

# RECOGNIZING AND REACHING OUT TO STUDENTS OF CONCERN

## FOR FACULTY AND STAFF

### STEP 1: DETERMINE IF THERE IS DANGER

If there is immediate danger, call 9-1-1 and then Pace Security:

- NYC Campus: (212) 346-1800

If you're uncertain about immediate danger, call Pace Security at the numbers above and/or the Counseling Center for input:

- NYC Campus: (212) 346-1526

For after-hours emergencies, the Counseling Center is available by phone. Just dial (212) 346-1526 and follow the prompts to be directed to an after-hours crisis counselor.

If there is no danger, but the student needs support for academic/personal issues, **TALK** to them and **REFER** them to appropriate resources. More detailed information on how to help students can be found in the Counseling Center's website at [www.pace.edu/counseling](http://www.pace.edu/counseling).

### STEP 2: OBSERVE THE SIGNS

#### ACADEMIC

- Repeated absences
- Poor work
- Morbid/bizarre themes on assignments

#### PHYSICAL

- Poor hygiene
- Disjointed thoughts or "out of it"
- High irritability or unruly behavior
- Listlessness or falling asleep in class

#### INTERPERSONAL

- Disclosure of personal distress
- Withdrawal from others
- Recent traumatic experiences/losses
- Paranoia

#### EMERGENCY

- Suicidal/homicidal thoughts
- Loss of emotional/physical control
- Loss of connection with reality
- Written/verbal threats

### STEP 3: TAKE ACTION

#### PREPARE

- Consult with the Counseling Center/other resources
- Identify campus/community resources for student
- Arrange to meet with the student
- Let others know about meeting, including location and time

#### VOICE

- Share your specific observations and/or concerns
- Ask directly if the student wants to hurt themselves and/or others
- Highlight the importance of student getting professional and/or other support

#### ACT

- Share referrals and/or resources and help identify personal supports
- Assist the student in contacting resources
- If possible, offer to accompany student to campus resource
- Normalize getting help

#### WRAP UP

- Remember self-care
- Consult your supervisor and the Counseling Center after an incident
- Set up follow-up appointment with student
- Complete and file a Guardian report, which is shared with the Dean for Students and the First Alert Team, who can intervene when necessary to help students create an action plan to get back on track.
  - File a Guardian report at [www.pace.edu/guardian](http://www.pace.edu/guardian)

**Privacy Statement:** The Family Educational Rights and Privacy Act (FERPA) permits communication about a student experiencing a health/safety emergency.

# IMPORTANT RESOURCES AND TELEPHONE NUMBERS

FOR THE NEW YORK CITY CAMPUS

## EMERGENCY CONTACT INFORMATION

**IN AN EMERGENCY: Call 9-1-1** and then Pace University's Office of Safety and Security:  
NYC Campus: (212) 346-1800

## UNIVERSITY RESOURCES

Athletics (Student Success and Services).....	(212) 346-1052	Learning Assistance Center.....	(212) 346-1329
Center for Student Engagement .....	(212) 346-1590	Office of Multicultural Affairs.....	(212) 346-1546
Community Standards and Compliance.....	(212) 346-1306	Pace Women's Justice Center .....	(914) 287-0739
Counseling Center .....	(212) 346-1526	Office of Residential Life .....	(212) 346-1295
Dean for Students .....	(212) 346-1306	Office of Sexual and Interpersonal Wellness.....	(212) 346-1931
Office of Institutional Equity and Title IX Compliance .....	(212) 346-1310	Student Accessibility Services .....	(212) 346-1199
Human Resources.....	(914) 923-2730	University Health Care .....	(212) 346-1600
International Students and Scholars Office .....	(212) 346-1368	LGBTQA+ Center Pace.....	(212) 346-1966

## IN THE COMMUNITY

Sanctuary for Families Domestic Violence Shelter .....	(212) 349-6009	Safe Horizon .....	(212) 577-7700
The LGBT Community Center .....	(212) 620-7310	Sexual Assault and Violence Intervention Program .....	(212)-423-2140