Resource Center
Confidential Advocacy Program

Find relevant support resources at:

Student Support Resources
Continued Learning
Mentorship Academy

Mentorship is a reciprocal learning relationship between individuals who work together to facilitate each other’s personal and professional growth through career and psychosocial support.

How to Register
Register for trainings by searching for "Mentorship Academy" on Compass.
The OHSU Mentorship Academy provides CIMER training for educators from across the institution to develop mentoring competencies that foster mentee success. The target audience includes faculty, staff, and postdocs in long-term mentoring relationships with learners.

1. Introduction + Maintaining Effective Communication
2. Aligning Expectations + Assessing Understanding
3. Addressing Power and Privilege
4. Cultivating Mental Health and Disability Support
5. Promoting Professional Development + Fostering Work-Life Integration
6. Fostering Independence + Articulating Your Mentoring Philosophy

120-minute: Modules focused on peer-to-peer discussion
90-minute: Modules focused on resource, strategies, and content
ASIST
Applied Suicide Intervention Skills Training

Advanced training for community members
2 full days, in-person training

Upcoming Sessions
• May 30-31
• August 5-6
• October 21-22

How to Register
Sign up in Compass
Free for OHSU Members
Contact Us

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