

## Recognize the Signs

### Academic

- Excessive absences, missed assignments, exams
- Sudden drop in grades or academic performance
- Non-responsive to outreach

### Psychological

- Self-disclosure of personal distress
- Excessive seeking out personal advice
- Unusual emotional or physical response to typical situations

### Physical/Safety

- Changes in physical appearance, speech or eye contact
- Observable injuries or inappropriate interactions between students
- Unprovoked anger, sadness or other reaction

## How to Respond

Follow the chart below to determine who to contact when faced with a distress or distressing student.  
Ask yourself, is the student a danger to self or others?

**YES**

The student's behavior demonstrates imminent harm to self and others.

Call Public Safety (718) 262-2222  
Student Affairs at (718) 262-2331  
for an immediate response and/or guidance

Document Incident via [Behavioral Intervention Team \(BIT\) portal](#)

**NOT SURE**

I am not sure how serious it is, but the student shows signs of distress and the interaction has left me feeling uneasy and/or really concerned about the student.

Call Public Safety (718)-262-2222  
Student Affairs (718)-262-2331  
for an immediate response.

**NO**

I am not concerned for the student's immediate safety, but the individual is having significant academic and/or personal issues and could use some support.

Meet with student to discuss behavior privately and recommend they visit/contact the Counseling Center at Room AC-1G03, (718)-262-2272  
Email: [Counseling@york.cuny.edu](mailto:Counseling@york.cuny.edu)

## On Campus Resources

Office	Phone Number	Email Address
Public Safety	718-262-2222	jassmann@york.cuny.edu; csuarez2@york.cuny.edu; aroman9@york.cuny.edu
Student Affairs	718-262-2331	SAEM@york.cuny.edu
Office of Ombudsperson	718-262-2152	ombudsperson@york.cuny.edu
Counseling Services	718-262-2272	counseling@york.cuny.edu
Center for Students with Disabilities	718-262-2191	csd@york.cuny.edu
Student Health Services	718-262-2050	StudHealthSvcCtr@york.cuny.edu

## Off Campus Resources

### Emergency Resources

- Call 911 or go to your nearest hospital
- CUNY Crisis Text Line: Text "CUNY" to 741741
- NYS Suicide and Crisis Lifeline: Call or Text "988"
- NYC Well: Text "WELL" to 65173 or 1-888-NYC-WELL or call 1-888-692-9355
- Safe Horizon Helpline: (Domestic Violence resource) 1-800-621-HOPE (4673)
- SAMHSA Helpline: (Substance Abuse/Mental Health) 1-800- 662-HELP (4357)
- Veterans Crisis Lifeline: Call 988 and Press "1" or Text 838255
- Trevor Lifeline: (LGBTQIA+ suicide prevention): Text START to 678678 or call 1-866-488-7386

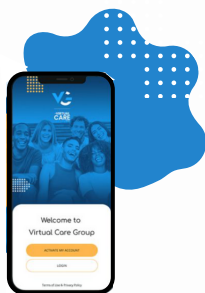


Life can be tough.  
Getting help is easy.

### The Virtual Care Group

Scan the QR code to activate  
your account today!

Please use zip code 11451 when prompted.



## Virtual Care Group (VCG)

We urge all students to use VCG, Virtual Care Group, our FREE, confidential, virtual counseling service that provides physical health and mental health services 24/7, 365 days a year, in over 150 languages. They can access the service by following this link: <https://www.york.cuny.edu/counseling-center/virtual-care-group-access>

Or just scanning the QR code, downloading the app and proceeding to speak with a counselor. If you have any trouble enrolling, please contact VCG customer care at 866.533.1827