

Counseling Health & Wellness (CHW) Overview and Supporting Students in Distress:

South Lake Union Campus
Orientation Leaders

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Learning Outcomes

1

Identify the three different offices in Counseling, Health, and Wellness.

2

Learn two services that each CHW office offers.

3

Identify six general strategies for supporting students in distress, including resources.

Counseling, Health, & Wellness





SEATTLE UNIVERSITY

CAPS 


**COUNSELING AND
PSYCHOLOGICAL SERVICES**

Monday – Friday 8:30 AM – 4:30 PM

Student Concerns

- Adjusting to college/homesickness
- Academic concerns (test anxiety, motivation, career uncertainties)
- Self-esteem
- Stress and anxiety
- Depression
- Relationship concerns
- Family conflicts
- Roommate conflicts
- Coping with loss
- Loneliness and isolation

Individual Therapy

- 
- Free (No insurance needed)
 - Only for enrolled students in Washington state
 - Confidential & Voluntary
 - CAPS therapists work within a **short-term model**; the number of sessions you have is based on clinical needs, as determined by the therapist and the individual student.

Urgent Care

- For students in psychological distress or considering harm to themselves or others.
- The goal of Urgent Care is to help students ensure their safety and create an individualized plan of action in collaboration with CAPS staff.
- Monday – Friday
10 AM – 11 AM and 2 PM – 3 PM
- No appointments are necessary, and Urgent Care sessions are first-come, first-served.



Monday–Wednesday

9 a.m. to 5 p.m.

Closed Tuesdays 9-10 a.m. for staff meetings

Thursday–Friday

8:30 a.m. to 4:30 p.m.

- Available to all actively enrolled students
- Students are seen by appointment, even for urgent concerns (hold some same-day appointments for urgent needs)
- Staffed by nurse practitioners
- Offers full scope primary care services and assistance with referrals to specialty care

Website

<https://www.seattleu.edu/student-health/>

Primary Care Services provided in the SHC

Acute Care	Diagnosis and treatment of illnesses, infections, & minor injuries
Mental Health	Diagnosis and treatment of anxiety and depression; medication management for other stable mental health conditions; Referral to SU Psychiatric Mental Health NP for additional mental needs.
Physicals	Volunteer programs, travel, ROTC, program physicals for College of Nursing & Diagnostic ultrasound program
Reproductive & Sexual Health	Screenings, pregnancy testing/prevention, PCOS, breast concerns, STI counseling/testing/treatment, PrEP
Skin issues	Including treatment of acne, eczema, warts
Sports Medicine	Treatment of concussions, muscle strains, joint sprains and fractures with referral to specialists as needed
Imaging	Ordered by ARNP in the SHC, performed at outside facility (Seattle Radiology) who can bill student's insurance
Other	Immunizations and TB testing/program requirements

Wellness & Health Promotion

Mission

Wellness and Health Promotion fosters student wellbeing through evidence-based programs and services that meet student needs throughout their wellbeing journey.

Instagram

@wellnessatseattleu

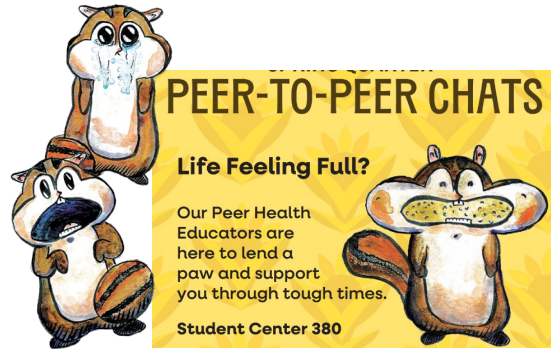
Peer Leadership Opportunities



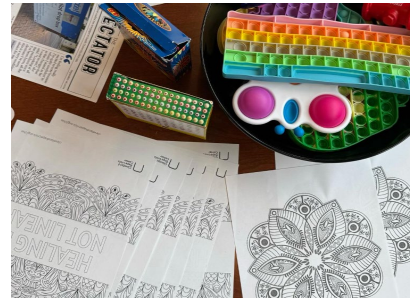
In Person Services (STCN 380 – First Hill)

Student Center Room 380

- Undergraduate & graduate staff available for Peer-to-Peer Chats
- Free menstrual health products
- Available to talk about wellness resources
- Snacks, fidgets, couches, crafts, and a space to de-stress



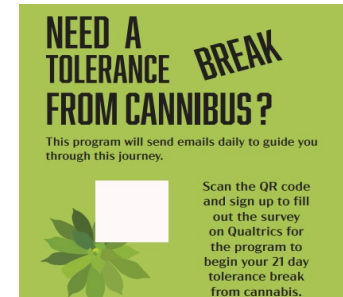
Students Can Borrow a Lux Light Therapy Lamp! (Begins late Oct.)



