

Welcome!



Supporting Students with Mental Health Issues

Faculty Development Series | April 2024
Oregon Health & Sciences University



Agenda



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1. Introductions
2. Recognizing Signs of Distress
3. Common Pitfalls for Faculty
4. Key Resources in Student Affairs
5. Continued Learning Opportunities
6. Q&A

Introductions



Introductions



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Recognizing Signs of Distress



slido



What are some signs of distress?

Common Signs



Look for grouping, frequency, duration, change & severity

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- Withdrawn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

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.



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

Understanding Confidentiality



Understanding Confidentiality

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](tel:503-494-5148) or ocic@ohsu.edu

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!)

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.

Example script
before a disclosure

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.

Navigating Confidentiality with Students

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 complaint, or who participate in an investigation.

Share with them confidential support resources.

Student Health & Wellness, Confidential advocate in CAP, or the Ombuds office.

Example script
after a disclosure

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.

Common Pitfalls

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.



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Key Resources for Students



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

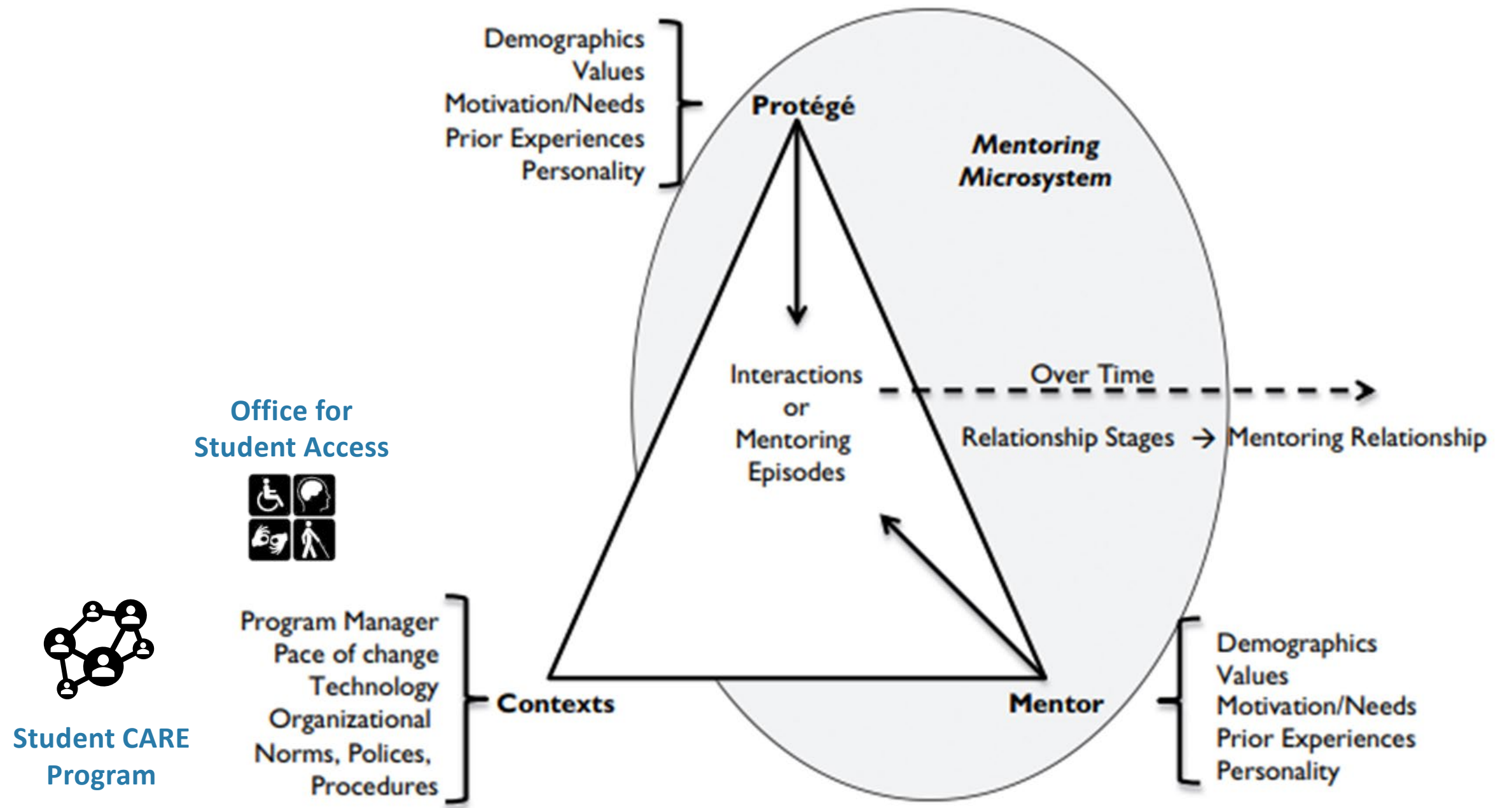


Mentorship Academy

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.





OHSU Mentorship Academy

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



Questions?



Contact Us



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