

College of Agriculture and Life Sciences

Student Distress Protocol

PSYCHOLOGICAL/EMOTIONAL WELL-BEING OF STUDENTS:

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

EMERGENCY: IMMEDIATE PHYSICAL DANGER (anytime): If you believe that you and/or someone else is in any kind of immediate physical danger at any time, **call Cornell campus police at 911 (campus phone) OR 607-255-1111 (cell phone, or off-campus phone).**

- Tell them everything you know about the student and the situation, including who else is present.
- The police will coach you about what you should do next.
- Once the situation has been addressed, proceed with step 2 below.

OR

1. URGENT: During normal business hours Call Gannett at 607-255-5208 and ask to speak to a counselor. **After hours, call Gannett at 607-255-5155.**

- 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 everything you know about the student and the situation.
- They will coach you about what you should do next.
- Once the situation has been addressed, proceed with step 2 below.

2. CONCERN (normal business hours):

Undergraduate issue: Call Student Services, 607-255-2257.

- Tell them everything you know about the student and the situation.
- Tell them about assistance you have already received from other service providers, and what they advised.
- They may ask for assistance from other college and/or Cornell resources.

Graduate issue: Call the Graduate School, 607-255-5235 or 607-255-7374

- Share the information noted for undergrads.
- Provide whatever assistance Student Services or the Graduate School request.

***Note:** Although you may walk the student to Gannett or to Student Services (140 Roberts Hall), under no circumstances should you drive the student anywhere if there is immediate danger, or if you are quite concerned.*

Additional information: <http://www.gannett.cornell.edu/notice/what.cfm>