

CARE TEAM Student Support: While working remote

For homicidal or suicidal statements/ideations

IF YOU FEEL THAT A STUDENT **IS IN IMMINENT DANGER** OF HURTING THEMSELVES OR ANOTHER PERSON, **CALL 911**. IF THE STUDENT YOU ARE CONCERNED ABOUT IS **LOCATED ON CAMPUS, CALL UPD AT (716) 878-6333**. GIVE AS MUCH INFORMATION AS YOU HAVE-EVEN IF IT'S ONLY A CELL PHONE NUMBER. IF POSSIBLE, ASK STUDENT WHERE THEY ARE PHYSICALLY LOCATED AT THE TIME OF THE CALL SO YOU CAN GIVE THIS INFORMATION TO THE POLICE.

- 24 HOUR EMERGENCY NUMBERS FOR PSYCHOLOGICAL EMERGENCIES AFTER HOURS
 - If a student is in **Erie County**: Crisis Services (716) 834-3131
 - Outside of Erie County, anywhere in the United States National Suicide Prevention Lifeline 1-800-273-8255
 - SUNY 24-hour Crisis Text Line: text GOT5 to 741-741
 - To request of counselor of color text STEVE to 741-741
 - Trevor LGBTQ+ Crisis hotlines: Trevor Lifeline 1-866-488-7386 : Trevor Chat Text START to 678678 : Trans Lifeline: 1-877-565-8860

*****For all emergencies or non-emergencies – once you have communicated with the proper offices/departments remember to complete a Care Team form so that the Care Team can follow up with the student. Complete that form at:**

<https://pavesuite.com/BuffaloState/PublicPortal/ConcerningIncident>

To refer students to the Counseling Center

Please tell students they can call (716) 878-4436 and request to schedule an appointment for an initial phone screening. **All services are provided via telehealth (phone or video).**

An Urgent Care counselor is available for consultations during regular business hours 8:30 a.m.- 5:00 p.m.

Some example of situations to call the Counseling Center to ask for a call-back from the Urgent Care Counselor:

- Suicidal thoughts
- Thoughts about harming another person
- Recent assault or abuse
- Knowledge of another person being abused or assaulted
- Concerns about your own or another person's safety
- Hallucinations

Procedure: When you call the counseling center please inform our secretary that you are requesting a call-back from the Urgent Care Counselor: **IMPORTANT: the call-back will come from a blocked/private number so please make sure your phone will accept this type of call.** Please be aware that for health and safety reasons, our counselors are working remotely and it will take a few minutes for the secretary to relay the message to the Urgent Care Counselor. The Urgent Care counselor can provide consultations and recommendations for the above scenarios but is not for situations where imminent danger is indicated. *We also recommend that faculty and staff take SUNY's online Question, Persuade, Refer (QPR) suicide prevention training available at <http://www.qprtraining.com/setup.php> (enter SUNY as the organizational code).*

An additional resource for non-emergent concerns is the Dean of Student's Office (e.g. non-emergent issues related to: homelessness, food insecurity, in need of support services or resources, COVID-19 related concerns, mental health or physical health, or follow up to your emergency calls for concerns listed above).

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