



P D R A M 1997

“PERSON SENSITIVE”
REFERRAL GUIDE
FOR THE EMU STAFF

Individuals applying to EMU-PDRAM for psychological counseling, do so voluntarily. In some cases though, referrals are being made through the university's academic or administrative staff. This guide is prepared by EMU-PDRAM to help in this delicate referral process.

The Aims of the 'Person Sensitive' Referral Guide:

- Generating awareness and sensitivity for the general psychological well-being of a person referred,
- Raising awareness for detecting unusual distresses in a person,
- Being a reminder of the existing University Support Units for students and staff,
- Proposing suggestions for crisis management as well as handling simple daily occurrences.

From time to time, all people may have psychological challenges. Many individuals deal with challenging life events by themselves. Sometimes they seek the help of academic staff or staff in other units at EMU or their friends and family. There are times though when the challenges they are up against necessitate further assistance. In such cases, people may need professional help to overcome their problems. Utmost care should be taken with regards to the following points when directing a person who needs psychological help.



What situations necessitate sensitive and attentive guidance?

- Whenever there is an unusual crisis,
- When there is urgency for dealing with intense personal distress that is shared with you.

During the person sensitive referral process, it is important to be aware of your own personal limitations, as well as showing impartiality and respect for human rights.

University staff, coming in contact with individuals at the university while on duty, may pick up clues of a person's well-being by taking into consideration their personal care, body language, verbal communication and/or work/academic performance. For example:

- An unmaintained appearance in a person with previous good grooming habits,
- Absenteeism/truancy and inability to complete assignments,
- Unexpected failure in work/academic life,
- Sudden, drastic mood shifts; a usually upbeat person showing signs of unhappiness, languor and pensiveness or a calm person suddenly becoming overactive.
- A sudden display of unusual behaviors (laughing and talking to no one in particular, aggressiveness, yelling and screaming),
- A sudden gain or loss of weight,
- Existence of a physical/mental disability complicating the individual's work/academic life.

One or more of the above factors could be a sign that there is something extraordinary going on with the life of a person.

Some individuals try to resolve their problems by themselves, without involving anybody. In certain cases, however, they may not be aware of the existence of a problem. If you have witnessed an individual in distress, try to direct the person to EMU-PDRAM taking special care not to be coercive, reproofing or judgemental.

What should the nature of interaction be with a person experiencing a problem and consulting with you for advice?

- Let the person communicate in his/her own time.
- Be a good listener.
- Try to understand the situation from his/her perspective.
- Show compassion without being overly personal.
- Let the individual know that everything is under control and s/he is not alone.
- With the consent of the individual, all units in the university that may be of help should be MOBILIZED as soon as possible.
- The individual should be directed to EMU-PDRAM.



What are the important points to consider while attending to consultation with an individual?

- Abstain from being the sole problem solver for the individual.
- Abstain from taking responsibility for the person's present situation and his/her problems.
- Abstain from any attitude that damages the relationship between the individual and EMU staff (administrative and academic) as well as contravening the basic human rights and freedoms.
- Work within the boundaries of professional responsibility and area of expertise.
- Be objective when appraising the situation and the case in question.

ROLES AND RESPONSIBILITIES

Appraising the support resources

- Choosing the most suitable source of support may be a challenging process; the individual may have multiple problems or the problem presented may not be the most important problem.
- In a case like this, the most pressing matter is to direct the individual to resources most acceptable for him/her. Other referrals can be made later.

Points to remember if you become the primary support giver

- Making sure that you have enough time to spare for this particular issue as well as your regularly scheduled duties and responsibilities.
- Making sure that this situation has no adverse effect on your present position.
- If the need arises, making sure of the availability of resources for consultation.
- If you have persistent ongoing worries about the situation, asking for the support of colleagues or EMU student/EMU staff support units (e.g. EMU-PDRAM).

Confidentiality

- All information about an individual should be kept in strict privacy (including from parents and close family members). On the other hand, the ethical principles of the psychology discipline state that this rule is null and void in case the individual is in a position where s/he may harm himself/herself or another individual.
- The person should not be given the promise of unconditional privacy. It should be clearly explained that for the purpose of providing better support, certain information can be shared with co-workers and experts within the university.

EMU CRISIS DESK

Even though emergencies are rarities, it is important to be prepared for the effective management of crisis. EMU Crises Management Desk has been functioning since 20/08/2010 under the auspices of the Vice Rector responsible for Student Services and Social-Cultural Affairs. The Crises Management Desk which consists of EMU-PDRAM, EMU Security Office, EMU Health Center, EMU Student Affairs Office, and EMU Public Relations Office was founded for the purpose of effectively handling emergency situations (UYK 20/08/2010 date and 10/564-2 decision). As an EMU staff member, informing any one of the above units about the situation would be enough to effectively mobilize the center.

EMU-PDRAM: +90 (392) 630 2251

EMU Security Unit: +90 (392) 630 1444

EMU Health Center: +90 (392) 630 2200

EMU Student Services Office: +90 (392) 630 1111

EMU Public Relations Office: +90 (392) 630 2121

EMU-PDRAM

provides psychological counseling based on confidentiality to students, as well as to EMU staff (academic/administrative), who wish to share their observations of the distress and hardship of people around them.