

MENTAL HEALTH

Section: Safety and Security

Policy: University Housing personnel will respond quickly and appropriately to address a resident with mental health concerns.

Purpose: The purpose of this policy is to provide established procedures when addressing resident's mental health concerns.

Scope: This policy applies to all staff members of University Housing that may deal with mental health issues of residents.

Background: The Counseling and Psychiatric Services (CAPS) Office at the University Health Center is a student service that supports the idea of students taking responsibility for using the services provided. However, CAPS is also interested in providing support and consultation to university staff concerned about problems of students. This support is conditional upon protecting the confidentiality of the student once the student has established a relationship with a therapist.

Procedure:

- I. Consultation with a therapist at CAPS is possible when staff is concerned about a resident's behavior. Staff members are encouraged to first discuss with the resident the problems about which they are concerned and then consult with CAPS.
- II. If a staff member is concerned about a resident who appears to be either disruptive or dangerous to self or others the staff member should:
 - A. Talk with them about making an appointment with CAPS.
 - B. Offer to accompany the resident to make the appointment if they indicate a hesitancy to do it on their own.
 - C. Contact UGA police and the proper housing staff if danger to self or others seems imminent.
 - D. Contact the CAPS counselor on-call at 706-542-2273 for either a consultation or immediate assessment.
 - E. Notify the assistant director or on-call assistant director and follow the appropriate consulting up guidelines according to Priority Level I or II crisis response.
- III. After a resident has made contact with CAPS there are limits placed on information received about that resident, due to confidentiality. A resident may share directly with staff whatever information they choose. However, information about the resident cannot be offered by CAPS without the resident's permission. If concerned about a resident, staff should call CAPS in advance of the resident's appointment and relay concerns to the clinician. The clinician can ask the resident for their permission to talk to University Housing professional staff.
- IV. A resident seeking help from CAPS because of a suicide attempt is viewed as partially releasing CAPS from the need for maintaining confidentiality in a strictly defined sense. Information necessary for the supportive care of the resident upon their return to the living area will be shared. Such information will not be in specific terms but will

- be general or broad information to be helpful in assisting the resident.
- V. UGA Police and the professional or graduate staff on duty should be contacted if a resident is unconscious, incoherent, making threats to self or others or is having trouble breathing. Staff members should never leave such a resident in the care of friends and never accept responsibility for the care of such residents themselves. In addition, staff should never transport residents in their vehicles (refer to the [Suicide Attempts or Gestures](#) policy for specific information on suicide).
 - VI. The contact number for all CAPS staff is 706-542-2273. In case of emergencies, a CAPS staff member is always available by calling the number listed above or by calling UGA Police at 706-542-2200 after hours and on weekends.

Reviewed: Dec. 13, 2023

Reviewed: March 9, 2022

Reviewed: March 16, 2018

Revised: April 2016

