

# Faculty/Staff Mental Health Resource Guide

At the University of North Texas, we are committed to providing wide-ranging, compassionate support to help students navigate the unique challenges of academic life.

Faculty and staff members are often the first to notice changes in students' behavior or demeanor. If you suspect a student is in distress, reach out to an on-campus support resource to ensure trained professionals evaluate and address the severity of each situation.

**In the event of an emergency or situation that requires immediate intervention, please call 911.**



## Walk-In Crisis

Visit the Counseling Center Monday to Friday,  
8 a.m. to 5 p.m.

If in a crisis, visit us in [Chestnut Hall, Suite 311](#)



## Student Appointments

Call or email Monday to Friday, 8 a.m. to 5 p.m.

Call [940-565-2741](tel:940-565-2741) or email  
[counselingandtestingservices@unt.edu](mailto:counselingandtestingservices@unt.edu)



## Crisis After Hours

Call the crisis hotline after 5 p.m.

If in a crisis after hours, call  
[940-565-2741](tel:940-565-2741), then choose option 1.



## CARE Team

The CARE Team reaches out to students when  
a report is made.

Go to [report.unt.edu](http://report.unt.edu) or call [940-565-2648](tel:940-565-2648)

## Services to support our students' needs.

Our campus has a dedicated team of trained professionals ready to assist students and offer the help they need, when and where they need it.

### Counseling and Testing Services (CTS)

Provides free, comprehensive mental health resources and services with no waitlist including crisis counseling, consultation and online peer support.

[counselingandtestingservices@unt.edu](mailto:counselingandtestingservices@unt.edu)  
940-565-2741

### The CARE Team

Assists in protecting the health, safety, and welfare of the UNT community. Supports student, staff, and faculty success. Provides a comprehensive response to students, staff, and faculty whose behavior could be harmful to themselves or others.

[report.unt.edu](http://report.unt.edu)  
940-565-2648

### Office of Disability Access

Acts as the primary campus resource for the University community, providing support for students with disabilities and facilitating accommodations to eliminate barriers to access.

[disability@unt.edu](mailto:disability@unt.edu)  
940-565-4323

## Services to support our students' needs.

The Counseling and Testing Services and Dean of Students Office (DOS) offer comprehensive resources and services to address a variety of student needs, including support for students in distress.

### Counseling and Testing Services

- Crisis Walk-Ins
- 24/7 Crisis Hotline
- Individual Counseling
- Consultation Services
- Emergency Resources
- Faculty Consultation Hours
- Groups and Workshops
- Outreach and Presentations
- Teletherapy
- Togetherall Online Peer Support
- Vocational Counseling

### Dean of Students Services

- CARE Team
- Clothing Closet
- Food Pantry
- Housing Insecurity
- Pregnancy/Parenting Accommodations
- RISE (Recovery and Intervention Support and Education)
- SOS (Seeking Options & Solutions)
- Student Legal Services
- Survivor Advocacy
- Temporary Disabilities
- Student-Initiated Withdrawals

## Tips for recognizing individuals in distress.

There are three categories of distress that, over time, may indicate someone is experiencing a difficult period in their life.

### Category 1

- ⊗ Changes in academic or work performance
- ⊗ Significant drop in examination scores
- ⊗ Changes in pattern of social interaction
- ⊗ Changes in physical appearance
- ⊗ Problems concentrating, remembering things, or making decisions

### Category 2

- ⊗ Repeated requests for special consideration
- ⊗ New or regularly occurring behavior that pushes the limits and may interfere with class and/or work
- ⊗ Manipulating or being disruptive to other students, faculty, or staff
- ⊗ Unusual or exaggerated emotional responses
- ⊗ Persistent sadness or unexplained crying
- ⊗ High levels of irritability or inappropriate excitement

### Category 3

- ⊗ Highly disturbed behavior
- ⊗ Outbursts of anger
- ⊗ Inability to communicate clearly
- ⊗ Irrational conversation or speech that seems disconnected
- ⊗ Loss of contact with reality (seeing/hearing things that are not there, beliefs or actions at odds with reality)
- ⊗ Suspiciousness or irrational feelings of persecution
- ⊗ Statements related to death or dying or feelings of hopelessness
- ⊗ Threats of harming self or harming other

## Tips for helping someone in need.

- ⊗ Listen
- ⊗ Show you care
- ⊗ Don't judge
- ⊗ Trust your instincts about their safety
- ⊗ Don't leave the person alone if they are in a crisis situation
- ⊗ Seek appropriate support (e.g., crisis intervention, counseling) for the person
- ⊗ Identify available options

### In a Crisis

If a student is in crisis, contact Counseling and Testing Services immediately. CTS offers walk-in crisis services as well as a 24/7 crisis hotline for after hours.

### How to help someone who is thinking about suicide

- ⊗ Be direct (vs. Indirect)
- ⊗ Ask simple, basic questions
- ⊗ Respond in a caring, empathic manner
- ⊗ Refer to a mental health professional

### Responding to Suicidal Concerns

When a student makes any reference to suicide, threat of suicide, or attempt at suicide, a judgment should be made by a mental health professional about the seriousness of a possible suicidal thought or behavior. Suicide attempts are first and foremost a medical emergency. If danger or suicidal behavior appears imminent:

- ⊗ Call UNT Police at [940-565-3000](tel:940-565-3000) or **911**
- ⊗ Call National Suicide Prevention Hotline at **988**

### Walk-In Crisis Services

Trained Crisis Counselors are available during walk-in hours 8 a.m. to 5 p.m., Monday through Friday. You can also call [940-565-2741](tel:940-565-2741) or visit Counseling and Testing Services in [Chestnut Hall, Suite 311](#). Our team:

- ⊗ Assists students experiencing a mental health crisis.
- ⊗ Consults with students, faculty or staff who may know of a student in crisis.

### After-Hours Crisis

Trained Crisis Counselors are available 24/7. Call [940-565-2741](tel:940-565-2741) and press 1 to speak with a crisis counselor:

- ⊗ If the student is having harmful thoughts toward themselves.
- ⊗ If the student is having harmful thoughts toward someone else.
- ⊗ If the student has been recently assaulted or had a traumatic experience.

Contact Counseling and Testing Services if you are interested in learning more about suicide prevention.

[Counseling and Testing Services Training/Presentation Request \(office.com\)](#)

## University Resources

In the event of an emergency or situation that requires immediate intervention, **please call 911.**

### UNT Police Department

940-565-3000 or  
911 in emergency

### Counseling and Testing

counselingandtestingservices@unt.edu  
940-565-2741

### Dean of Students

deanofstudents@unt.edu  
940-565-2648

### CARE Team

report.unt.edu  
940-565-4373

### Human Resources

940-565-2281

### Office of Disability Access

disability@unt.edu  
940-565-4323

### National Suicide Hotline

988  
chat988lifeline.org

### Student Health and Wellness Center (Psychiatric Services)

askSHWC@unt.edu  
940-565-2333

# 90<sup>th</sup>

CTS ranks in the 90th percentile for symptom reduction nationally.

# 87%

Retention rate for students who utilized UNT counseling services.

# 25

Trained mental health professionals on campus to serve students.