

Counseling and Psychological Services Center Emergency Services

The Appalachian State University Counseling and Psychological Services Center provides a 24 hour emergency on-call system when classes are in session. We define an emergency as an “acute clinical situation in which there is an imminent risk of serious psychological or physical harm to self or others unless there is some immediate intervention.” Emergency situations would include suicidal or homicidal crisis, sexual assault or rape, domestic violence, deaths, serious accidents, fires, explosions, or other similar events. Sometimes an assessment may be made by talking to an individual in an emergency situation by telephone to determine if on-site contact is required. Our emergency service is not a “crisis hot line.” Students who are emotionally distressed and simply want to talk to someone should come to the Counseling Center during regular office hours 8 a.m. to 5 p.m. Monday - Friday.

When on-site contact is required, the on-call counselor may meet with a student at the police station or the Student Health Center when open. Counselors do not go to the domicile of students. A counselor of the same gender usually can be provided but a specific individual counselor cannot be requested. Sometimes it is necessary for the student in crisis to be seen in the Emergency Room of the Watauga Medical Center. In those situations, the Counseling Center’s on-call clinician will assist in coordinating contact between the student at the ER and the community’s crisis providers at New River Behavioral Health.

We do not intervene with students who are intoxicated or under the influence of drugs. A counselor can have little impact on students who are “high.” Some such individuals may need medical attention or to be kept safe in a hospital or other secure environment, but a psychological intervention would serve little purpose. Intervention will be offered when the student is sober or no longer under the influence of drugs, when such services may be of some benefit to the student.

If a psychological emergency occurs Monday - Friday, 8 a.m. to 5 p.m., contact the Counseling and Psychological Services Center in the Annas Student Services Building (the same building as the campus post office) or call (828) 262-3180.

If an emergency occurs outside of the above hours, contact the on-call counselor by calling University Police at 262-2150. They will then notify the on-call counselor to respond to the name and number given. When classes are not in session, students should be referred to the emergency room at Watauga Medical Center.