Events and Education



Online Services





Typical Reactions to Stress & Change and What Helps



Typical
reactions to
stress and
change:
**Withdrawal
or Isolation**



Withdrawal or Isolation

Reaction:

The student may stop attending classes, spend most of their time alone in their room, avoid social situations, or disengage from their usual activities.



Withdrawal or Isolation

- **Reach out directly:** Knock on their door or send a message saying, *“Hey, I noticed I haven’t seen you around much—want to grab a coffee or chat for a few minutes?”*
- **Offer connection:** Invite them to low-pressure community events or study groups.
- **Refer appropriately:** Let them know about CAPS and University Ministry:
“If you ever want to talk to someone confidentially, CAPS is a great place to start. I’m happy to help you get connected if you’d like.”



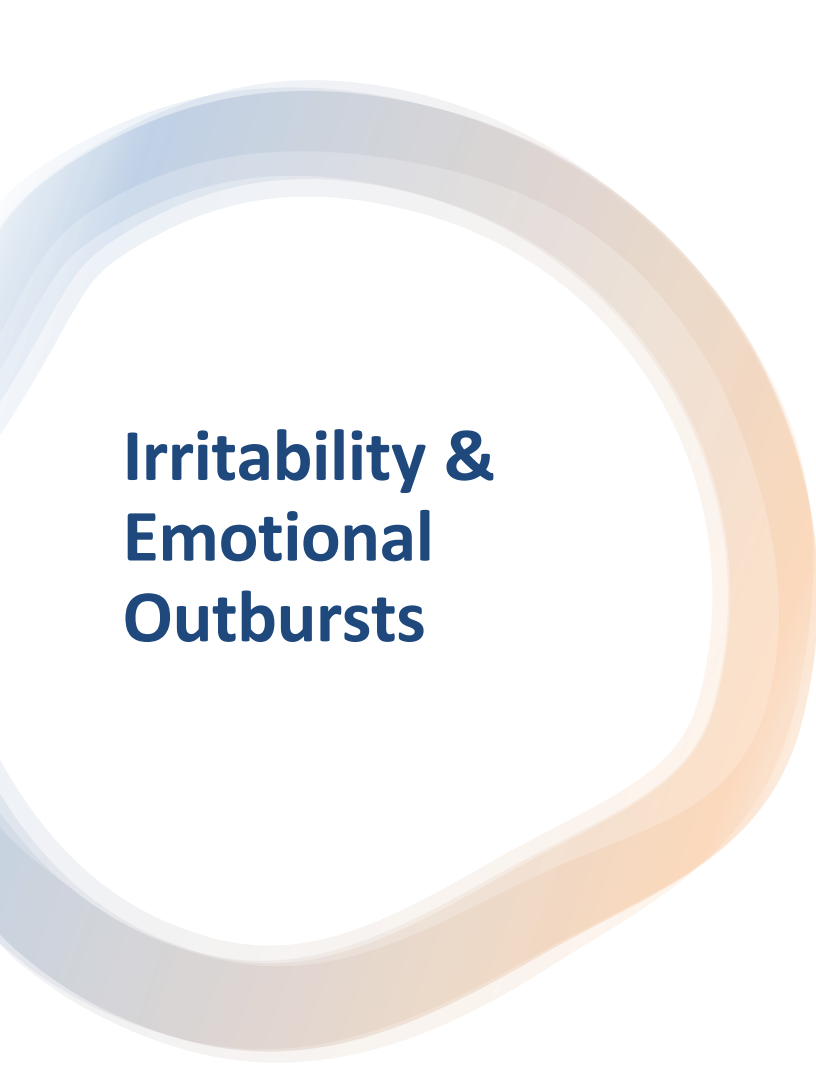
Typical reactions to
stress and change:
**Irritability &
Emotional
Outbursts**



Irritability & Emotional Outbursts

Reaction:

The student may seem more easily frustrated, reactive, tearful, or angry than usual. Minor stressors may trigger intense emotional responses.



