

## SUPPORT FOR WORKING WITH UPSET STUDENTS

### EMERGENCY RESOURCES

- ☐ 911 for all EMERGENCIES
- ☐ Binghamton General Crisis Center (CPEP) +1(607)762-2302
- ☐ National Suicide Prevention Hotline TEXT: 988 for support

#### How to Effectively Communicate with an Upset Student

- Ensure you and the student are both safe- if not, call 911
- Know your limits and understand your role
- Know the resources on campus
- Try to talk to the student in a private setting
- Remain open and listen actively, with concern and interest
- Avoid making any promises
- Avoid alarming or judgmental reactions
- Speak in a calm, even voice despite the level of emotionality the student displays
- Repeat back the essence of what the student has told you- validate!
- Respect the student's rights to their own values
- If the student resists help and you are concerned contact Counseling Services

#### On Campus Options to Offer the Student

- The Zen Room through Counseling Services SB Rm 102
- Walking the Hornet Trail around campus- follow the stamped hornets or Whittaker Way- a hiking trail adjacent to the Ice Center Parking Lot
- Grab a bite in the Hornet Hope Center SB Rm 206 or the Cafeteria in the Student Center
- Encourage them to sit quietly, find a friend, breathe, read, journal, etc.
- Share the online resources we have- Counseling Services Page, the Wellness Page
- Do a warm handoff to an on-campus office or person that the student can benefit from- ie; Counseling, advising, success coach
- Togetherall and/or Protocol 24/7 resources for students who need to talk

### GETTING HELP FOR A STUDENT WHO IS IN CRISIS

If it is an imminent crisis or there is present danger call 911 or Public Safety at 607-778-5083

If it is not an imminent situation- call Counseling Services at 607-778-5210 Monday through Friday (Phones are answered until 4pm, Counselors available until 4:30) Summer hours 8am-4pm.

You may also choose to do a warm handoff and walk the student to the office in the Science Building Room 102 to see a counselor.

Once all safety matters have been addressed: you may fill out a Student of Concern (SOC) report located on the SUNY Broome Website. Someone will respond during regular business hours from the SOC team. This will provide a team of on campus professionals that can help support the student and help guide you if needed.

## Student Initiates Support

Is the Student Expressing Suicidal Ideation?

**YES**

**Get Help Immediately:**

911

24/7 Public Safety  
+1(607)778-5083

Counseling Services  
+1(607)778-5210  
8am-4pm M-F

### Contact Numbers

**911- emergency**

**+1(607)778-5083  
Public Safety**

**+1(607)778-5210  
Counseling Services**

**Science Building  
Rm 102**

**NO**

**If you can support the student-**

know your limits  
make no promises  
know your role listen  
validate  
know the resources  
link to resources

### **Resources:**

Counseling Services  
The Zen Room  
Getting Food  
Going for a walk  
Helping them  
identify supports  
SUNY Broome  
Website

**see back for more  
resources**

**If you feel this is above your skill set and level of comfortability:**

know the resources  
on campus  
utilize the Student  
of Concern (SOC)  
form for support

reach out to  
Counseling Services  
for a consultation  
link to resources as  
needed

## Faculty/Staff Initiates Support

Is the Student Expressing Suicidal Ideation?

**YES**

**Get Help Immediately:**

911

24/7 Public Safety  
+1(607)778-5083

Counseling Services  
+1(607)778-5210  
8am-4pm M-F

### Contact Numbers

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**+1(607)778-5083  
Public Safety**

**+1(607)778-5210  
Counseling Services**

**Science Building  
Rm 102**

**NO**

Some reasons you may feel like you have to initiate support for a student: You notice some "warning signs" that a student may be in distress. This may include: written statements of a concerning nature, visible bruises, indications of self-harm, "disappearing" from class, signs of possible substance use/abuse, a change in appearance or hygiene, etc.

**If you can support the student-**

know your limits  
make no promises  
know your role  
listen  
validate  
know the resources  
link to resources

**see back for more  
resources**

**If you feel this is above your skill set and level of comfortability:**

know the resources  
on campus  
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form for support

reach out to  
Counseling Services  
for a consultation  
link to resources as  
needed

## Mental Health- Broome County

### ON CAMPUS:

**SUNY Broome Community College Counseling Services-  
SB102 ON CAMPUS**

Monday through Friday 8AM- 4:30 PM  
+1(607)778-5120

**SUNY Broome Community College Office of Public  
Safety- Public Safety Building**

Available 24 hours, 7 days a week  
+1(607)778-5083/911

### OFF CAMPUS:

**Emergency Mental Health Services-  
Comprehensive Psychiatric Emergency Program (CPEP)-  
Binghamton General Hospital**

CPEP is available 24 hours a day, 7 Days a week.  
+1(607)762-2302 or 1-800-451-0560

### Mental Health Services-

**Guthrie Center for Mental Health- Binghamton**  
+1(607)584-4465

**Family and Children's Counseling Services- Binghamton**  
+1(607)729-6206

**United Health Services Outpatient- Binghamton**  
+(607)762-2340

## Substance Use Disorder- Broome County

**Addictions Center of Broome County-**

+1(607)723-7308  
+1(607)724-4626 (fax)

**Broome County Chemical Dependency Services  
c/o Broome County Community Mental Health Services**

+1(607)778-1251  
+1(607)778-1254 (fax)

**Southern Tier Drug Abuse Treatment Center-**

+1(607) 762-2800  
+1(607) 763-6518 (fax)

**Fairview Addictions Crisis Center-**

+1(607)722-4080

## Domestic Violence-Broome County

**Crime Victims Assistance Center**

+1(607)722-4256  
+1(607)725-8196

+1(607)723-  
3200  
Crisis Line:  
Text Line:

**RISE- Comprehensive Domestic Violence Services**

+1(607)748-7453 Hotline  
+1(607)754-4340 or +1(877)754-4340

## HOTLINES

988

Suicide Prevention  
Hotline

+1(877) 266-3111  
Addiction Hotline

+1(844) 288-2962  
Eating Disorders  
Hotline

+1(877) 455-0628  
Self-Harm Hotline

+1 (888) 640-5174  
Depression Hotline

+1(800) 656-4673  
Sexual Assault Hotline

+1(877) 565-8860  
Trans Hotline

**UNITED WAY**

**211**

**Offered in all areas**

## Other Services- local to Binghamton

**Catholic Charities of Broome County-**  
+1(607)729-9166

**Mental Health Association of the Southern Tier**  
+1(607)771-8888

# SUNY BROOME

WELLNESS