

# PROTOCOL FOR RESPONDING TO STUDENTS IN DISTRESS

## SIGNS OF DISTRESS:

You might notice one serious sign or several less serious signs from these different categories:

- **EMOTIONAL** Irritability, anger; sadness, crying, anxiety; extreme reactions; apathy or hopelessness; suicidal comments
- **MENTAL** Decline in work or academic performance; poor concentration or decision-making; out of touch with reality; odd speech
- **PHYSICAL** Frequent health issues; problems with sleep or eating; rapid heartbeat/jittery; disheveled appearance; social withdrawal; increased drinking or drug use

Choose your response by the person's degree of distress:



### **CONCERN (during normal business hours):**

Visible distress, decrease in productivity, personal loss or significant life event, academic difficulties, sleep or eating problems, emotional outbursts, social withdrawal

Talk to the person and/or consult with a colleague or supervisor.  
See page 8 for help in starting a conversation.



### **URGENT (anytime):**

Expressions of hopelessness, talk of suicide, out of touch with reality

Call Gannett Health Services at 255-5155 for a consultation if you believe the student has a serious need for help now, but no one is in immediate danger and your supervisor is not available.

- Tell the student you want to help and get guidance from someone more knowledgeable. If you need to leave to make the phone call, be sure someone stays with the student.
- For a student, call Gannett/Counseling and Psychological Services (CAPS) at 255-5155.
- For a staff or faculty member, call Faculty and Staff Assistance Program (FSAP) at 255-COPE during business hours or 255-5155 after hours.

Note: You may walk the student to Gannett, but do not drive the student anywhere if there is immediate danger or there is a high level of concern.



### **EMERGENCY (anytime):**

Threat of immediate physical danger to self or others

Call Cornell Police: 911 from a campus phone, 607-255-1111 from a cell phone, or pick up a Blue Light phone.

# COUNSELING, ADVISING, AND INFORMATION RESOURCES

607 254-INFO  
info@cornell.edu  
www.cornell.edu

Available to the Cornell Community

## Emergency and Security Services

### Blue Light Services

[www.cupolice.cornell.edu/emergency/blue\\_light.cfm](http://www.cupolice.cornell.edu/emergency/blue_light.cfm)

**Cornell University Police Escorts**  
255-7373; 8 pm–2 am, seven days per week

Cornell University Police Auxiliary members will escort you to and from locations on or close to campus during the academic year, except on official holidays.

### Phones

To report an emergency or to get information or assistance, use one of the outdoor Blue Light phones situated throughout the campus or one of the indoor designated emergency phones. Even if you cannot speak or remain on the phone, a Cornell Police officer will immediately come to the area.

### Cornell Police

**Emergency: call 911**  
**Non-emergency: 255-1111; TDD: 255-1113**  
**Crime Prevention: 255-7404**  
[www.cupolice.cornell.edu](http://www.cupolice.cornell.edu)  
G2 Barton Hall

Provides 24-hour police, security-related, and emergency services within the Cornell community.

### Suicide Prevention and Crisis Service

**24-hour crisis line: 272-1616**  
**Postvention and educational programs: 272-1505**

Anonymous and confidential crisis line; telephone counseling, information and referral, and assessment of suicide risk; traumatic-death postvention services; after-suicide support group; training on crisis intervention, suicide prevention, and effective communication; interactive theater group.

### Tompkins County Rape and Abuse

#### Crisis Hotline

**277-5000**

24-hour crisis services through Ithaca Rape Crisis and the Advocacy Center (domestic violence, youth sexual abuse, and adult survivors of sexual abuse).

## Support Services

### Advocacy Center (Domestic Violence, Youth Sexual Abuse, Adult Survivors of Sexual Abuse)

**277-5000: 24/7 hotline**  
**277-3203**

Helps reduce trauma resulting from domestic violence, sexual assault, and youth sexual abuse by providing emotional support, advocacy, shelter, and related services to adults and youths.

