

Update on Counseling Resources available to WSU students

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Tue 3/31/2020 4:42 PM

To: University Communications <UniComm@westfield.ma.edu>

Good afternoon,

As most of our students have moved off campus, and our Student Affairs support services are being provided remotely and virtually the rest of this semester, please see the message below from the Counseling Center staff, with information about counseling services and resources available to students.

Gloria Lopez

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Greetings WSU faculty and staff,

As the coronavirus pandemic continues to unfold, we thought it might useful to provide you an update about how the Counseling Center is planning to support students, and extend resources that might be more important than ever, as everyone faces additional stressors in the context of a lack of the normal campus community layers of support.

- Counselors are working remotely and we are available from 9am-4 pm for counseling appointments and until 5 pm for consultations and correspondence, excluding weekends and holidays.
- We are checking in with students who are high risk.
- We are scheduling appointments now, which will take place via a secure web video service. This is the norm among both community and college/university mental health providers.
- Unfortunately, because of licensing laws we are able to offer phone/video counseling only to students physically in Massachusetts at this time.
- We are exploring ways of transitioning outreach services as our options are now limited to virtual platforms. We are now providing one-on-one Relaxation Coaching via video as well.
- We have posted a new [coronavirus webpage](#) on our website.
- We have resources for students in crisis on [this page](#) of our website.
- Don't hesitate to reach out (413) 572-5790 if you'd like to consult about someone you are concerned about. If this is a potential crisis situation, please do not wait for a response via voicemail or email, but continue to reach out until you are in contact with someone (see next paragraph for further instructions) or call Public Safety at (413) 572-5262.

If a student is in crisis (this includes students mentioning that they are having suicidal thoughts AT ALL, regardless of whether or not you think that they are likely to act on those thoughts), go to our [crisis services webpage](#) and follow the instructions there.

If you are concerned about a student who you think needs additional, professional support for their mental health (more than you and their friends and family can provide), and/or you see someone really

struggling with this transition, please let us know.

All of us at the Counseling Center hope that you are holding up as well as can be expected under these challenging and unprecedented circumstances. Though we are not physically together, we hope that you feel the presence and support of our campus community.

Best Wishes,

The Counseling Center Staff

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