

A RESOLUTION TO BE ENTITLED ACT TO:

Recommendation of adding crisis numbers in an easily-accessible location on WCU's website

Short Title: Crisis Number Addition

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Co- Authored by:

Sponsored by: WCU SGA's Health and Safety Committee; *Benny Smith, Executive Director of Communication and Marketing, reached out to; Smith referred me to Shane Stovall, Director of Emergency Services.*

----- Below for Senate Leadership -----

Resolution Number: [S23-05]

First Reading: 2/27/23 **Second Reading:** 3/13/23

Referred to: Health and Safety Committee

1 **WHEREAS**, Students and individuals experiencing a crisis need resources available to them in
2 an easily accessible manner; and,
3

4 **WHEREAS**, students in crisis may not know where to turn to get help and individuals in crisis
5 should not have to click through multiple links to find the number for CAPS or UPD or other
6 crisis numbers; and,
7

8 **WHEREAS**, The theme for this year is mental health and the university proposes measures and
9 resources available for students to address mental health; and,
10

11 **WHEREAS**, The number for CAPS is (828) 227-7469 and in the event of a crisis students
12 should press "0" at the prompt, especially during hours CAPS is closed; and,
13

14 **WHEREAS**, The CAPS webpage does not explain to dial the CAPS number and press "0" if in
15 crisis, it just explains to call the number and follow the prompt; and,
16

17 **WHEREAS**, This crisis phone number should be displayed prominently and students should see
18 they need to press "0" if in crisis, yet they are just told to "call the CAPS main line
19 (828.227.7469) and follow the prompts" if experiencing a mental health emergency; and,
20

21 **WHEREAS**, The number for CAPS, information on pressing "0", and UPD's number are not
22 displayed on the main webpage, but rather individuals must scroll to the black footer of WCU's
23 website and click "Emergency Information" under "QUICK LINKS" for UPD's number; and,



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24 **WHEREAS**, Individuals must navigate to wcu.edu / Student Life / Health and Wellness /
25 Counseling and Psychological Services to find the CAPS number displayed on the website; and,
26

27 **WHEREAS**, The numbers for CAPS and UPD's emergency lines, as well as the number for the
28 Suicide Prevention Lifeline, may be listed on the back of student CatCards depending on date of
29 issue; and,
30

31 **WHEREAS**, This information may not be easily accessible or easy to find if people are required
32 to click through various links to find helpful phone numbers, especially if an individual is in a
33 period of crisis when their thinking and navigation abilities may be impaired by emotional or
34 other mental states; and,
35


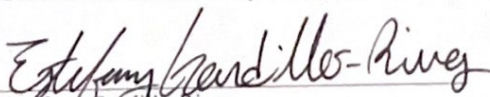
36 **Therefore, Be It Resolved That:** Western Carolina University be open to the recommendation
37 of adding the following numbers (below) to the main webpage under the black footer of the page
38 and label these numbers as emergency/crisis numbers:

- 39 CAPS: (828) 227-7469; press "0" if in a mental health emergency
- 40 UPD: (828) 227-8911
- 41 Suicide and Crisis Lifeline: 988; (800) 273-8255

42
43 **Be It Further Resolved:** WCU consider adding information to press "0" if in a mental health
44 emergency to the CAPS website; and,
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46 **Be It Further Resolved:** WCU shall consider adding the number for CAPS under its Emergency
47 quick link at the bottom of the footer; and,
48

49 **Be It Further Resolved:** WCU consider adding the new three-digit number, 988, of the Suicide
50 and Crisis Lifeline, formerly known as the National Suicide Prevention Hotline, to the back of
51 CatCards where the currently displayed number is (800) 273-8255, and to the WCU footer as
52 well.
53

Senate Vote: Aye: _____ Nay: _____ Abstain: _____			
 CJ Mitchell Office of the Student Body Vice President	03/14/23 Date	Passed: <input checked="" type="checkbox"/>	Failed: <input type="checkbox"/>
 Estefany Gordillo-Rivas Office of the Student Body President	03/14/23 Date	Passed: <input checked="" type="checkbox"/>	Veto: <input type="checkbox"/>

