

## ASSISTING A DISTRESSED STUDENT

- ◆ Speak directly to the student about your concerns
- ◆ Be specific about the behaviors you have observed that cause concern
- ◆ Ask direct questions
- ◆ Be a good listener
- ◆ Avoid labeling the student's behavior
- ◆ Offer alternatives and establish hope
- ◆ Respect the student's privacy, but make their safety the highest priority
- ◆ Recommend that the student meet with a CC Counselor if "urgent"
- ◆ Get the student to immediate help if "emergent", regardless if they say they don't want help

## RESOURCES ON CAMPUS:

### *The Counseling Center (CC)*

- ◆ Serving approximately 49% of each graduating class
- ◆ Four full-time and two Part-time clinical staff

#### Office Hours:

Monday-Friday  
9am to 12 & 1:30 to 5pm

#### Urgent Care Hours:

9am to 12 & 1:30 to 4pm

#### After Hours

#### Emergencies:

Call our Crisis Hotline:

315-781-3388

(select option 1)

#### Other Resources:

Call: 911 OR

Geneva General Hospital:

315-787-4500

# HELPING STUDENTS IN DISTRESS



**QUESTION,  
PERSUADE,  
REFER**

**Question:**

*"I've noticed you've been feeling down and unhappy. Can you tell me what's been going on for you? Have you been feeling bad enough that you've thought about killing yourself or harming others?"*

**Persuade:**

*"I want you to live, and I know that we can find something that will help. Will you come with me now or let me call someone to help us?"*

**Refer:**

*"Let's get in touch with the Counselor or call their crisis hotline"*

**Possible contributing factors for college students...**

- ◆ Transition to new and unfamiliar environment
- ◆ Academic and social pressures
- ◆ Feelings of failure or decreased performance
- ◆ Alienation, loss of identity
- ◆ Family history of psychological disorders
- ◆ Lack of adequate coping skills
- ◆ Difficulties adjusting to new demands and different work



**SUICIDE HAPPENS WHEN  
PAIN EXCEEDS AN  
INDIVIDUAL'S RESOURCES  
FOR COPING WITH PAIN.**

**MAKING A REFERRAL**

**Tier One**

**Emergency/Immediate  
Attention**

**Tier Two**

- ◆ Express care/concern
- ◆ Helpful to speak to a trained mental health professional
- ◆ Acknowledge any concerns
- ◆ Validate
- ◆ Instill hope



**If someone refuses  
help...**

**You have the right to  
seek help yourself**