# STUDENTS IN CRISIS:
## A REFERENCE GUIDE FOR FACULTY AND STAFF

The purpose of this guide is to provide faculty/staff members with information if they encounter students who are experiencing significant changes in their lives during the semester. Students in crisis may threaten to harm themselves or others, appear emotionally unstable, or are disruptive in class or in public areas. Use the guidelines below to assist students in crisis.

### Please do not leave the student alone.
**Public Safety is available 24/7 to be of assistance when other offices are closed:**
Public Safety is located in Loew Hall [LO], Room 505 at 718.289.5911

<table>
<thead>
<tr>
<th>Situation/Circumstances</th>
<th>Immediate Action</th>
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| 1 Students who appear to be in medical distress | o Public Safety  
Loew Hall [LO], Room 505 at 718.289.5911 |
| 2 Students that are disruptive, aggressive or present an immediate threat to self and/or others | o Public Safety  
Loew Hall [LO], Room 505 at 718.289.5911  
Note: If needed student will be escorted to the Interim Student Conduct Officer, Jessenia Paoli in Loew Hall [LO], Room 210 at 718.289.5630 |
| 3 Receipt of troubling communication from students that raises concern for student’s or others’ safety | o Jessenia Paoli, Interim Student Conduct Officer  
Loew Hall [LO], Room 210 at 718.289.5630  
| | o Public Safety  
Loew Hall [LO], Room 505 at 718.289.5911  
| | o Amy Ojerholm, Interim Coordinator  
Loew Hall [LO], Room 436 at 718.289.5100, ext. 3222 |
| 4 Students who are in distress but are not communicating any intent to harm themselves or others | o Janet Nelson, Intake Coordinator  
Loew Hall [LO], Room 216 at 718.289.5223  
To discuss students concerns directly, call or email:  
| | o Amy Ojerholm, Interim Coordinator  
Loew Hall [LO], Room 436 at 718.289.5100, ext. 3222  
| | o Donna Paroff-Sherman, Personal Counselor  
Loew Hall [LO], Room 432 at 718.289.5873  
| | o Esther Levy, Personal Counselor  
Loew Hall [LO], Room 209 at 718.289.5100, ext. 3354 |
| 5 When making a referral to Personal Counseling | o Personal Counseling  
Loew Hall [LO], Room 216 at 718.289.5223 |
| | Faculty/Staff should encourage the student to contact the office for an appointment while still in their presence.  
Note: Escorting the student to the office makes it even more likely that the student will accept our assistance. |
| 6 Additional Campus Resources | o Health Services  
Loew Hall [LO], Room 101 at 718.289.5859  
| | o DisAbility Services  
Loew Hall [LO], Room 211 at 718.289.5874  
| | o Student Conduct  
Loew Hall [LO], Room 210 at 718.289.5630  
| | o Single Stop  
Loew Hall [LO], Room 118 718.289.5179 |