

Quick Guide:

Helping a Student in Distress

Resources for faculty & staff

Levels of Distress

EMERGENCY 
Immediate threat of harm to self or others

ELEVATED 
Expressions of hopelessness or desperation; talk of suicide; being out-of-touch with reality

CONCERN 
Visible distress, sadness, anxiety; decline in academic work or performance; social withdrawal; significant change in mood or behavior

What to Do


IN AN EMERGENCY

Call for immediate help.

- Police: 911
- Cornell Public Safety Communications Center and Cornell Police: 607-255-1111


FOR ELEVATED DISTRESS

Recommend, as appropriate, the following resources for support.

Cornell Resources

- Student Support & Advocacy Services: 607-254-8598; studentsupport@cornell.edu
- Cornell Public Safety Communications Center and Community Response Team: 607-255-1111
- Cornell Health 24/7 phone consultation: 607-255-5155

National Text / Chat Services (24/7)

- Suicide & Crisis Lifeline: Call, text, or chat 988
- Steve Fund Crisis Text Line: Text STEVE to 741741 (for People of Color)
- Trevor Project Text Line: Text START to 678678 (for LGBTQ+ individuals)


IF CONCERNED

Talk with the distressed person, consult with a supervisor, or contact the appropriate academic advising office.

Academic Advising & Student Services

Every college & school has a dedicated office to support students. You can consult with colleagues in these offices any time. See contacts listed under “Academic & Advising Support” at mentalhealth.cornell.edu/get-support/ithaca (Scan QR code, at right).



Cornell Health & Student Disability Services

Cornell Health (24/7)

607-255-5155; health.cornell.edu

- Medical & mental health services
- Victim Advocacy Program (free and confidential) 607-255-1212; health.cornell.edu/VA

Student Disability Services (SDS)

607-254-4545; sds.cornell.edu

- Accommodations
- Health Leaves of Absence

Non-Clinical Emotional Support for Students

Let’s Talk: informal consultations with a CAPS counselor, drop-in online or in person: health.cornell.edu/LetsTalk

Student Support & Advocacy Services: provides assistance navigating difficult situations: 607-254-8598; studentsupport@cornell.edu

Office of Spirituality & Meaning-Making: supports the spiritual and ethical lives of all students: scl.cornell.edu/osmm

Report Your Concerns

Academic concerns:

Faculty can share concerns, such as frequent absences or failing a class: data.arts.cornell.edu/faculty/sit/no-perms.cfm

Other concerns:

Anyone can share their concern about a member of the Cornell community. This can involve emotional, behavioral, bias, hazing, sexual violence, & other concerns: cornell.guardianconduct.com/incident-reporting

Use resources

Seek support early and often for yourself and others. It’s important we take care of ourselves and look out for one another as members of a **Health Promoting Campus**.



Learn conversation tips and other info to assist someone in distress: mentalhealth.cornell.edu/help-others

