



SHCS

WHO WE ARE NOT

We are not substitutes for therapists. Our scope of work focuses on brief, solution-focused intervention to assess the student's current situation and arrange for appropriate further levels of care depending on their situation. Think of us more as a triage role.

WHAT WE WILL DO

We conduct a guided clinical assessment where we talk with them about their presenting issue, as well as assess risk related to categories such as suicide, self harm, thoughts of harm to others, substance use, interpersonal violence, etc. With that, we work with the student to create an immediate safety plan for after the call.

WHAT HAPPENS AFTER

As appropriate, referrals can be looped back into the discussion in order to solidify the student's safety plan. Only with the student's permission will we provide you with a brief summary of the student's risk assessment, as well as any information about their safety plan.

WHAT ABOUT CONFIDENTIALITY?

Some students may be hesitant to discuss their concerns with someone else which is understandable! Generally, information disclosed on the call stays confidential between the Tiger Care Line and the Counseling Center, with a few exceptions.

SUICIDAL OR HOMICIDAL RISK

If the student has intention of hurting or killing themselves or another person, without an ability to contract for safety with us, we may need to intervene further to ensure everyone's safety.

MANDATED REPORTING

Similarly, if we find out about any abuse towards a minor, elder, or a vulnerable adult, we may be required to report that as well to the appropriate reporting agency.

SEXUAL ASSAULT

We want to preserve the student's sense of agency as much as possible. Once we confirm that the student is not in current danger, we will leave the decision of reporting an assault up to them, due to the knowledge that other campus staff may be required to initiate further investigation per Title IX guidelines.

TIGER CARE LINE

NEW EXPANDED

24/7 CRISIS AND STUDENT SUPPORT

When you call the counseling center after hours, on holidays or during school breaks, the lines will roll over to our team of trained professionals of the Tiger Care Line.

Our team can offer risk assessment and crisis stabilization for students experiencing a mental health concern.

Tiger Care Line
901.678.2068

Select 2 to be transferred to the Tiger Care Line

memphis.edu/shcs
214 Wilder Tower
3675 Alumni Avenue
Memphis, TN 38152