

## University of New Mexico Student Health and Counseling Services

### Support During and After a Crisis

Every person has a unique and different response to recovery from a crisis. It is normal to feel everything from relief, gratitude, fear, anger, and guilt in these situations. Having physical responses soon after or months after a crisis is normal too. It will be important for you to seek professional support as needed to help recover or understand what you may need to help you move forward from this upsetting event.

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**What is a normal response after a crisis?** It is normal and okay to feel upset or not like yourself after a crisis event. There are a lot of normal responses, below are some examples of what you might expect:

- Wanting to be close to family and friends or needing time alone.
- Needing extra rest or having a hard time sleeping.
- Decrease appetite.
- Having increased upset, tearfulness, and irritability.
- Needing a bit of extra support or connection to support your wellbeing.

**When is it time to consider getting professional support after a crisis?** Many people want to know when their response is beyond a typical response. Really, only you can answer that since there is no one way to process such an event. Below are some responses to watch for that you may want to consider seeking professional support:

- You are having a hard time taking care of your basic needs – like taking medications, hygiene, eating, and sleeping for more than a few days.
- Missing school or work for more than a few days post event.
- Isolating more than typical and feeling fearful of others.
- Concerns you aren't coping well.
- You find yourself repeating the story over and over and you are not feeling relief or moving forward from the event.
- You are having nightmares, intrusive thoughts, or flashbacks.

**What are some things you can do to take care of yourself after a crisis?**

1. Remember that there is no one way to respond. Fear and grief can come in waves. Having increased emotions is totally appropriate.
2. Do your best to keep up with consistent and healthy eating, drinking water, and rest. Even if you are not able to sleep well, give your body time to lay and relax as best you can.
3. Journal or talk to a trusted friend/family member or professional. Getting support and helping externalize your experience and thoughts can help process the event and help us move forward.

**Have you decided it is time to get support?** Below are mental health resources available to you:

**UNM enrolled Students:**

- SHAC Counseling Services: Counseling, Psychiatry and Medical appointments can be scheduled by calling 505-277-3136. More information available at: <https://shac.unm.edu>

- TimelyCare: TalkNow and MedicalNow options can be scheduled immediately and are no cost to you: <https://timelycare.unm.edu>

#### **UNM Staff and Faculty:**

- CARS: Free counseling and support for staff and faculty: <https://cars.unm.edu>

#### **Community Members:**

- See resources below

### **Community Counseling and Psychiatric Referrals**

#### **Immediate or no-wait services**

##### **UNM Psychiatric Center**

- **Type:** Walk-in psychiatric urgent care & emergency evaluations
- **Wait-time:** Available the same day if you arrive early
- **Accepts:** Medicaid/uninsured
- **Location:** 2600 Marble Ave. NE

##### **Presbyterian MyChart telehealth psychiatry**

- **Type:** Same-day telehealth psych with PA-C for medication
- **Wait-time:** Usually the next day, with meds in hand within 24 hrs
- **Note:** Therapy follow-ups may take ~6 weeks, but medication management is fast.

#### **Providers with current availability (no or short waitlists and Medicaid accepted)**

- **New Mexico Solutions** – current openings
- **Serna Solutions** – current availability
- **Southwest Family Guidance Center** – current availability
- **Team Builders Behavioral Health** – current availability
- **Trail Ahead Therapy** – current availability
- **Ellie Mental Health** – current availability
- **Elevation Counseling:** praised for easy access and short wait times
- **Talking Circles & Sandia Therapy and Wellness:** reportedly have short waits
- **GD Psych Services:** BCBS accepted, in-person appts within ~2 weeks