### Al-Anon/Alateen

**255-4782; [www.al-anon.alateen.org](http://www.al-anon.alateen.org)**

Support group for friends, relatives, or family members whose lives have been affected by someone else's drinking. Al-Anon: 387-5701; Alateen: 227-1696, 277-0547; Cornell: [www.gannett.cornell.edu](http://www.gannett.cornell.edu).

### Alcoholics Anonymous

**273-1541**

A support group for people with drinking problems; call for times and locations. On-campus meeting schedules also available through Cornell United Religious Work, 255-4214.

### BASICS (Brief Alcohol Screening and Intervention for College Students)

**255-4782; [www.gannett.cornell.edu](http://www.gannett.cornell.edu)**

Helps students assess their own drinking behavior.

### Campus Life

**255-5511; [campuslife.cornell.edu](http://campuslife.cornell.edu)**  
**2336 South Balch Hall**

Campus Life student-residence units are staffed by live-in professionals and paraprofessionals who provide crisis intervention and creative problem-solving through counseling, information, and referrals.

### Cornell Healthy Eating Program (CHEP)

**255-5155; [www.gannett.cornell.edu](http://www.gannett.cornell.edu)**

Has groups and information for healthy eating.

### Cornell Minds Matter

**255-3897; <http://mindsmatter.dos.cornell.edu>**

Student-run mental health advocacy program.

**EMERGENCY  
CALL 911**

## Support Services continued

### Cornell United Religious Work (CURW)

255-4214; [www.curw.cornell.edu](http://www.curw.cornell.edu)  
118 Anabel Taylor Hall

Religious staff and denominational advisors provide individuals and couples with general, religious, premarital, and crisis counseling.

### Counseling and Psychological Services (CAPS)

Gannett Health Services: 255-5208;  
[www.gannett.cornell.edu](http://www.gannett.cornell.edu)

For urgent (non-emergency) after-hours problems, call 255-5155. In an emergency, call 911.

Gannett therapists provide professional counseling for individual students, couples, and groups. Additional services include crisis intervention, medical evaluation and maintenance, and consultation (about mental-health issues, disordered eating, sexual health, alcohol and other drug use). Services are confidential.

### Crisis Managers

255-1111 (CU Police)

Provides assistance after a crisis has occurred. See [www.gannett.cornell.edu](http://www.gannett.cornell.edu) for more about these services.

### Empathy, Assistance, and Referral Service (EARS)

255-EARS (255-3277);  
[www.dos.cornell.edu/ears](http://www.dos.cornell.edu/ears)  
213 Willard Straight Hall

Trained volunteers provide free and confidential telephone and walk-in peer counseling.

### Employee Assistance Program (EAP)

216-1410; [cornelleap@cornell.edu](mailto:cornelleap@cornell.edu);  
[www.ohr.cornell.edu/benefits/eap](http://www.ohr.cornell.edu/benefits/eap)

Provides short-term professional counseling and referral for faculty and staff members with issues related to work, marriage, finance, emotions, alcohol, drugs, and other concerns.

### Family and Children's Services

273-7494; [fcs@fcsith.org](mailto:fcs@fcsith.org); [www.fcsith.org](http://www.fcsith.org)  
204 N. Cayuga St., Ithaca

Provides mental-health services, including student, individual, couple, and family counseling.

### faQ Online

[www.faqonline.net](http://www.faqonline.net)

An anonymous instant-message service operating two nights a week, which offers online mentoring by trained LGBT peers on any issues relating to sexual orientation or gender expression.

### Fraternity and Sorority Affairs

255-2310; [greeks@cornell.edu](mailto:greeks@cornell.edu);  
[www.dos.cornell.edu/dos/greek](http://www.dos.cornell.edu/dos/greek)  
5th floor of Willard Straight Hall

Provides administrative support, advisement, and various training workshops for undergraduates.

