

Eastern Mediterranean University
Psychological Counseling
Guidance and Research Center



P D R A M 1997



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"PERSON SENSITIVE"

REFERRAL GUIDE

CONTACTS

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EMU-PDRAM “PERSON SENSITIVE” REFERRAL GUIDE:

All people may experience psychological challenges from time to time throughout their lifespan. Although individuals can deal with challenging life events on their own or with the support of the people around them, sometimes professional support may also be required to overcome some difficulties.

Individuals apply to EMU-PDRAM for psychological counseling voluntarily. In some cases, individuals apply through suggestions and referrals made by people in their immediate environment (family, friends, academics, colleagues, etc.). The EMU-PDRAM “Person Sensitive” Referral Guide has been prepared to assist you in referring an individual for professional support in the most appropriate way.

THE AIMS OF THE “PERSON SENSITIVE” REFERRAL GUIDE :

- * Generating awareness and sensitivity on psychological health.
- * Explaining how to understand the situations that professional psychological support is considered as necessary and to handle these situations in an effective and healthy way.
- * Providing information about EMU-PDRAM to EMU students and staff.
- * In addition to handling simple daily occurrences, this guide will be proposing suggestions for crisis management.





HOW TO UNDERSTAND IF AN INDIVIDUAL MAY NEED PROFESSIONAL SUPPORT ?

CHANGES IN SELF-CARE, BODY LANGUAGE, VERBAL COMMUNICATION, AND EDUCATIONAL / WORK PERFORMANCE MAY BE SIGNS RELATED TO THE INDIVIDUAL'S PSYCHOLOGICAL HEALTH AND WELL-BEING.



Examples to some of the changes that can occur:

- * Significant deterioration in personal care and hygiene.
- * The onset of irregularities such as absenteeism in academic/work life, postponement or failure to fulfill responsibilities.
- * The emergence of unexpected failures in academic/work life.
- * Changes in emotional state (e.g. When an energetic and active individual turns into a distracted, stagnant and unhappy individual, or when a calm individual suddenly becomes overactive, etc.).
- * Sudden display of unusual behaviors (e.g. Talking to oneself and laughing, shouting, showing aggression, etc.).



- * Observing excessive weight loss or gain in a short time.
- * Disruptions in the thought flow and/or deterioration in communication.
- * Displaying threatening/risky behavior to others.
- * Displaying self-harming behavior (e.g. Self-injury, etc.).
- * Expression of a thought or intention to end own life.
- * Observing emotions such as intense anger, fear, indecision, tension, doubt etc. in the individual.

Some individuals try to overcome their problems by themselves without involving anybody else. However, sometimes individuals may not be aware of the existence of a problem. If you have witnessed or observed an individual in a difficult situation, experiencing distress; referring the individual to EMU-PDRAM by using an appropriate language without being insistent, reproofing or judgmental can be one of the best steps to take.

DURING THE PERSON SENSITIVE REFERRAL PROCESS, IT IS IMPORTANT TO BE AWARE OF YOUR OWN PERSONAL LIMITATIONS, TO RESPECT HUMAN RIGHTS AND NOT TO DISCRIMINATE.





WHAT ARE THE THINGS TO CONSIDER WHEN DEALING WITH AND COMMUNICATING WITH AN INDIVIDUAL WHO MAY NEED SUPPORT ?

- * Provide a suitable environment where the individual's privacy can be protected and an appropriate time to speak.
- * Be a good listener. While doing this, try listening to the individual carefully without being critical, try to understand the situation from the individual's perspective and show that the individual is understood by you.
- * Show closeness without personalizing your relationship with the individual.
- * Try to make the individual feel that he/she is not alone.
- * Do not use any discriminative, judgemental or critical approach while evaluating the event or situation that the individual goes through.
- * Do not try to solve the problems of the individual by yourself.
- * Do not attempt to take responsibility of the emotional state and behaviour of the individual.
- * Be aware of your own responsibilities and limits regarding the individual and the situation.
- * Opportunities and resources for solving the problem should be discussed with the individual. The individual can be referred to professional support through sharing the benefits of psychological counseling.

- * Without any delay, institutions and persons that can provide the necessary support should be contacted with the consent of the individual.
- * Behaviours that would adversely affect the individual and/or the people around them, should be avoided.

HUMAN RIGHTS AND FREEDOM
SHOULD NOT BE VIOLATED



SCOPE AND LIMITATIONS OF YOUR RESPONSIBILITIES:

Determining sources of support;

- * Choosing the most suitable source of support may not be easily determined as the individual may have multiple problems or the problem presented may not be the most important one.
- * The most important point in determining a source of support is referring the individual to a place that is approved by the individual. If necessary, further referrals can be made later.

Protecting privacy;

- * Any personal information about a person should not be shared with anyone (including parents/family relatives) without getting that person's consent.
- * However, as stated in the ethical principles of psychologists as well, if an individual displays any kind of harmful behavior to him/herself or others' lives, this rule is not valid. In such cases, it should be clearly explained to the individual that certain information can be shared within the knowledge of the individual for providing a better support for him/her.



Referring to professional support;

- * Make sure that you have enough time to spend on this particular issue alongside your regular duties and responsibilities.
- * Make sure that this situation is not affecting you adversely.
- * Make sure of the availability of resources for consultation if any need arises.
- * If you have ongoing concerns about the situation, do not hesitate to seek support from your family, friends, or EMU support units (e.g. EMU-PDRAM, EMU Security, etc.).



MUST DO'S IN A CRISIS SITUATION:

A Crisis is a stressful situation or event which is difficult to cope with. People may encounter individual crisis (e.g. Accident, violence, death, health problems, etc.) or social and natural crisis (e.g. Earthquake, fire, war, etc.) throughout their lives. Although each crisis is unique, all require urgent intervention. In such cases, it is essential to remain calm, ensure safety, establish clear and simple communication and to seek professional help in order to be able to provide appropriate support and intervention depending on the current crisis situation.

On the next page, you can find the contact information of some support sources that can be reached in a crisis situation. Reaching out to these institutions in accordance to the type and severity of the crisis urgently is essential to take the situation under control. If you are not in a position to decide who/where to reach out, you can get support from EMU-PDRAM professionals.





ESSENTIAL CONTACTS:

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155

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112

FIRE STATION:
199



EMU-PDRAM OFFERS PSYCHOLOGICAL
SUPPORT WITH CONFIDENTIALITY TO
THE EMU STUDENTS AND STAFF TO
SHARE THE ISSUES AND DIFFICULTIES
OBSERVED IN THEMSELVES OR PEOPLE
AROUND THEM.