

CCSD COVID 19 Announce Statement:

East Carolina University has informed the campus community about changes to the academic calendar that are intended to enhance community safety in response to COVID-19. To adhere to the CDC recommendation of social distancing, the Center for Counseling and Student Development (CCSD) will not be providing face-to-face meetings. However, we would like to provide some information about current remote CCSD services and available mental health resources during ECU's transition to distance education.

At the present time, the Center for Counseling and Student Development (CCSD) is providing phone support to current clients and students new to the Center. Currently, CCSD is providing crisis and case management services while working toward a plan of resuming more regular clinical services via video. There remains 24-hour accessibility for urgent and crisis support via our office telephone number (252) 328-6661.

Prescription medication needs continue to be managed and responded to accordingly.

The ECU CCSD recognizes that during this time of change many may feel uncertainty and fear along with a host of other emotions. There may be concerns that affect your decisions about how to best manage your health and the health of those around you. In an effort to support you we have drafted a list of coping techniques and support resources to manage stress and anxiety that are attached to this message. Additionally, as updates continue to emerge regarding COVID-19, please regularly review the Coronavirus Information website from ECU to learn of any updates at: <https://news.ecu.edu/coronavirus-updates/>

Coping with Uncertainty, Change, and Fear

- **Keep things in perspective.** It is ok and normal to have concern about COVID-19. However, keeping things in perspective can help to manage this. The fact that coverage is increasing on this issue certainly plays a role. Often anxiety increases when we face new or unknown challenges. All of us have experienced a new or unknown challenge thus we are not alone in this. Reflect on what you have done in the past to support you in times like this and share supportive and resilience-building resources with each other via phone and video calls.
- **Manage information sources and get the facts.** Look for reliable fact-based sources and decrease engagement with fear-based sources. It is helpful to adopt a more analytical approach as you follow news reports about the coronavirus. You will also want to verify information that you receive from family, friends or social media. A few options are:
 - o The U.S. Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - o World Health Organization: <https://www.who.int/>
 - o North Carolina DHHS: <https://www.ncdhhs.gov/> For those outside of North Carolina review the appropriate state government page for your state.
- **Communicate with your social support system and promote hope between each other.** Focusing on routines, schedules and preparedness plans can help decrease distress. It is important to foster a sense of normality and provide a valuable outlet for sharing feelings and relieving stress. You can maintain these connections without increasing your risk of getting the virus by talking on the phone, texting or chatting with people on social media platforms. Feel free to share useful information you find on government websites with your friends and family. It will help them deal with their own anxiety.

- **Seek additional help when necessary.** Individuals who are in crisis during this time can reach out to crisis support services. Utilizing online and call-in options help to reduce exposure. Please review the list below for options. If you are feeling you are in immediate danger or crisis calling 911 is an option.
- **Practice Patience and Be Kind.** Many are experiencing stress during this time and a little extra patience and kindness can go a long way. Using skills from mindfulness and meditation practices along with reminding yourself that people are working to respond to concerns as quickly as possible may be helpful.

(adapted from the American Psychological Association <https://www.apa.org/helpcenter/>)

Online or call-in resources

- **ECU CCSD Self Help Resource page** – Includes on and off campus resources, crisis hotlines contact info, and helpful apps and websites to explore: <https://www.ecu.edu/cs-studentaffairs/counselingcenter/selfhelp.cfm>
- **SAMHSA’s National Helpline** - also known as the Treatment Referral Routing Service. They are a confidential, free, 24-hour-a-day, 365-day-a-year, substance use and information service, in English and Spanish. More information about their services can be found at <https://www.samhsa.gov/find-help/national-helpline> They can also be reached via phone at 1-800-662-HELP (4357), or TTY: 1-800-487-4889.
- **NAMI HelpLine** - National alliance on Mental Illness. NAMI provides advocacy, education, support and public awareness so that all individuals and families affected by mental illness can build better lives. More information can be found at <https://www.nami.org/> They can also be reached Monday through Friday, 10 am–6 pm, ET. 1-800-950-NAMI (6264) or info@nami.org
- **National Suicide Prevention Lifeline** - The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Contact them by calling (800)273-TALK (8255). More information can also be found on their website at www.suicidepreventionlifeline.org
- **Betterhelp** – A teletherapy counseling website available 24/7 at a cost for subscription. More information can be found at <https://www.betterhelp.com/>

Options for connecting with a Community Mental Health Provider

We recognize that some students would prefer to meet with a community provider during this time as well as several students may decide not to return to campus. If that is the case we encourage you to seek the services that fit your needs. If you need to find services in your hometown there are several options.

- Request support from your insurance company to find an in-network provider list and understand what services may be covered is a way to get started.
- APA’s Psychologist locator tool can be accessed at <https://locator.apa.org/>
- Psychology today’s Find a therapist tool can be accessed at <https://www.psychologytoday.com/us/therapists>