### Haven

254-4987; [haven@cornell.edu](mailto:haven@cornell.edu);  
[www.dos.cornell.edu/haven](http://www.dos.cornell.edu/haven)  
282 Caldwell Hall

A student-led umbrella organization of diverse lesbian, gay, bisexual, transgender, and straight ally groups that sponsors social and supportive programming and outreach services.

### International Students and Scholars Office

255-5243; [www.isso.cornell.edu](http://www.isso.cornell.edu)  
B50 Caldwell Hall

Assists international students and scholars who need information or help regarding housing, immigration, financial matters, and personal or social situations.

### Lesbian/Gay/Bisexual/Transgender Resource Center

254-4987; [lgbtrc@cornell.edu](mailto:lgbtrc@cornell.edu);  
[www.lgbtrc.cornell.edu](http://www.lgbtrc.cornell.edu)  
282 Caldwell Hall

Provides support, education, and referrals on lesbian, gay, bisexual, and transgender issues.

### Let's Talk

Gannett CAPS; [www.gannett.cornell.edu](http://www.gannett.cornell.edu)

Professional counselors can help provide insight, workable solutions, and information about resources. Students are welcome to stop by any of the 10 campus locations for free and confidential support. For a current schedule and locations, see the website.

### Office of Minority Educational Affairs

255-3841; [www.omea.cornell.edu](http://www.omea.cornell.edu)  
100 Barnes Hall

Information, advocacy, short-term counseling, and referral services for minority students.

### Southern Tier AIDS Program (STAP)

272-4098; Hotline: 888-206-2870;  
[www.stapinc.org](http://www.stapinc.org)

501 South Meadow St.

Provides effective and innovative HIV and HCV prevention education and outreach to individuals and communities and comprehensive and caring services to people living with HIV/AIDS.

### Victim Advocacy Program

255-1212; [victimadvocate@cornell.edu](mailto:victimadvocate@cornell.edu);  
[www.gannett.cornell.edu](http://www.gannett.cornell.edu)

This university-supported service provides advocacy and support to Cornell community members who have been victims of a crime or traumatic incident.

### Women's Resource Center

255-0015; <http://wrc.dos.cornell.edu>  
Second floor of Willard Straight Hall

Supports full participation of women students in their educational and personal pursuits at Cornell.

## Academic Assistance

### Biology Advising Center

255-5233, 255-0669;  
bioadvising@cornell.edu;  
www.biology.cornell.edu  
216 Stimson Hall

Biology program and course information, information on undergraduate research and summer opportunities, academic advising and counseling.

### Cornell Career Services

255-5221; www.career.cornell.edu  
103 Barnes Hall

Provides a range of services and resources to help students reach decisions on majors and careers, pursue internships and summer and full-time positions, and apply for admission to graduate and professional schools. Maintains a career-information library and a credential-file service.

### EMPO/ Women's Programs

255-3682; B55 Olin Hall

Offers tutoring for women engineering students.

### Internal Transfer Division

255-4386; www.sws.cornell.edu/itd  
220 Day Hall

Assists matriculated students with intercollege transfer within Cornell when direct transfer may not be possible.

### Learning Strategies Center

255-6310

420 Computing and Communications Center

Provides supplemental instruction, tutorial programs, and courses on reading, study-skills development, and student disability services.

### Mathematics Support Center

255-4658; maria@math.cornell.edu;  
www.math.cornell.edu  
256 Malott Hall

Provides advising, free tutoring, course handouts, written capsules, referrals, and occasional evening workshops on a variety of math levels.

### Student Disability Services

254-4545; clt\_sds@cornell.edu;  
http://clt.cornell.edu/campus/sds

420 Computing and Communications Center

Ensures that students with disabilities have equal access to all Cornell programs and activities; arranges for auxiliary aids, assistive technology, and reasonable accommodations for all qualified students; keeps information confidential.

### Writing Workshop

255-6349

174 Rockefeller Hall

Offers seminars on improving writing skills.