Irritability & Emotional Outbursts

- **Stay calm and grounded:** Use a soft, nonjudgmental tone. *“It sounds like things have been really overwhelming lately.”*
- **Normalize and validate:** *“College can be a tough transition. It’s okay to feel upset—it doesn’t mean you’re doing anything wrong.”*
- **Provide a path forward:** Suggest a calming resource like Roundglass or a way to help process their frustrations, like UREC.



Typical reactions to
stress and change:
**Overachievement
or Perfectionism**



Overachievement or Perfectionism

Reaction:

The student may respond to stress by overcommitting, appearing “fine” while silently struggling, or expressing fear of failure.



Overachievement or Perfectionism

- **Ask intentional questions:** *“You’re juggling a lot—how are you really doing with everything?”*
- **Encourage balance:** Gently remind them that rest and self-care are essential, not earned: *“You don’t have to do everything perfectly to belong here.”*
- **Share campus resources:** *“A lot of students who look like they’re holding it together still benefit from support — Learning Assistance Programs can be really helpful.”*



General Strategies for supporting students in distress



breathe

Remain calm and help the student gain control of their emotions. Invite them to slow down and take a deep breath.

Listen attentively to their concerns. Treat them and their problem with respect, sensitivity, and caring. Resist minimizing their problem.

A close-up photograph of a person's hand holding a small, rectangular, light-colored card. The card has the words "ALWAYS LISTEN FIRST" printed in bold, black, sans-serif capital letters. The person holding the card is wearing a light-colored, possibly white, shirt. The background is softly blurred, showing more of the person's torso and the shirt.

**ALWAYS
LISTEN
FIRST**



Help the student to clarify their feelings and concerns. Use paraphrasing, questions, and summarizing to show you understand them. Try to see the situation from their point of view.



Problem-solve
with the student.
Help them develop
a rational plan of
action.

Assist them in
generating options
and evaluating
alternatives. If
appropriate, make
suggestions.

Scenarios

Jamie hasn't shown up to orientation events for the past two days. Their roommate says they've been spending most of their time in the room with the lights off. When you check in, Jamie replies, "I'm fine. Just tired."

Questions:

- How might you reach out in a friendly, non-pushy way?
- What campus resources could you suggest if Jamie wants support?
- When would you tell a professional staff member?

Quinn snaps at another new student during a group activity and storms out, muttering, “I can’t deal with this place.” Quinn seems more upset than others about the small conflict.

Questions:

- How could you check in with Quinn without escalating things?
- What language shows you care but keeps it short and supportive?
- Who do you let know if you’re worried?



Evaluate potential risks involved in the situation. Is the student a danger to themselves or others? If so, preventative action may be necessary.

How does a student establish services with CAPS?



CONTACT CAPS VIA EMAIL
(CAPS@SEATTLEU.EDU),
BY PHONE (206.296.6090),
OR IN PERSON MONDAY-
FRIDAY 8:30 AM – 4:30 PM.



SCHEDULE A 30-MINUTE
MENTAL HEALTH
WELLNESS CHECK-IN
MEETING WITH A
COUNSELOR.
(APPOINTMENTS ARE
TYPICALLY AVAILABLE
WITHIN A WEEK.) YOU'LL
TALK WITH A COUNSELOR
ABOUT WHAT YOU'RE
LOOKING FOR AND WHAT
SERVICES ARE BEST FOR
YOUR NEEDS.



IF INDIVIDUAL
COUNSELING IS THE BEST
OPTION, THEN YOU
SCHEDULE 1 – 1 ½ HOUR
INTAKE APPOINTMENT.



THEN, 50-MINUTE
INDIVIDUAL THERAPY AS
NEEDED TO REACH YOUR
GOAL.

CAPS Urgent Care

- Designed for students experiencing a personal mental health crisis and a high degree of overwhelming emotional or psychological distress
- Monday-Friday 10 AM – 11 AM & 2 PM – 3 PM
- No appointment needed. First come, first served.
- About 30 minutes to meet with a counselor and make next steps.



Questions?

**Scan to give
us your
feedback**

