Protocol for Responding to Students of Concern

Is it an emergency?

Is there risk of imminent harm to self or others?

YES

On-campus:

- **Call Public Safety (585) 292-2911**

Off-campus:

- **Call Lifeline (585) 275-5151 or**
- **Call 911**

NO

Is it urgent?

Is it possible that a risk to safety could arise?

Is the situation time sensitive?

Are you unsure whether it is urgent?

YES

Call the Counseling Center

- To schedule an appointment and state that it is urgent
- Walk-in hours are available based on urgent needs

NO

Call the Counseling Center

- To consult about next steps
- Talk with the student to gather additional information and encourage the student to make an appointment with a Counselor

Counseling Center

Brighton Campus

Location: Bldg.3, Rm 103

Phone: (585) 292-2140

Hours: 8:45am-4:45pm

Monday-Friday