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.

More information: www.gannett.cornell.edu/assist
Emergency and Security Services

Blue Light Services
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
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
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.

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
Helps students assess their own drinking behavior.

Campus Life
255-5511; 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
Has groups and information for healthy eating.

Cornell Minds Matter
255-3897; http://mindsmatter.dos.cornell.edu
Student-run mental health advocacy program.
Support Services continued

Cornell United Religious Work (CURW)  
255-4214; 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  
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 for more about these services.

Empathy, Assistance, and Referral Service (EARS)  
255-EARS (255-3277); 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; 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@fcsmith.org; www.fcsmith.org  
204 N. Cayuga St., Ithaca  
Provides mental-health services, including student, individual, couple, and family counseling.

faq Online  
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; 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; 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  
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; 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  
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  
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  
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; 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
Biography 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; owdleg@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
140 Roberts Hall

College of Architecture, Art, and Planning—255-3616; 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
55 Goldwin Smith Hall

College of Engineering—255-7414; 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
180 Statler Hall

College of Human Ecology—255-2532; 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/studentservices/advising
101 Ives Hall

Johnson Graduate School of Management—255-9395 or 255-0013; www.johnson.cornell.edu/currentstudents
106 Sage Hall

Law School—255-5839 or 255-5873; 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
52 009 Schurman Hall