What factors help a person maintain mental/emotional well-being?

- Social support (trusted friends/family/role models/teachers)
- Feeling safe in your environment
- Resources to help manage during times of adjustment and change
- A belief system (cultural, spiritual, or religious)
- Positive coping mechanisms/stress management techniques
- Access to mental health services if they are needed
- Ability to reframe negative issues

Possible Signs of Distress:

- Changes in mood or personality
- Not going to events during NSOP
- Talking a lot about feelings of homesickness
- Fatigue/low energy
- Lack of sleep or too much sleep
- Not eating
- Negative outlook
- Withdrawal or isolation
- Impulsive behaviors
- Higher-risk use of alcohol or other substances
- Talk of self-harm

Tools for Conversations

See, Tell, Ask, Offer:

- You SEE a problem
- You TELL the other person what you see
- You ASK if your observation is valid
- You OFFER them a chance to talk more
Response, Referral, and Gatekeeper Training for Student Leaders

Intervention Checklist:

• I care about you.
• This is what I see. (avoid labeling) – Talk to the person about what they are doing. For example: I’ve noticed you aren’t coming to meals.
• This is how what you do makes me feel. – Explain how their actions are impacting you. For example: I’m worried about you.
• I want you to understand where I’m coming from. – Ask them if they recognize your thoughts and opinions on the situation.
• We can work through this together. – You want to and are willing to help them. Let them know this. However, be aware that they may not be willing to seek support right now.
• I will support you if you need it.

Possible resources for referrals

Coping tools  https://health.columbia.edu/content/coping-tools
Links to Success  https://health.columbia.edu/content/links-success
Counseling & Psychological Services (CPS)  212-854-2878; virtual appointments & groups
Sexual Violence Response (SVR)  212-854-HELP (4357); virtual appointments & 24/7 hotline
Medical Services (MS)  212-854-7426; Call first (no walk in appointments)
Gay Health Advocacy Project (GHAP) gpap@columbia.edu; virtual appointments
Alice! Health Promotion (Alice!) alice@cumc.columbia.edu; online resources & virtual appointments
BASICS basics@cumc.columbia.edu; virtual appointments
NYC Well  1-888-692-9355
Public Safety (Call 24/7)  212-854-5555
Ombudsperson  212-854-1234; call for appointment
Religious Life  https://religiouslife.columbia.edu/virtual-resources; virtual offerings
Academic advisor  https://www.cc-seas.columbia.edu/csa; phone & virtual appointments
Emergency Services (NYPD in NYC)  911; in the US
Scenario Activity: Brainstorm your plan of action for communicating your concern to your friend. Include:

How do you know there is a problem?

Which approach might you use?

What might you say?

What could you do if they disagree that there is a problem?

What barriers may exist to them getting help and how might you overcome them?

What resources could you refer them to?