

How to Reach Us

For emergencies, call 911

For non-emergencies, call ext. 5471, option 2

WellnessCenter@lagcc.cuny.edu
www.laguardia.edu/wellnesscenter

Office Hours:

Monday – Thursday 9:00 a.m. – 7:00 p.m.

Friday 9:00 a.m. – 5:00 p.m.

Saturday 10:00 a.m. - 2:00 p.m.

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4 Step Referral Process

STEP 1: Identify

Recognize the warning signs. Particular language and behaviors signal that a student may be experiencing personal, social or psychological distress (e.g. withdrawal, disturbing speech/communication, or changes in mood or behavior.)

STEP 2: Listen

Focus on what they're saying and express concern. Speak to the student privately. Don't be afraid to ask "How are you feeling?" Explain what you have heard or observed that makes you concerned about the student. "I'm concerned about..." Allow the student to talk and help them elaborate. Pick up on cues from body language. Listen respectfully without judgment. Be careful not to overact with too much emotion or panic. Validate the difficult circumstances or feelings expressed and convey your concern for the student's well-being.

STEP 3: Refer

Recommend the student speak to a counselor in the Wellness Center. Explain the helpfulness of counseling and normalize the process. Emphasize that the services are free and confidential. Involve the student in the referral. Make the initial contact by calling the Wellness Center at 718.482.5471. If the student is reluctant to accept a referral or you are uncomfortable suggesting services, call the Wellness Center and share your observations and concerns. A plan can be arranged to reach the student and to assess their emotional state.

STEP 4: Follow Up

Follow up and continue support. Communicate your continued interest and concern by checking with the student to determine whether they followed up on your recommendation. Continue to be supportive and inquire periodically about how they are doing. **Please remember that confidentiality limits the Wellness Center from providing information about a student without their written consent.**

Concerned about a student but unsure what to do?

- For signs of psychological or emotional distress (*unpleasant emotions that impact functioning, such as sadness, anxiety, fatigue or moodiness*), contact the **Wellness Center at 718.482.5471 or wellnesscenter@lagcc.cuny.edu**
- For signs of imminent danger to themselves or others, such as physical harm or death, contact **Public Safety (Room M-145) at ext. 5555.**