

PROTOCOL FOR RESPONDING TO STUDENTS IN DISTRESS

When you observe or hear about an undergraduate or graduate student behaving or appearing in a way that makes you concerned about his/her psychological/emotional well-being, consider these choices:



CONCERNED (normal business hours):

Contact your college's Academic Advising or Student Services Office if you believe the student needs help that you cannot provide and it is normal business hours. See back for contact info.

- Tell the staff member what you know about the student and the situation.
- The staff member may prepare you for a discussion with the student or s/he may contact the student to provide counseling, services, and/or referral.



URGENT (anytime):

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 the Academic Advising or Student Services Office is closed.

- If the student is present, tell the student you would like to help and need to get guidance from someone more knowledgeable. If you need to leave to make the phone call, make sure someone else stays with the student.
- Tell the counselor who you are, where you are, and what you know.
- The counselor will coach you about what you should do next.
- Once the situation has been addressed, proceed with CONCERNED protocol.

Note: You may walk the student to Gannett or to the Academic Advising or Student Services Office. Under no circumstances should you drive the student anywhere if there is immediate danger or you are quite concerned about the student.



EMERGENCY (anytime):

If you believe that you and/or someone else may be in any kind of immediate physical danger (if a weapon is involved, if you or others feel immediately and personally threatened, or if the student has a plan to do personal harm) at any time, call Cornell Police: 911 from a campus phone, 607-255-1111 from your cell phone, or pick up a Blue Light phone.

- Tell the police who you are, where you are, and what you know.
- The police will coach you about what you should do next.
- Once the situation has been addressed, proceed with CONCERNED protocol.

ACADEMIC ADVISING AND STUDENT SERVICES OFFICES

Agriculture and Life Sciences: 254-5386, 140 Roberts Hall

Architecture, Art, and Planning: 255-6250, B-1 West Sibley Hall

Arts and Sciences: 255-5004, 55 Goldwin Smith Hall

Engineering: 255-7414, 167 Olin Hall

Hotel Administration: 255-6376, 180 Statler Hall

Human Ecology: 255-2532, 172 Martha Van Rensselaer Hall

Industrial and Labor Relations: 255-2223, 101 Ives Hall

Graduate School: 255-7374, 350 Caldwell Hall

Internal Transfer Division: 255-4386, 220 Day Hall

Johnson Graduate School of Management: 255-9395 or
255-0013, 106 Sage Hall

Law School: 255-5839 or 255-5873, 165 Myron Taylor Hall

Postdoctoral Studies: 255-5823, 190 Caldwell Hall

Veterinary Medicine: 253-3700, S2 009 Schurman Hall

ADDITIONAL STUDENT SUPPORT RESOURCES:

Bias-Related Concerns: 255-3976

Cornell United Religious Work (CURW): 255-4214

International Students and Scholars Office: 255-5243

Learning Strategies Center: 255-6310

Office of the Dean of Students: 255-1115

Office of Minority Educational Affairs: 255-3841

Residential Programs: 255-5533

Student Disability Services: 254-4545

