

Counseling Information and Warm Hand-Off Procedures During Remote Advising

Remote advising circumstances present unique challenges for connecting students with counseling services, especially since the student's place of residence determines provider options. Student Health and Counseling Services is providing Telemental Health and remains available (M-F 8-5) to provide all students with guidance on how to seek or receive care. **Crisis counselors are available to accept warm hand-offs (M-F 9-4:30).**

Counseling Services has regular intake appointments available same week for all other concerns, or you can contact your college counselor or a Community Advising Network (CAN) counselor directly. For non-crisis appointments, Counseling Services offers a stepped care model of support, and it works best to offer students services at the lowest intensity step that could be helpful to them. When considering referring a student, first consider our *You Got This* Workshop series, *Counseling Corner* Podcasts <https://shcs.ucdavis.edu/node/1317>, (or see SHCS homepage) and TAO workshops <https://thepath.taoconnect.org/local/login/home.php> – which can teach helpful skills for managing depression, anxiety, social struggles, fears regarding this pandemic, and addiction. Sometimes, just one appointment can help a student with their issues (i.e., One Time Visit).

You can inform interested students that they are able to go online to schedule appointments through the website at any time, including after hours: <https://shcs.ucdavis.edu/>. **Academic Modification letters can also be requested on-line** using the counseling link (select Counseling Appointment and following instructions) for this quarter and summer, and following the same process as Winter Quarter – no need for an appointment for a letter request.

Crisis and urgent mental health needs: call 530-752-0871 and go to warm hand-off procedures below. **A crisis appointment should be considered if the student is:** in immediate distress, expresses current suicidal thoughts, has intentions to harm someone else, or is displaying concerning behavior (e.g., seems out of touch with reality, high distractibility / irritability, grandiose ideas, decreased need for sleep with increased energy, pressured or rapid speech, risk taking behaviors).

Residing in California with non-crisis mental health needs: call 530-752-0871 with student on Zoom and help them set up an Initial Consultation.

Residing Out-of-state/internationally with any non-crisis mental health needs: call 530-752-0871 and request an appointment with a Case Manager or Mental Health Advocacy Specialist who can connect the student with providers.

Counseling Services Information

Students Residing in California

Advisors can refer to *You Got This* Workshop series, *Counseling Corner* Podcasts [link](#), (or see SHCS homepage for links) and TAO workshops.

<https://thepath.taoconnect.org/local/login/home.php>

Advisors can still access and connect students with embedded college counselors and CAN Community Counselors, per usual (email, text, phone, Slack).

Students can contact [Student Health and Counseling Services](#) (530-752-0871) directly to schedule a remote Telemental Health appointment.

Students Residing anywhere in the United States (including California)

Student Health and Counseling Services has partnered with Live Health Online and Anthem Blue Cross to provide UC Davis students with access to online video visits for counseling. There are therapists available online in every state.

Student can register at [LiveHealth Online](#) or via the Live Health Online app. Once registered, students can select the counselor and appointment time that works best for their schedule. The session is provided via video on the electronic device they choose in the location of their choice.

Use the Coupon Code "COUNSELINGUCD" to receive the visit at no cost. This code can be used up until June 30th, 2020.

Students Residing Internationally

Students can utilize [SHIP when abroad](#). With SHIP, their plan acts as an out of network plan, meaning they pay up front and file a claim with Anthem for reimbursement. SHIP covers most out-of-network care at 60% of Usual and Customary Charges. Claim forms are on the Global Core website (see below). The [BCBS Global Care brochure](#) has more detailed information.

The Blue Cross Blue Shield Global website includes a provider search by country and city:

- Go to the [Global Core website](#).
- Enter 'XDP' which is the alpha prefix on their insurance ID number.
- Enter the provider type (doctor, facility, pharmacy) and search by country and city.
- Locate psychology and psychiatry by searching under the specific terms: "psychology" and "psychiatry." First select provider type "doctor," then select psychology or psychiatry, listed under specialty.
 - Note: Mental Health and Behavioral Health will not show as options.

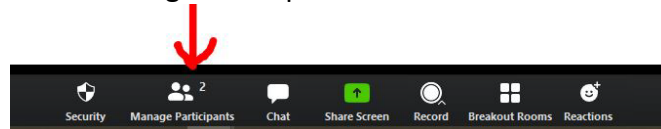
Warm Hand-Off Procedures

The information outlined here is intended to help advisors make informed counseling connections while advising takes place remotely; this includes hand-off procedures that might take the place of an accompanied walk to counseling for students in crisis. **Advisors can establish a direct connection to counseling services for a student during an active Zoom appointment as outlined below.**

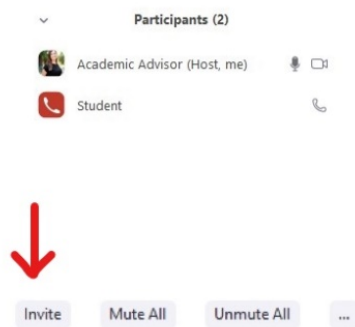
Urgent and Crisis Appointments: call 530-752-0871 and ask to be connected to the crisis counselor. Registration staff will have the crisis counselor call you first to ask some preliminary questions about your concern*. Let the student know you will be muting yourself temporarily to take this call. After they collect that information they will either ask you to send them your zoom link or they will ask to be put on speaker phone to introduce themselves to the student and schedule them a crisis session. The crisis counselor will need to ask the student some preliminary questions about location, consent to scheduling this appointment and a risk screening to make sure they can stay safe for the few minutes that it takes to fill out the questionnaire and log into the HIPAA compliant secure platform via TAO Online. If the student indicates intent to act on suicidal thoughts and does not contract for safety, or they are at risk and no-show for the appointment, the crisis counselor will initiate a welfare check.

Zoom Connection Hand-Off Instructions

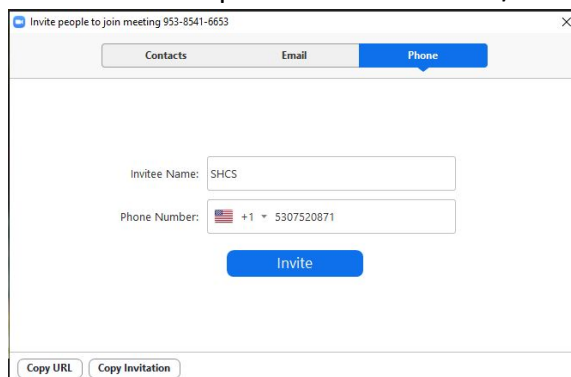
1. Click “Manage Participants” from the Zoom taskbar:



2. Click “Invite” in the Participants window:



3. Click “Phone” option and enter name/number:



4. If continuing onto an email connection, click “email” in the above screen and enter the given crisis counselor’s email address, as prompted.

*Some questions that the crisis counselor will ask you might include:

- What did the student say that makes you think they are experiencing a mental health crisis? (Please repeat their words exactly as stated).
- What academic issues or pressures might be playing a role?
- Do you know of any history of mental health issues or family pressures / cultural factors that might influence what the student is experiencing?
- How well do you know the student? (How many meetings / any historical components).
- Is there any evidence that the student has lost contact with reality (hallucinations / delusions / obvious visual signs of physical unkemptness)?
- Any recent changes in the student’s life that they have communicated?
- Are they going to be seeking a letter of support for academic modification?