## General Information Services

### Legal Aid Clinic

255-4196

G40 Myron Taylor Hall

Provides legal services in civil matters to indigent residents of Tompkins County. Clients must meet eligibility criteria. Aid is provided by Cornell law students under the supervision of clinic attorneys.

### Office of the Dean of Students

255-1115; dean\_of\_students@cornell.edu;  
www.dos.cornell.edu  
401 Willard Straight Hall

Registers student organizations, trains student leaders, provides fraternity and sorority information, and coordinates crisis support and referrals, peer counseling, and new-student programs.

### Office of Financial Aid and Student Employment

255-5145; finaid@cornell.edu;  
www.finaid.cornell.edu  
203 Day Hall

Provides individual counseling on financial-aid and student-employment questions and concerns.

### Office of the University Ombudsman

255-4321; ombudsman@cornell.edu;  
http://ombudsman.cornell.edu  
118 Stimson Hall

An office independent of the university administration, whose independence, impartiality, immediate access to information, and confidentiality can assist Cornell community members who seek solutions for a wide range of problems.

### Office of Workforce Diversity, Equity and Life Quality

255-3976; TDD: 255-7066;  
owdelq@cornell.edu;  
www.ohr.cornell.edu/contacthr/  
workLifeDiversity  
160 Day Hall

Addresses and educates the Cornell community on issues involving diversity, equal opportunity, affirmative action, reasonable religious workplace accommodations, persons with disabilities, and work/life/family issues. Addresses complaints of discrimination based on race or color, disability, sexual orientation, age, veteran or marital status.

### Public Service Center

255-1148; cupsc@cornell.edu;  
www.psc.cornell.edu  
200 Barnes Hall

Supports and expands the public-service initiatives of the Cornell community. Offers a variety of outreach programs for volunteers, work-study students, and service-course requirements.

# Academic Advising and Student Services Offices

## College of Agriculture and Life

**Sciences**—254-5386; [www.cals.cornell.edu/cals/current/advising/index.cfm](http://www.cals.cornell.edu/cals/current/advising/index.cfm)  
140 Roberts Hall

## College of Architecture, Art, and

**Planning**—255-3616;  
[www.aap.cornell.edu/student-services](http://www.aap.cornell.edu/student-services)  
B-1 W. Sibley Hall

## College of Arts and Sciences

—255-5004;  
[www.arts.cornell.edu/stu-adv/index.php](http://www.arts.cornell.edu/stu-adv/index.php)  
55 Goldwin Smith Hall

## College of Engineering

—255-7414;  
[www.engineering.cornell.edu/student-services/academic-advising/index.cfm](http://www.engineering.cornell.edu/student-services/academic-advising/index.cfm)  
167 Olin Hall

## School of Hotel Administration

—255-6376;  
[www.hotelschool.cornell.edu/students/ugrad/advising.html](http://www.hotelschool.cornell.edu/students/ugrad/advising.html)  
180 Statler Hall

## College of Human Ecology

—255-2532;  
[www.human.cornell.edu/che/Academics/Undergraduate/Student\\_Services/advising/index.cfm](http://www.human.cornell.edu/che/Academics/Undergraduate/Student_Services/advising/index.cfm)  
172 Martha Van Rensselaer Hall

## School of Industrial and Labor

**Relations**—255-2223;  
[www.ilr.cornell.edu/student-services/advising](http://www.ilr.cornell.edu/student-services/advising)  
101 Ives Hall

## Johnson Graduate School of

**Management**—255-9395 or 255-0013;  
[www.johnson.cornell.edu/currentstudents](http://www.johnson.cornell.edu/currentstudents)  
106 Sage Hall

## Law School

—255-5839 or 255-5873;  
[www.lawschool.cornell.edu/studentlife/index.cfm](http://www.lawschool.cornell.edu/studentlife/index.cfm)  
165 Myron Taylor Hall

## College of Veterinary Medicine

—253-3700 or 253-4448; [www.vet.cornell.edu/students/support%20services.html](http://www.vet.cornell.edu/students/support%20services.html)  
S2 009 Schurman Hall



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